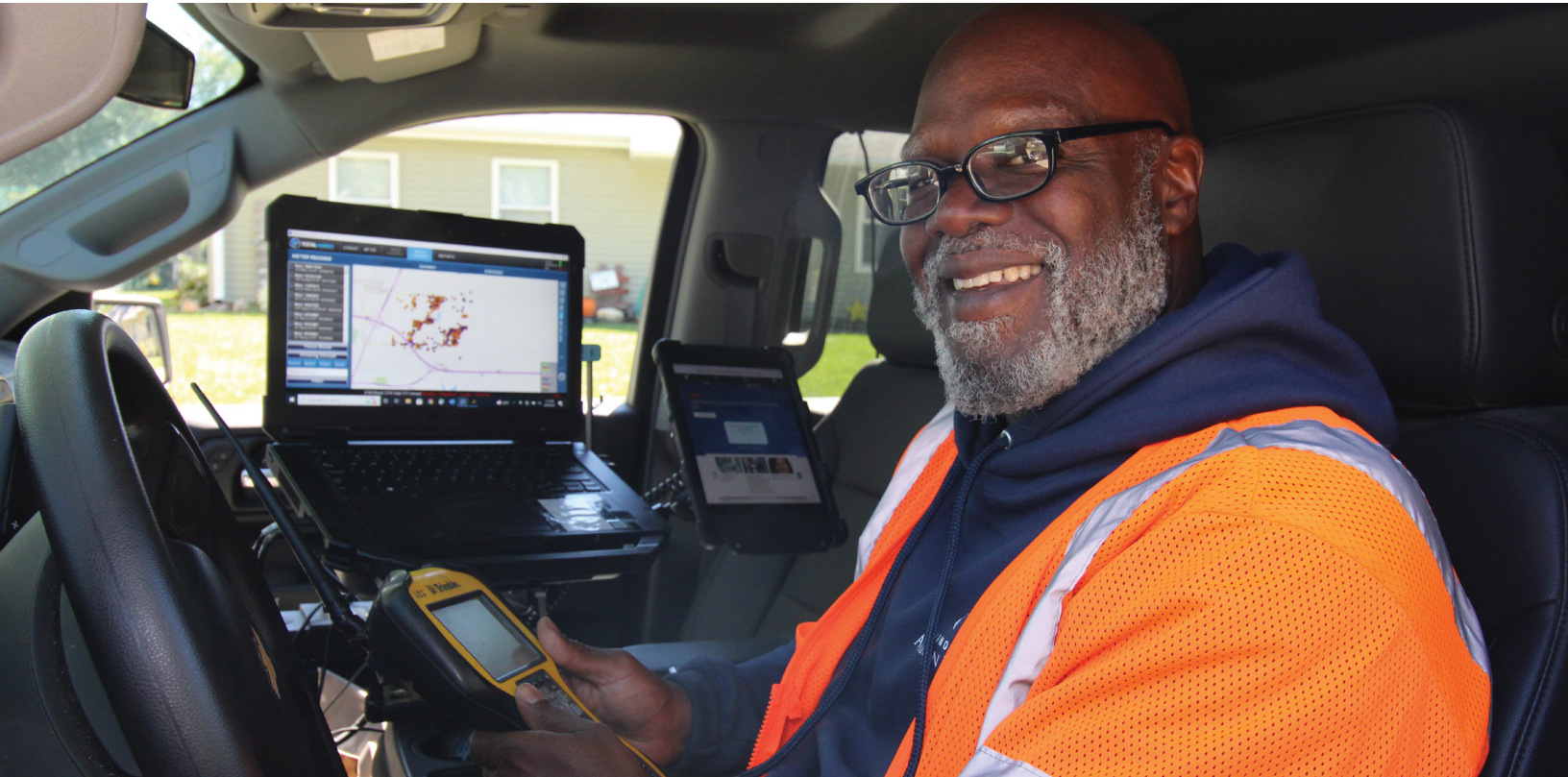




ILLINOIS  
AMERICAN WATER

WE KEEP LIFE FLOWING®



# 2023

## INCLUSION & DIVERSITY ANNUAL REPORT

Illinois Commerce Commission

**Rebecca Losli, P.E., President**  
Illinois American Water

300 North Water Works Drive  
Belleville, IL 62223

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**REBECCA LOSLI, P.E.**

President

Illinois American Water

## Making an Impact and Providing Opportunities in Our Community

At Illinois American Water, we are immensely proud of the work we do to improve the 148 communities we serve, and our diverse partners provide the critical leverage needed to make that impact. Together, we achieved \$101 million in spending across minority, women, and veteran supply partners in 2023, more than 33% of our total procurement spend. This marks the sixth year of increased growth of our supplier diversity initiative, exceeding our 30% target for 2023.

