

Company	Customers @ 12/31/03	%	Call Center @ 12/31/03	Shared Services @ 12/31/03	ORCOM @ 12/31/03	Business Change @ 12/31/03	JD Edwards @ 12/31/03
Arizona American Water Company	118,195	4.02%	488,998	157,710	2,895,085	586,979	122,574
California American Water Company	172,624	5.88%	860,884	1,375,546	3,858,338	858,661	493,682
Connecticut American Water Company	0	0.00%	173,755	270,411	0	0	0
Hampton Water Works Company	0	0.00%	80,135	36,941	0	0	0
Hawaii American Water Company	10,241	0.35%	59,819	96,316	218,087	51,068	4,307
Illinois American Water Company	295,934	10.07%	1,752,487	2,116,828	7,655,855	1,448,766	311,954
Indiana American Water Company	272,036	9.26%	1,522,478	2,242,266	6,848,821	1,332,321	968,240
Iowa American Water Company	58,565	1.99%	327,925	608,793	1,684,471	286,332	386,082
Kentucky American Water Company	107,787	3.67%	633,705	857,101	3,154,111	513,786	512,356
Long Island Water Company	74,226	2.53%	511,998	677,804	1,860,417	362,023	70,133
Maryland American Water Company	4,782	0.16%	32,007	52,108	151,645	22,421	8,039
Massachusetts American Water Company	0	0.00%	172,483	83,919	0	0	0
Michigan American Water Company	3,888	0.13%	518	1,347	0	18,658	20,908
Missouri American Water Company	444,557	15.13%	3,249,360	3,624,447	11,839,364	2,178,235	1,155,035
New Jersey American Water Company	383,222	13.04%	2,412,114	3,904,176	10,473,906	1,865,985	2,346,502
New Mexico American Water Company	15,787	0.54%	122,343	137,344	371,405	78,835	68,702
New York American Water Company	0	0.00%	64,102	117,985	0	0	0
Ohio American Water Company	57,066	1.94%	422,497	178,876	1,475,284	279,116	318,359
Pennsylvania American Water Company	622,623	21.19%	4,325,843	4,785,983	16,015,093	2,966,498	3,045,802
Salisbury Water Supply Company	0	0.00%	29,522	5,317	0	0	0
Tennessee American Water Company	71,059	2.42%	586,376	767,603	3,243,405	338,791	1,126,626
Texas American Water Company	5,224	0.18%	0	0	0	26,122	0
Virginia American Water Company	53,030	1.80%	245,694	472,310	1,317,508	252,014	717,445
Virginia American Eastern District	2,138	0.07%	14,894	16,416	0	9,850	0
West Virginia American Water Company	165,229	5.62%	1,495,155	1,791,643	6,156,412	786,780	1,323,653
Total	2,938,213	100.00%	19,585,093	24,379,189	79,219,205	14,263,241	13,000,398