

Satisfaction with American Water System Overall

Region	Utility Subsidiary	Operations	Curr.	Current	Prev.	Curr. /	Year End	Over/ Under Goal	2002 Goal	Year End			
			Qtr. Total Resp.	Quarter Total Sat.	Quarter Total Sat.	Prev. Quarter Change	2001 Total Sat.			2001 Goal	Total Satisfaction Ranking	Rgn	Util
American Water System			3799	77.25%	79.62%	(2.37%)	77.83%	72.98%	4.85%	81.42%			
IL-IA			362	80.90%	81.46%	(0.56%)	81.64%	74.65%	6.99%	84.38%	3		
	Illinois		246	79.60%	79.85%	(0.25%)	80.70%	75.10%	5.60%	83.79%		6	
		Eastern	66	81.09%	79.79%	1.31%	80.45%	74.31%	6.14%	83.88%			13
		Northern	90	84.66%	83.68%	0.97%	78.94%	71.99%	6.95%	82.53%			15
		Southern	90	74.52%	76.86%	(2.34%)	82.26%	79.30%	2.96%	85.51%			9
	Iowa	Iowa	116	85.95%	87.70%	(1.76%)	85.30%	77.40%	7.90%	87.98%		2	4
IN-MI-OH			487	75.04%	73.69%	1.35%	74.36%	69.36%	5.0%	78.74%	5		
	Indiana		355	77.35%	72.88%	4.47%	74.32%	70.41%	3.91%	79.36%		14	
		Central	83	82.96%	63.13%	19.82%	73.35%	71.62%	1.72%	79.21%			28
		Eastern	112	66.59%	77.24%	(10.65%)	73.37%	71.04%	2.34%	79.23%			27
		Northwest	80	83.75%	80.46%	3.29%	78.38%	73.16%	5.21%	82.61%			17
		Southern	80	79.09%	68.81%	10.28%	71.50%	63.91%	7.60%	77.98%			31
	Michigan	Michigan	59	72.88%	79.31%	(6.43%)	73.01%	74.66%	(1.65%)	78.43%		15	29
	Ohio	Ohio	73	61.10%	78.10%	(17.0%)	74.74%	71.28%	3.46%	79.66%		13	26
Missouri	Missouri		405	83.64%	86.85%	(3.21%)	83.26%	79.07%	4.20%	85.81%	1	3	
		Central	99	79.32%	77.50%	1.82%	79.87%	66.55%	13.33%	84.81%			14
		Eastern	111	88.58%	94.57%	(5.99%)	89.93%	87.00%	2.93%	89.93%			1
		Southwestern	87	68.97%	73.63%	(4.66%)	67.92%	63.96%	3.96%	75.17%			33
		Western	108	54.10%	36.53%	17.57%	40.17%	53.38%	(13.21%)	54.00%			41
Northeast			903	73.53%	75.21%	(1.67%)	73.18%	69.75%	3.44%	77.83%	6		
	Connecticut	Connecticut	108	74.07%	68.04%	6.03%	71.97%	71.54%	0.43%	N/A		16	30
	Hampton	Hampton	1	100.00%	73.08%	26.92%	77.64%	66.19%	11.45%	N/A		8	18
	Long Island	Long Island	124	64.52%	66.67%	(2.15%)	65.26%	68.17%	(2.90%)	71.99%		19	34
	Massachusetts	Massachusetts	105	43.06%	54.70%	(11.65%)	48.47%	62.85%	(14.38%)	N/A		22	40
	New Jersey		474	76.32%	79.18%	(2.86%)	76.56%	72.86%	3.70%	81.35%		11	
		Central	80	55.57%	53.50%	2.07%	58.44%	68.05%	(9.61%)	67.40%			36
		Northeastern	85	80.00%	86.17%	(6.17%)	77.05%	76.93%	0.12%	82.48%			21
		Northwestern	101	77.20%	75.45%	1.75%	75.97%	72.41%	3.57%	81.58%			23
		Southeastern	100	73.00%	74.74%	(1.74%)	76.38%	71.92%	4.46%	81.92%			22
		Southwestern	108	80.56%	86.81%	(6.26%)	82.66%	76.88%	5.79%	87.18%			7
	New York	New York	89	65.17%	62.79%	2.38%	63.80%	69.10%	(5.31%)	N/A		20	35