As we continue with our plans to invest approximately \$250 million in water and wastewater system improvements annually, we will continue to expand the pool of diverse suppliers. Illinois-based diverse suppliers captured 69.6% of all spending among Illinois-based suppliers, a major contribution to local job creation.

In the development of our goals for 2024 and beyond, we aim to be transformational, not transactional, in our approach to identifying success measures beyond spend. To accomplish that goal, we are focusing on strengthening the formal development and mentorship model within our supplier diversity initiative. We are engaging our diverse partners to develop and integrate smart water solutions to address pressing energy and conservation challenges, such as decreasing emerging contaminants, scaling broader to meet the needs for our lead service line replacement program, and increasing supply chain competitiveness overall.

I invite you to explore the details of the 2023 report, where you will discover the stories that highlight our trusted and consistent partners who have been behind our success and our plans to develop and grow new partnerships as we build a stronger Illinois.

## II. DASHBOARD

Total Diverse Spend  
**\$101,484,647**

Achieved:  
**33.3%**  
total diverse spend

**3.3%**  
above total diverse  
spend goal



### INCREASED DIVERSE SPEND IN ALL DIVERSE CATEGORIES



**MBE**  
**\$26,176,293**

+ **4.1% Increase** in  
YOY total spend goal



**WBE**  
**\$35,762,895**

+ **32.9% Increase** in  
YOY total spend goal



**IL-based Businesses**  
**\$117,921,996**

- + Increased spend with Illinois-based businesses YOY **by 8.4%**
- + Spend with Illinois-based diverse-owned businesses was **69.6%**
- + Increased YOY spend with MBE Illinois-based businesses **by 59.8%**
- + Increased YOY spend with WBE Illinois-based diverse-owned businesses **by 24.9%**



**VBE**  
**\$27,678,655**



**Professional Services**  
**\$5,824,081**

### III. TERMS & DEFINITIONS

<b>BOOSTER STATION</b>	A booster station is a collection of booster pumps strategically located in a water distribution system. Pump stations work to maintain consistent pressure and provide adequate flow. These stations may also move water from ponds, reservoirs and water towers into the system.
<b>CERTIFIED</b>	Means currently certified as MWDVBE by an authorized certifying body, such as the National Minority Supplier Development Council (NMSDC) or its affiliate regional councils, the Women’s Business Enterprise National Council (WBENC).
<b>CONTROL</b>	Means overall fiscal/legal responsibility and exercising the power to make policy decisions.
<b>DISABILITY-OWNED BUSINESS ENTERPRISE (DOBE)</b>	Businesses that are 51% owned, controlled, operated and managed by a person(s) with a disability.
<b>DISADVANTAGED BUSINESS ENTERPRISE (DBE)</b>	Means a business that is usually certified by a federal, state or local government agency as having met all of the government standards that award eligibility, but may include women, minority, disabled and other disadvantaged as a result of economic disadvantages with respect to education, employment, residence or business location, or social disadvantage and lack of business training.
<b>HISTORICALLY UNDERUTILIZED BUSINESS (HUB)</b>	Means a business located in a “historically underutilized business zone,” owned and controlled by one or more U.S. citizens, and at least 35% of its employees must reside in a HUBZone. It must appear on the list of Qualified HUBZone Small Business Concerns maintained by the SBA.
<b>LESBIAN, GAY, BISEXUAL AND/OR TRANSGENDER-OWNED BUSINESS ENTERPRISE (LGB/LGBTBE)</b>	Means a business that is majority (at least 51.0%) owned, operated, managed and controlled by a lesbian, gay, bisexual and/or transgender (LGBT) person or persons who are either U.S. citizens or lawful permanent residents, exercises independence from any non-LGBT business enterprise, has a principal place of business (headquarters) in the United States and has been formed as a legal entity in the United States.
<b>LIFT STATION</b>	Facilities designed to move wastewater from lower to higher elevation through pipes.
<b>MINORITY-OWNED BUSINESS ENTERPRISE (MBE)</b>	Means a business concern in which at least 51.0% of the ownership and control is held by individuals who are members of a minority group and of which at least 51% of the net profits accrue to members of a minority group. Such persons include, but are not limited to, Black Americans, Hispanic Americans, Asian Pacific Americans (persons with origins from Japan, China, the Philippines, Vietnam, Korea, Samoa, Guam, the former U.S. Trust Territory of the Pacific Islands [Republic of Palau, the Commonwealth of the Northern Mariana Islands, Republic of the Marshall Islands, Federated States of Micronesia], Laos, Cambodia [Kampuchea], Taiwan, Burma, Thailand, Malaysia, Indonesia, Singapore, Brunei, Macao, Hong Kong, Fiji, Tonga, Kiribati, Tuvalu or Nauru), Subcontinent Asian Americans (persons with origins from India, Pakistan, Bangladesh, Sri Lanka, Bhutan, the Maldives Islands or Nepal), Native Americans (American Indians, Alaska Natives, Aleuts and Native Hawaiians), and members of other groups designated by the U.S. Small Business Administration as minorities.



