

News Release

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**American Water Launches Search for Vice President, Customer Service
Retains Epsen Fuller/IMD International Search Group**

New York (October 1, 2008) – American Water Works Company recently tapped executive search firm Epsen Fuller/IMD International Search Group to find a Vice President, Customer Service. The company is the largest investor-owned water and wastewater utility in the United States.

Reporting directly to the President, Regulated Operations, the new head of Customer Service will manage all customer service centers and be a prominent member of the senior leadership team.

John Jazylo, partner, Epsen Fuller/IMD will lead the search along with principal, Conni Bullock.

About American Water

American Water employs approximately 7,000 people who are committed to customer service, operational excellence and the delivery of high-quality, reliable drinking water, safe and effective wastewater treatment and release and other water-related management services. With operations in 32 states and Ontario, Canada, AmWater provides services to approximately 15.6 million people in approximately 1,600 communities. In addition to delivering high quality water services, the company provides scientific and innovative solutions to water related environmental issues. The company completed an initial public offering in April of 2008.

About Epsen Fuller/IMD International Search Group

New York based Epsen Fuller/IMD International Search Group, www.epsenfuller.com, is the world's 14th largest retained executive search and consulting firm with over 150 consultants and 40 offices in 24 countries around the globe. With global reach and borderless search capability, Epsen Fuller/IMD conducts assignments for senior management talent in four industry verticals – technology & telecom, pharma & life sciences, consumer goods & media, and financial services – as well as in the functional area of CIO/CTO across all industries. The firm's *Performance Based Assessment*SM approach ensures superior talent acquisition for blue-chip client organizations the world over.