	Salisbury	Salisbury	2	100.00%	62.79%	37.21%	53.79%	58.94%	(5.15%)	N/A		21	39
Pennsylvania	Pennsylvania		593	78.12%	79.35%	(1.24%)	76.79%	72.79%	3.99%	80.61%	4	10	
		Eastern	151	80.79%	86.01%	(5.22%)	78.69%	75.23%	3.46%	82.06%			16
		Northeast	110	64.28%	56.69%	7.59%	57.72%	57.93%	(0.22%)	66.44%			37
		Pittsburgh	108	81.48%	87.96%	(6.48%)	84.21%	76.86%	7.35%	86.28%			5
		Western	224	87.70%	90.52%	(2.82%)	88.86%	81.48%	7.38%	89.85%			2
Southeast			711	75.59%	84.51%	(8.92%)	82.23%	76.87%	5.36%	84.84%	2		
	Kentucky	Kentucky	94	69.15%	93.26%	(24.11%)	82.40%	76.00%	6.40%	85.24%		4	8
	Maryland	Maryland	75	81.33%	76.74%	4.59%	77.53%	67.42%	10.11%	81.18%		9	19
	Tennessee	Tennessee	74	78.38%	86.57%	(8.19%)	85.53%	79.18%	6.35%	87.85%		1	3
	Virginia	Virginia	65	76.03%	83.40%	(7.37%)	80.48%	71.98%	8.50%	83.64%		7	12
	W Virginia		403	78.06%	78.73%	(0.67%)	81.40%	79.24%	2.16%	84.40%		5	
		Central	98	73.85%	76.18%	(2.33%)	83.39%	81.45%	1.95%	86.32%			6
		Northern	93	90.40%	82.01%	8.40%	81.52%	82.30%	(0.78%)	84.80%			10
		Southern	105	89.56%	80.94%	8.62%	80.73%	80.75%	(0.01%)	84.16%			11
		Western	107	79.13%	82.76%	(3.63%)	77.19%	74.00%	3.19%	81.31%			20
Nestern			338	69.06%	69.19%	(0.13%)	68.95%	65.73%	3.22%	74.59%	7		
	Arizona	Arizona	47	68.09%	71.43%	(3.34%)	68.91%	65.50%	3.41%	74.56%		17	32
	California		200	69.09%	69.71%	(0.62%)	68.19%	65.47%	2.72%	74.10%		18	
		Central	107	55.14%	58.56%	(3.42%)	56.38%	56.44%	(0.06%)	62.81%			38
		Southern	93	77.11%	76.13%	0.98%	74.98%	69.43%	5.55%	79.83%			24
	New Mexico	New Mexico	91	69.23%	64.38%	4.85%	74.93%	68.76%	6.17%	78.43%		12	25

Overall Utility Value Rating

Region	Utility Subsidiary	Operations	Curr. Qtr.	Current Quarter	Prev. Quarter	Curr. / Prev. Quarter	Year End 2001	2001	Over/Under Target	2002 Target	Year End Total Good Ranking		
			Total Resp.	Total Good	Total Good	Change	Total Good	Target	Target	Rgn	Util Sub	Oper	
American Water System			3821	70.76%	70.27%	0.49%	70.97%	68.52%	2.45%	75.67%			
IL-IA			366	75.77%	76.71%	(0.94%)	75.30%	71.26%	4.05%	79.12%	3		
	Illinois		247	76.07%	77.60%	(1.53%)	75.52%	71.44%	4.08%	79.31%		4	
		Eastern	66	71.31%	74.54%	(3.24%)	74.08%	69.90%	4.18%	78.44%			11
		Northern	91	76.09%	78.89%	(2.79%)	73.67%	68.11%	5.57%	78.09%			12
		Southern	90	79.52%	78.82%	0.71%	78.02%	76.24%	1.78%	81.77%			5
	Iowa	Iowa	119	74.61%	73.26%	1.36%	74.48%	70.59%	3.89%	78.40%		6	8
IN-MI-OH			484	65.34%	67.09%	(1.75%)	69.36%	65.26%	4.09%	74.32%	5		
	Indiana		353	66.92%	66.39%	0.52%	69.69%	65.42%	4.28%	74.60%		9	
		Central	82	67.60%	64.62%	2.98%	72.02%	66.71%	5.31%	77.25%			18