<b>OWNED</b>	Means at least 51.0% of the business or, in the case of a publicly owned business, at least 51.0% of the stock is owned by a minority, woman or service-disabled veteran.
<b>RFI, RFQ, RFP</b>	Request for information, quote or proposal.
<b>SERVICE-DISABLED VETERAN-OWNED BUSINESS ENTERPRISE (SDVBE)</b>	Means a business concern that is (a) at least 51.0% owned by one or more service-disabled veterans or, in the case of any publicly owned business, at least 51.0% of the stock of which is owned by one or more service-disabled veterans or (b) in the case of a veteran with a permanent and severe disability, the spouse or permanent caregiver of such veteran.
<b>SMALL DISADVANTAGED BUSINESS (SDB)</b>	<p>Means a “for profit” business that qualifies as “small” per the SBA Table of Small Business Size Standards Matched to North American Industry Classification System Codes.</p> <p>That is at least 51.0% unconditionally owned by one or more U.S. citizens who are socially and economically disadvantaged individuals.</p> <p>Whose management and daily business operations are controlled by one or more U.S. citizens who are socially and economically disadvantaged individuals.</p> <p>The personal net worth of each individual claiming economic disadvantage is less than \$750,000 (except for tribes, Alaska Native Corporation-Owned Concerns [ANCs], Community Development Corporation-Owned Concerns [CDCs] and Native Hawaiian Corporation-Owned Concerns [NHOs]).</p> <p>Note: ANCs, NHOs or CDCs must meet the “ownership,” “management” and “control” criteria in Title 13 of the Code of Federal Regulations, Part 124.109, 124.110 and 124.111, respectively.</p>
<b>SMALL BUSINESS (SBE/SMB)</b>	Depending on the industry, “small” is defined by either the number of employees or average annual receipts of a business concern. Website references for size standards by NAICS code is: <a href="https://sba.gov/federal-contracting/contracting-guide/size-standards">sba.gov/federal-contracting/contracting-guide/size-standards</a>
<b>SMALL DISADVANTAGED BUSINESS 8A (SDB-8A)</b>	Means a designation given to small companies owned by socially and economically disadvantaged persons, so that they may bid and obtain federal government contracts and other assistance to develop their business. The business owner must be eligible under the same rules and guidelines set down by the federal government.
<b>VETERAN-OWNED BUSINESS ENTERPRISE (VBE)</b>	Means a business concern that is at least 51.0% owned and controlled or, in the case of a publicly owned business, at least 51.0% of the stock is owned by an owner or owners who are veterans of the U.S. military, ground, naval or air service, who (a) served on active duty for a period of more than 180 days and were discharged or released with other than a dishonorable discharge or (b) were discharged or released from active duty because of a service-connected disability.
<b>WOMEN-OWNED BUSINESS ENTERPRISE (WBE)</b>	Means a business concern that is at least 51.0% owned and controlled by a woman or women or, in the case of any publicly owned business, at least 51% of the stock is owned by a woman or women. Such women’s business enterprise shall further be classified as either minority or non-minority women-owned business, depending upon the greater portion of ownership.

# IV. SUMMARY OF SPENDING



Summary of Minority-Owned, Women-Owned, Veteran-Owned and Small Business Enterprise Goals and Spending in the 2023 Calendar Year

AMERICAN WATER EXPENDITURES & VENDOR UTILIZATION				
AMERICAN WATER (ALL SUPPLIERS)				
OVERALL SPEND TOTAL: \$3,014,095,030				
SPEND CATEGORY	TIER I (DIRECT)	TIER II	TOTAL	PERCENT OF TOTAL SPEND
MBE	\$79,400,740	\$61,250,006	\$140,650,746	4.7%
WBE	\$347,376,826	\$60,633,108	\$408,009,934	13.5%
VBE	\$79,218,851	\$24,178,167	\$103,397,018	3.4%
SMALL DISADVANTAGE	\$30,894,493	\$198,626	\$31,093,119	1.0%
<b>TOTAL M/W/VBE/SDV/SDB</b>	<b>\$536,890,910</b>	<b>\$146,259,907</b>	<b>\$683,150,817</b>	<b>22.7%</b>
SMB	\$331,216,772	\$24,897,027	\$356,113,799	11.8%
<b>TOTAL</b>	<b>\$868,107,682</b>	<b>\$171,156,934</b>	<b>\$1,039,264,616</b>	<b>34.5%</b>

## A. American Water – Expenditures & Vendor Utilization

Table A demonstrates the total expenditures of American Water and all 13 of its corporate entities.

