



Susan N. Story

President and Chief Executive Officer

Susan N. Story is president and chief executive officer (CEO) of American Water, the largest publicly traded U.S. water and wastewater utility company. In this role since May 9, 2014, Ms. Story leads a team of 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. She is responsible for developing the overall strategy and vision of American Water and directing its key business development initiatives.

Ms. Story joined American Water in April 2013 as chief financial officer (CFO). In this role, she had responsibility for all financial functions, including directing and coordinating all company financial objectives and obligations; ensuring the integrity of financial statements; developing budgets for both annual and interim periods; developing cash management investment strategies; maintaining a financially solvent organization; leading Sarbanes-Oxley; and overseeing the shared services organization.

With more than 30 years of utility experience, Ms. Story is well-versed in overseeing complex financial systems, optimizing cost structures and strengthening internal controls. Prior to joining American Water in April 2013, Ms. Story served as executive vice president of Southern Company, one of America's largest generators of electricity serving both regulated and competitive markets across the southeastern United States. In this capacity, she was a member of the company's management council and was president and CEO of Southern Company Services Inc., with responsibilities for functional support of all of Southern Company's subsidiaries.

Previously, Ms. Story served as president and CEO of Gulf Power Company, a Florida subsidiary of Southern Company. She has also served as Southern Company's executive vice president of Engineering and Construction Services, where she had oversight for budgets and schedules of numerous combined cycle power plants and large environmental retrofit projects. Ms. Story began her career at Southern Company as a nuclear power plant engineer and had increasing responsibilities in operations, human resources, customer service, corporate real estate and supply chain. She has also been an independent director of Raymond James Financial, a diversified financial services company, since 2008, and was named Independent Lead Director in February 2016.

Story has a history of active involvement in community, industry, education and economic development efforts. She currently serves on the board of directors for the Bipartisan Policy Center and the Alliance to Save Energy (ASE), and is a member of the Moffitt Cancer Center Board of Advisors in Tampa, Fla. She was recently the national chairman for the Center for Energy Workforce Development (CEWD) and served on the board of the National Renewable Energy Laboratory (NREL). In her time in Florida, she was a member of the Florida Board of Education, appointed to the Federal Judicial Nominating Commission, appointed chair of the state's economic

development public-private partnership, and was an appointee to the Tax and Budget Reform Commission, required every 20 years by the Florida Constitution.

Ms. Story attended executive education programs at Duke University and Oxford University in England, and completed international business studies at Cambridge University and leadership studies at Harvard. She earned a bachelor's degree in industrial engineering from Auburn University and an MBA from the University of Alabama in Birmingham. She completed additional post-graduate coursework in the Master of Finance program at the University of Alabama focusing on financial derivatives, and at the Birmingham School of Law focusing on torts and contracts.

American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. Marking its 130th anniversary this year, the company employs more than 6,700 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. More information can be found by visiting www.amwater.com.