		Eastern	111	65.46%	65.94%	(0.48%)	70.95%	65.01%	5.94%	76.37%			21
		Northwest	80	70.00%	72.09%	(2.09%)	71.77%	70.69%	1.08%	77.04%			19
		Southern	80	63.84%	61.38%	2.46%	60.16%	61.68%	(1.52%)	67.63%			29
	Michigan	Michigan	57	56.14%	58.93%	(2.79%)	55.41%	66.60%	(11.19%)	63.00%		18	34
	Ohio	Ohio	74	56.54%	72.13%	(15.59%)	68.56%	64.20%	4.36%	73.66%		13	26
Missouri			410	76.07%	75.61%	0.46%	75.90%	71.78%	4.12%	78.90%	2	3	
		Central	102	72.03%	76.78%	(4.75%)	74.40%	64.08%	10.32%	80.19%			9
		Eastern	111	79.81%	79.60%	0.21%	80.85%	80.19%	0.66%	85.00%			3
		Southwestern	90	67.78%	75.00%	(7.22%)	70.45%	63.93%	6.52%	77.26%			23
		Western	107	52.49%	44.17%	8.32%	40.39%	48.34%	(7.94%)	52.69%			39
Northeast			904	64.77%	62.60%	2.16%	63.78%	63.21%	0.57%	69.68%	7		
	Connecticut	Connecticut	107	55.14%	55.21%	(0.07%)	57.38%	58.59%	(1.21%)	N/A		17	33
	Hampton	Hampton	1	100.00%	67.92%	32.08%	72.05%	56.66%	15.39%	N/A		8	17
	Long Island	Long Island	124	54.03%	57.78%	(3.75%)	59.83%	62.68%	(2.85%)	66.13%		16	31
	Massachusetts	Massachusetts	106	30.44%	39.68%	(9.24%)	33.08%	48.68%	(15.60%)	N/A		22	41
	New Jersey		478	69.15%	65.70%	3.45%	67.05%	65.04%	2.02%	72.67%		14	
		Central	82	47.63%	41.03%	6.60%	48.46%	57.99%	(9.53%)	58.44%			38
		Northeastern	85	74.12%	82.47%	(8.36%)	73.45%	67.25%	6.20%	78.98%			14
		Northwestern	101	78.96%	67.69%	11.27%	70.89%	67.45%	3.44%	76.78%			22
		Southeastern	100	58.00%	52.69%	5.31%	58.15%	62.99%	(4.84%)	66.09%			32
		Southwestern	110	68.18%	62.92%	5.26%	68.19%	68.54%	(0.35%)	74.48%			27
	New York	New York	86	53.49%	53.01%	0.48%	52.57%	56.90%	(4.33%)	N/A		20	36
	Salisbury	Salisbury	2	50.00%	43.90%	6.10%	36.15%	44.00%	(7.85%)	N/A		21	40
Pennsylvania			598	73.18%	67.91%	5.27%	69.53%	67.73%	1.80%	74.53%	4	10	
		Eastern	156	78.78%	76.32%	2.46%	74.36%	70.54%	3.82%	77.83%			10
		Northeast	107	58.34%	45.40%	12.94%	50.93%	56.12%	(5.18%)	60.55%			37
		Pittsburgh	110	70.91%	77.06%	(6.16%)	72.64%	70.44%	2.20%	76.65%			16
		Western	225	86.64%	77.08%	9.56%	82.73%	74.16%	8.58%	83.64%			1
Southeast			718	71.71%	77.59%	(5.88%)	76.78%	74.23%	2.55%	80.30%	1		
	Kentucky	Kentucky	95	73.68%	79.78%	(6.09%)	78.89%	75.23%	3.66%	82.39%		2	4
	Maryland	Maryland	74	48.65%	65.85%	(17.21%)	55.30%	57.82%	(2.52%)	62.45%		19	35
	Tennessee	Tennessee	76	77.63%	71.01%	6.62%	80.91%	77.20%	3.71%	83.88%		1	2
	Virginia	Virginia	65	62.99%	81.04%	(18.05%)	73.44%	66.96%	6.48%	77.91%		7	15
	W Virginia		408	71.46%	78.32%	(6.86%)	75.39%	75.17%	0.22%	79.72%		5	
		Central	101	69.97%	83.06%	(13.09%)	77.57%	77.14%	0.43%	81.21%			6