Regulated business spend with certified diverse suppliers is 22.7% of total sourceable spend. This reflects 0.7% above the 2023 goal of 22.0%; however, \$1.1 million in HUBZone and DBE spend were excluded from the above chart and not counted in total diverse supplier spend.

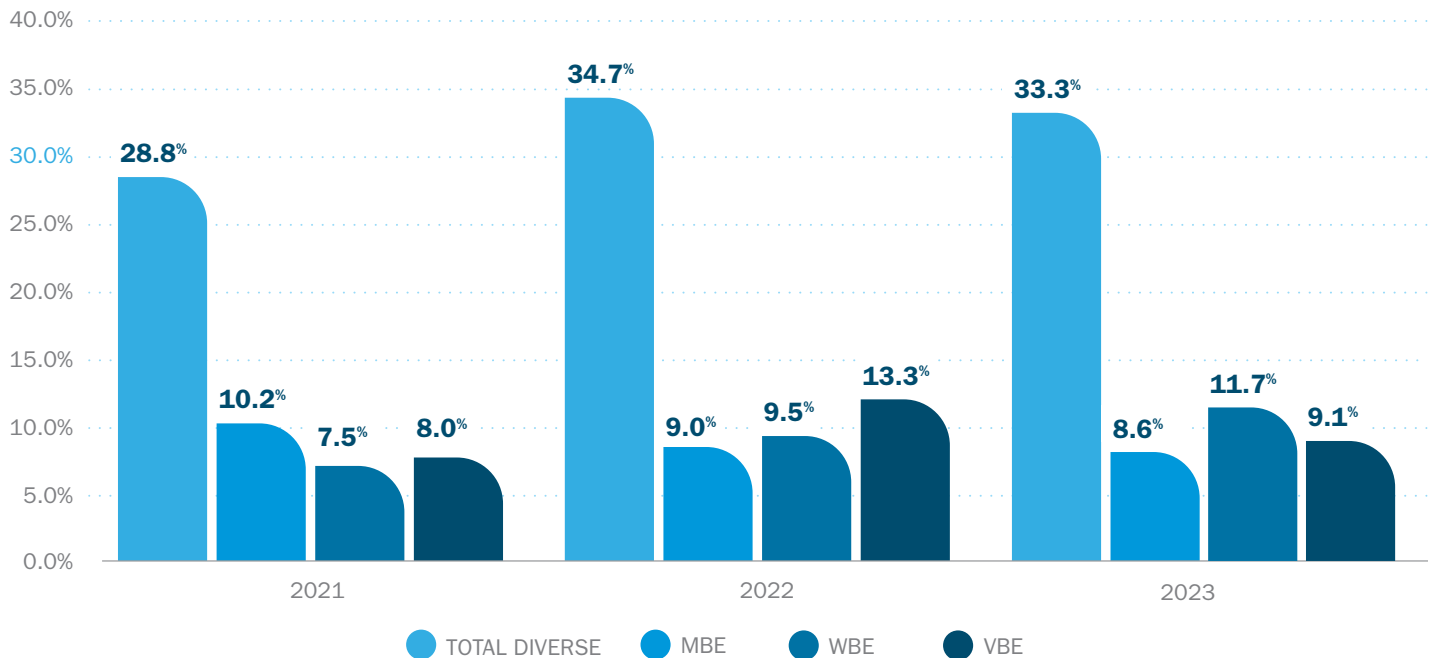
The overall spend performance includes the contribution of Illinois American Water and the expenditures and vendor utilization demonstrated in Section B on page 8.

## B. Illinois American Water Expenditures & Vendor Utilization

ILLINOIS AMERICAN WATER EXPENDITURES & VENDOR UTILIZATION				
ILLINOIS AMERICAN WATER (ALL SUPPLIERS)				
OVERALL SPEND TOTAL: \$304,661,336				
SPEND CATEGORY	TIER I (DIRECT)	TIER II	TOTAL	PERCENT OF TOTAL SPEND
MBE	\$8,675,972	\$17,500,321	\$26,176,293	8.6%
WBE	\$26,331,439	\$9,431,456	\$35,762,895	11.7%
VBE/SDV	\$26,834,923	\$843,732	\$27,678,655	9.1%
SMALL DISADVANTAGE	\$11,866,804	\$0	\$11,866,804	3.9%
<b>TOTAL M/W/VBE/SDV/SDB</b>	<b>\$73,709,138</b>	<b>\$27,775,509</b>	<b>\$101,484,647</b>	<b>33.3%</b>
SMB	\$38,179,633	\$45,111	\$38,224,744	12.5%
<b>TOTAL</b>	<b>\$111,888,771</b>	<b>\$27,820,620</b>	<b>\$139,709,391</b>	<b>45.9%</b>

\*Note: \$6.2M DBE spend has been excluded from the chart but reported on the uniformed appendix.

Illinois American Water's Diverse Spend



VBE category references throughout this report will include spend with both veteran- and service-disabled veteran-owned businesses. Total diverse spend includes 3.9% Small Disadvantaged spend.



## C. Illinois American Water Expenditures with Illinois-based Diverse Vendors

ILLINOIS AMERICAN WATER						
EXPENDITURES AND VENDOR UTILIZATION WITH ILLINOIS-BASED VENDORS						
<b>TOTAL OVERALL SPEND</b> \$304,661,336		<b>TOTAL DIVERSE SPEND</b> \$139,709,391		<b>TOTAL ILLINOIS-BASED SPEND</b> \$117,921,996		
<b>SPEND CATEGORY</b>	<b>TIER I (DIRECT)</b>	<b>TIER II</b>	<b>TOTAL</b>	<b>% OF TOTAL SPEND</b>	<b>% OF DIVERSE SPEND</b>	<b>% OF IL-BASED SPEND</b>
MBE	\$5,078,685	\$16,666,168	\$21,744,853	7.1%	15.6%	18.4%
WBE	\$12,856,540	\$9,238,481	\$22,095,021	7.3%	15.8%	18.7%
VBE/SDV	\$25,501,994	\$843,412	\$26,345,406	8.6%	18.9%	22.3%
SMALL DISADVANTAGE	\$11,860,482	\$0	\$11,860,482	3.9%	8.5%	10.1%
<b>TOTAL M/W/VBE/SDV/SDB</b>	<b>\$55,297,702</b>	<b>\$26,748,061</b>	<b>\$82,045,763</b>	<b>26.9%</b>	<b>58.7%</b>	<b>69.6%</b>
SMB	\$35,831,233	\$45,000	\$35,876,233	11.8%	25.7%	30.4%
<b>TOTAL</b>	<b>\$91,128,935</b>	<b>\$26,793,061</b>	<b>\$117,921,996</b>	<b>38.7%</b>	<b>84.4%</b>	<b>100.0%</b>

\*Note: \$6.2M in DBE spend has been excluded from chart but reported on the uniformed appendix

Table C demonstrates the overall diverse category spend against both the overall diverse spend, as well as the Illinois-based ONLY diverse spend. All diverse spend is "certified" suppliers only.

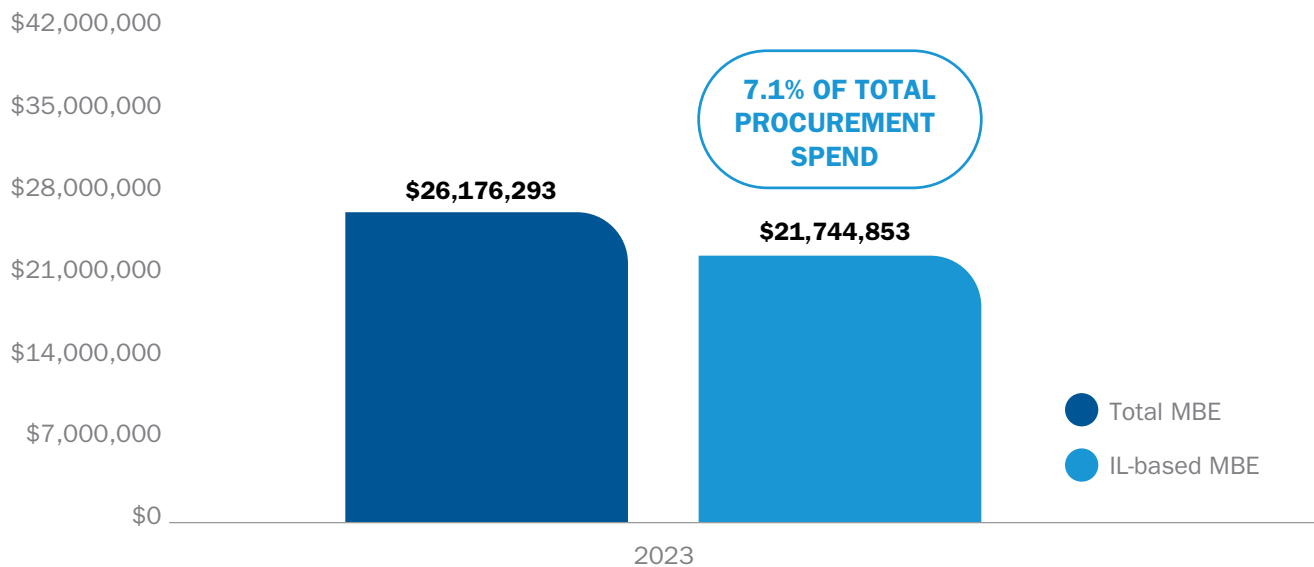
Within the state of Illinois, expenditures with diverse-owned businesses totaled to 69% in 2023. The consistent increase in spending with Illinois-based diverse businesses is the result of active participation and engagement with local and regional advocacy partners.