		Northern	93	78.63%	70.30%	8.33%	74.71%	77.06%	(2.34%)	79.14%			7
		Southern	105	83.09%	73.87%	9.22%	73.67%	77.27%	(3.61%)	78.54%			13
		Western	109	67.06%	71.31%	(4.25%)	71.51%	67.23%	4.28%	76.40%			20
Western			341	65.11%	63.69%	1.41%	65.33%	60.52%	4.81%	70.96%	6		
	Arizona	Arizona	45	73.33%	67.27%	6.06%	69.43%	61.49%	7.94%	75.00%		11	24
	California		204	65.00%	63.97%	1.03%	64.63%	60.35%	4.28%	70.61%		15	
		Central	111	59.46%	57.66%	1.80%	60.04%	57.65%	2.39%	67.58%			30
		Southern	93	68.20%	67.61%	0.59%	67.27%	61.28%	5.99%	72.38%			28
	New Mexico	New Mexico	92	63.04%	60.27%	2.77%	69.36%	65.97%	3.39%	74.94%		12	25

Satisfaction with American Water System Overall

Region	Subsidiary	Operating Center	Current	Current	Previous	Curr. Qtr/ Prev. Qtr. Change	^{1,000} Year End	2001 Goal	Over/ Under Goal	Year End		
			Qtr. Total Resp.	Qtr. Total Sat.	Qtr. Total Sat.		Total Sat.			Total Sat.	Total Satisfaction	Rgn
American Water System			4688	64.63%	66.05%	(1.42%)	65.24%	71.83%				
IL-IA			332	67.17%	68.34%	(1.17%)	68.37%	73.62%		4		
	Illinois		221	63.80%	67.52%	(3.72%)	66.93%	72.99%			8	
		Eastern	121	55.37%	69.05%	(13.68%)	63.61%	71.02%				20
		Northern	27	*	64.18%	0.0%	64.97%	72.07%				19
		Southern	73	75.34%	68.67%	6.67%	71.74%	77.37%				11
	Iowa	Iowa	111	73.87%	70.59%	3.29%	72.36%	77.40%			3	9
IN-MI-OH			598	58.70%	65.76%	(7.06%)	60.88%	69.37%		5		
	Indiana		438	54.34%	64.57%	(10.23%)	59.21%	69.96%			15	
		Central	122	52.46%	63.64%	(11.18%)	60.59%	71.41%				25
		Eastern	240	55.00%	66.05%	(11.05%)	59.20%	71.04%				27
		Northern	5	*	63.83%	0.0%	66.67%	73.16%				16
		Southern	71	53.52%	61.90%	(8.38%)	50.18%	63.65%				37
	Michigan	Michigan	75	76.00%	76.79%	(0.79%)	70.09%	74.66%			7	13
	Ohio	Ohio	85	65.88%	63.89%	1.99%	63.03%	71.55%			11	21
Missouri	Missouri		369	65.31%	72.33%	(7.02%)	71.21%	75.76%		2	5	
		Central	47	51.06%	37.50%	13.56%	51.25%	66.55%				35
		Eastern	214	80.37%	84.21%	(3.84%)	82.97%	89.61%				1
		Southwestern	8	*	52.63%	0.0%	46.46%	63.96%				39
		Western	100	41.00%	14.77%	26.23%	25.00%	53.35%				42
Northeast			1151	56.91%	59.37%	(2.47%)	58.58%	68.11%		6		
	Connecticut	Connecticut	121	60.33%	63.73%	(3.39%)	61.74%	71.54%			13	22
	Hampton	Hampton	65	50.77%	56.25%	(5.48%)	53.02%	66.19%			18	33
	Long Island	Long Island	123	48.78%	59.32%	(10.54%)	56.35%	68.17%			17	31
	Massachusetts	Massachusetts	103	48.54%	42.57%	5.97%	46.98%	62.85%			21	38
	New Jersey		596	62.92%	63.18%	(0.26%)	62.91%	72.29%			12	
		Egg Harbor	123	56.91%	61.38%	(4.47%)	60.11%	71.92%				26
		Haddon Heights	127	70.08%	70.45%	(0.38%)	67.78%	76.88%				15