## D. M/W/VBE Spend by Product/Service Category with Illinois-based Enterprises

ILLINOIS AMERICAN WATER					
ILLINOIS-BASED MINORITY BUSINESS ENTERPRISES BY CATEGORY					
PRODUCT/SERVICE	AFRICAN AMERICAN	HISPANIC AMERICAN	ASIAN AMERICAN	NATIVE AMERICAN	TOTAL
CONSTRUCTION	\$16,748,389		\$1,937,625		\$18,686,014
DIRECT MATERIALS	\$2,612,366				\$2,612,366
PROFESSIONAL SERVICES	\$414,090		\$30,423		\$444,513
MAINTENANCE, REPAIR, AND OPERATING SUPPLIES (MRO)	\$1,960				\$1,960
<b>TOTAL</b>	<b>\$19,776,805</b>	<b>\$0</b>	<b>\$1,968,048</b>	<b>\$0</b>	<b>\$21,744,853</b>

\*Note: MBE Illinois-based YOY spend increased by 59.8%.

### Illinois American Water's 2023 Illinois-based MBE Spend



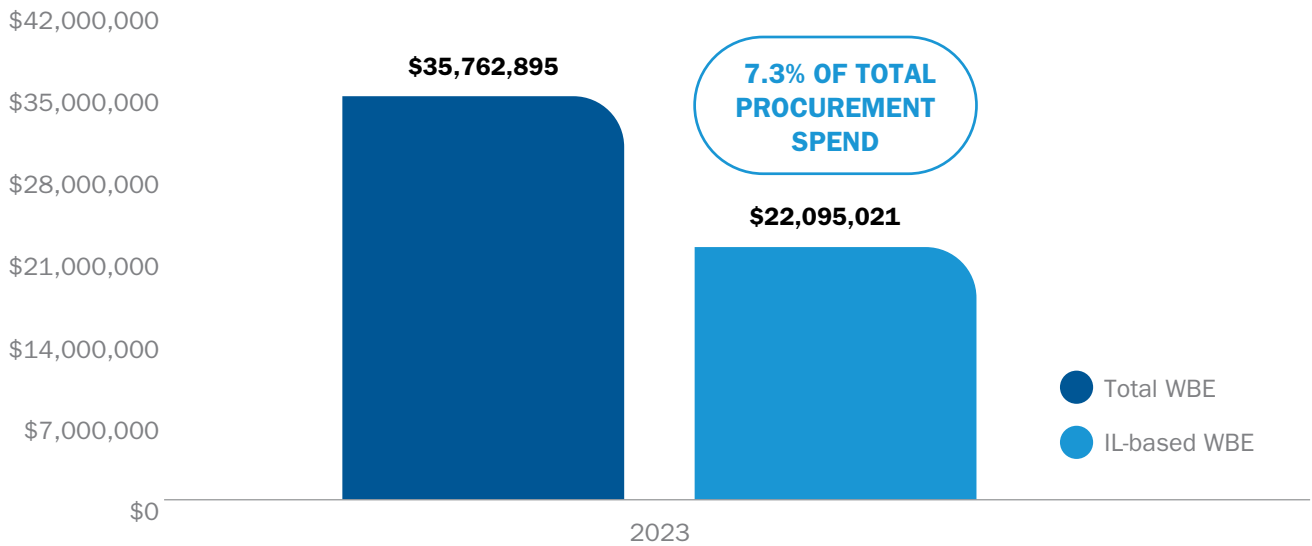
**ILLINOIS AMERICAN WATER**

**ILLINOIS-BASED WOMEN BUSINESS ENTERPRISES BY CATEGORY**

<b>PRODUCT/SERVICE</b>	<b>TOTAL</b>
CONSTRUCTION	\$20,775,383
FACILITY SERVICES AND MAINT	\$446,515
CHEMICALS	\$399,763
PROFESSIONAL SERVICES	\$368,599
CORPORATE SERVICES	\$88,236
MAINTENANCE, REPAIR, AND OPERATING SUPPLIES (MRO)	\$12,316
DIRECT MATERIALS	\$4,210
<b>TOTAL</b>	<b>\$22,095,021</b>

\*Note: Since 2021, WBE Illinois-based spend has increased by 97% with an increase of 25% in 2023.