		Lakewood	123	50.41%	59.09%	(8.68%)	53.67%	68.05%				32
		Short Hills	117	65.81%	57.59%	8.22%	60.88%	72.41%				24
		Shrewsbury	106	72.64%	66.94%	5.70%	67.86%	76.93%				14
	New York	New York	91	52.75%	56.18%	(3.43%)	57.88%	69.10%			16	30
	Salisbury	Salisbury	52	30.77%	47.06%	(16.29%)	38.34%	58.94%			22	41
Pennsylvania	Pennsylvania		755	74.57%	72.66%	1.91%	70.97%	75.14%		3	6	
		Eastern	259	74.52%	73.48%	1.04%	73.06%	76.67%				8
		Northeast	111	64.86%	48.19%	16.67%	50.20%	60.42%				36
		Pittsburgh	18	*	74.60%	0.0%	73.32%	76.86%				7
		Western	367	78.20%	81.16%	(2.96%)	79.23%	81.24%				2
Southeast			937	73.32%	73.21%	0.11%	73.37%	76.55%		1		
	Kentucky	Kentucky	124	74.19%	71.57%	2.62%	72.27%	76.00%			4	10
	Maryland	Maryland	68	63.24%	53.95%	9.29%	61.32%	67.42%			14	23
	Tennessee	Tennessee	82	75.61%	70.79%	4.82%	76.28%	79.18%			2	6
	Virginia	Virginia	111	58.56%	69.70%	(11.14%)	66.21%	71.22%			9	17
	W Virginia		552	76.99%	77.48%	(0.48%)	76.47%	79.33%			1	
		Central	208	75.48%	80.09%	(4.61%)	78.27%	81.09%				4
		Northern	91	79.12%	71.43%	7.69%	78.53%	81.30%				3
		Southern	167	81.44%	81.55%	(0.12%)	78.18%	81.02%				5
		Western	86	69.77%	72.62%	(2.85%)	70.51%	74.78%				12
Western			546	56.78%	54.18%	2.60%	54.80%	66.08%		7		
	Arizona	Arizona	43	41.86%	60.00%	(18.14%)	52.15%	65.50%			20	34
	California		406	57.39%	50.46%	6.93%	52.53%	65.58%			19	
		Coronado	54	59.26%	53.49%	5.77%	58.54%	69.08%				28
		Los Angeles	276	59.42%	56.76%	2.66%	58.45%	69.00%				29
		Monterey	76	48.68%	37.50%	11.18%	41.62%	56.44%				40
	New Mexico	New Mexico	97	60.82%	68.37%	(7.54%)	65.00%	68.76%			10	18

* Less than 40 responses

Overall Utility Value Rating

Region	Subsidiary	Operating Center	Current	Current	Previous	Curr. Qtr/Prev. Qtr. Change	²⁰⁰⁰ Year End	2001 Target	Over/Under Target	Year End Total Good Ranking		
			Qtr. Total Resp.	Qtr. Total Good	Qtr. Total Good		Total Good			Rgn	Sub	Op Ctr
American Water System			4646	57.10%	59.11%	(2.01%)	58.10%	66.00%				
IL-IA			331	61.33%	62.10%	(0.77%)	62.45%	68.77%	3			
	Illinois		221	58.37%	63.64%	(5.27%)	61.71%	68.20%		7		
		Eastern	120	50.00%	64.29%	(14.29%)	58.02%	66.09%				14
		Northern	27	*	59.09%	0.0%	59.82%	67.43%				20
		Southern	74	67.57%	66.67%	0.90%	66.83%	72.42%				8
	Iowa	Iowa	110	67.27%	57.83%	9.44%	64.55%	70.40%		6		12
IN-MI-OH			590	52.20%	59.07%	(6.87%)	54.88%	63.75%	5			
	Indiana		432	47.92%	62.00%	(14.08%)	54.26%	63.34%		11		
		Central	120	50.83%	54.00%	(3.17%)	53.50%	64.23%				28
		Eastern	236	45.76%	66.67%	(20.90%)	54.74%	65.01%				17
		Northern	5	*	72.34%	0.0%	63.42%	70.69%				13
		Southern	71	47.89%	52.27%	(4.39%)	46.21%	59.94%				37
	Michigan	Michigan	76	67.11%	61.40%	5.70%	59.11%	66.60%			13	25
	Ohio	Ohio	82	60.98%	48.65%	12.33%	55.17%	63.94%			16	29
Missouri			367	57.49%	67.70%	(10.20%)	64.51%	68.59%	2	5		
		Central	46	54.35%	33.33%	21.01%	51.85%	64.08%				33
		Eastern	214	67.29%	76.95%	(9.66%)	73.36%	79.81%				2
		Southwestern	8	*	56.76%	0.0%	51.55%	63.90%				31
		Western	99	39.39%	22.47%	16.92%	27.45%	47.72%				43
Northeast			1138	46.84%	49.74%	(2.90%)	48.89%	59.73%	6	17		
	Connecticut	Connecticut	120	47.50%	45.83%	1.67%	47.41%	58.59%				34
	Hampton	Hampton	64	40.63%	43.08%	(2.45%)	44.83%	56.66%				36
	Long Island	Long Island	122	46.72%	55.65%	(8.93%)	52.60%	62.68%			15	27
	Massachusetts	Massachusetts	101	29.70%	32.32%	(2.62%)	32.23%	48.68%				42
	New Jersey		584	52.74%	55.32%	(2.58%)	54.37%	64.12%			14	26
		Egg Harbor	123	45.53%	51.70%	(6.17%)	50.56%	62.99%				30
		Haddon Heights	128	57.03%	61.07%	(4.04%)	58.53%	68.54%				19
		Lakewood	118	44.92%	45.31%	(0.40%)	42.47%	57.99%				40
		Short Hills	113	58.41%	58.23%	0.18%	57.02%	67.45%				21
		Shrewsbury	102	58.82%	55.00%	3.82%	56.74%	67.25%				23
	New York	New York	95	47.37%	44.94%	2.42%	45.16%	56.90%				38
	Salisbury	Salisbury	52	19.23%	26.00%	(6.77%)	26.29%	44.00%				
Pennsylvania			745	67.25%	66.73%	0.52%	63.54%	69.47%	4	8		
		Eastern	256	67.58%	69.78%	(2.20%)	66.94%	71.56%				9
		Northeast	110	51.82%	43.02%	8.79%	40.71%	54.04%				41
		Pittsburgh	18	*	64.52%	0.0%	65.12%	70.44%				10
		Western	361	72.02%	74.63%	(2.61%)	72.41%	74.99%				4
Southeast			939	67.63%	66.59%	1.03%	66.80%	71.61%	1	4		
	Kentucky	Kentucky	122	72.95%	68.93%	4.02%	71.37%	75.23%			2	5
	Maryland	Maryland	69	44.93%	52.00%	(7.07%)	48.42%	57.82%			18	32
	Tennessee	Tennessee	82	73.17%	73.03%	0.14%	74.44%	77.20%			1	1
	Virginia	Virginia	112	58.04%	56.00%	2.04%	58.82%	65.87%			9	18
	W Virginia		554	70.40%	69.19%	1.21%	68.87%	73.84%			3	7
		Central	210	69.52%	71.43%	(1.90%)	72.06%	75.86%				3
		Northern	91	72.53%	64.29%	8.24%	69.18%	74.09%				11
		Southern	167	76.65%	75.73%	0.92%	71.82%	75.70%				6
		Western	86	58.14%	63.10%	(4.96%)	59.62%	66.28%				16
Western			536	48.88%	47.63%	1.25%	49.34%	60.03%	7	19		
	Arizona	Arizona	43	34.88%	56.41%	(21.53%)	50.54%	61.49%			12	24
	California		396	48.99%	45.48%	3.51%	47.47%	59.13%				
		Coronado	52	67.31%	58.14%	9.17%	61.54%	63.97%				15
		Los Angeles	271	46.49%	45.12%	1.38%	46.74%	58.93%				35
		Monterey	73	45.21%	37.69%	7.51%	41.62%	57.65%				39
	New Mexico	New Mexico	97	54.64%	53.54%	1.10%	56.10%	65.97%			10	22

* Less than 40 responses