**Illinois American Water’s 2023 Illinois-based WBE Spend**

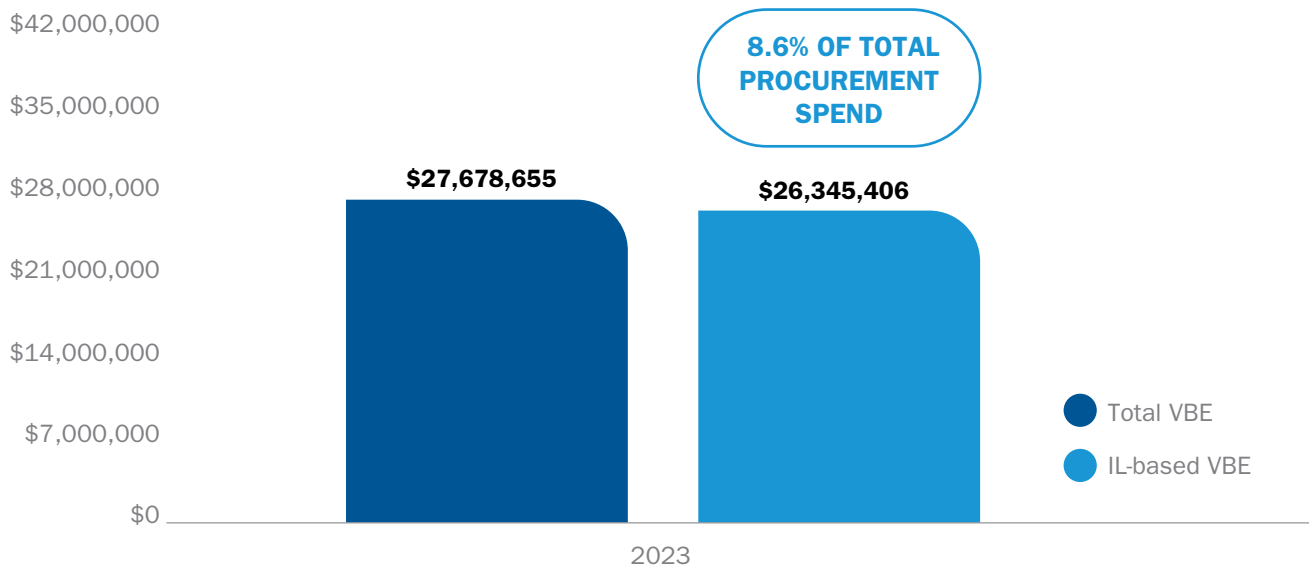


**ILLINOIS AMERICAN WATER**

**ILLINOIS-BASED VETERAN BUSINESS ENTERPRISES BY CATEGORY**

<b>PRODUCT/SERVICE</b>	<b>TOTAL</b>
CONSTRUCTION	\$26,139,495
PROFESSIONAL SERVICES	\$205,912
<b>TOTAL</b>	<b>\$26,345,406</b>

Illinois American Water’s 2023 Illinois-based VBE Spend

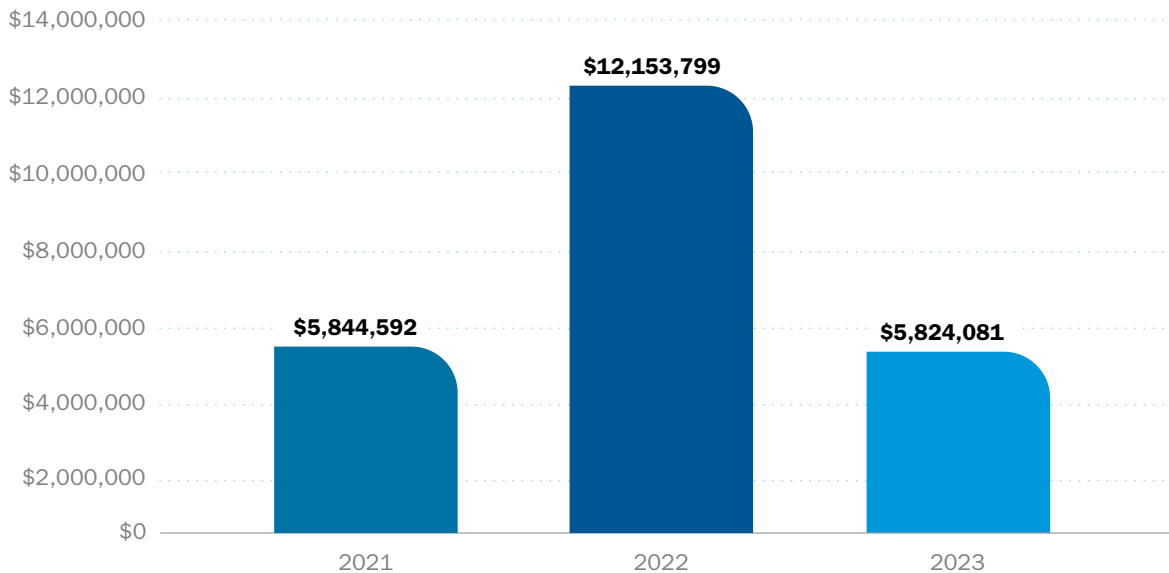


\*Note: VBE category includes SDV – Service-disabled veteran-owned businesses.

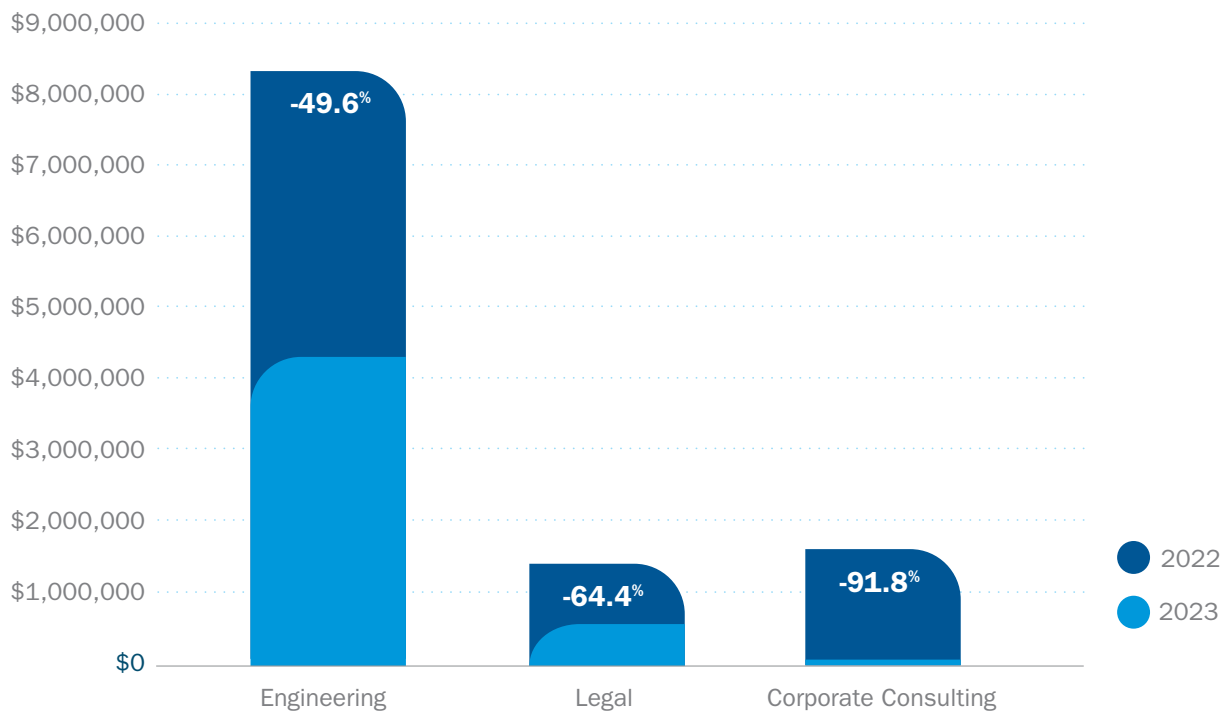
## E. Professional Services

In 2023, professional services spending totaled \$5.8 million, a 52.1% decrease from 2022 spending of \$12.1 million, with Engineering, Legal, and Corporate Consulting representing the top three spending categories. In 2022, legal expenditures increased by 127% due mainly to rate case services; in 2023, legal spending returned to a normal spending volume, which resulted in a decrease of approximately \$900k. Engineering spending was also impacted, with a reduction in construction projects and a significant engineering consultant being acquired by a non-minority owned company.

### Historical Total Spend Data 2021–2023



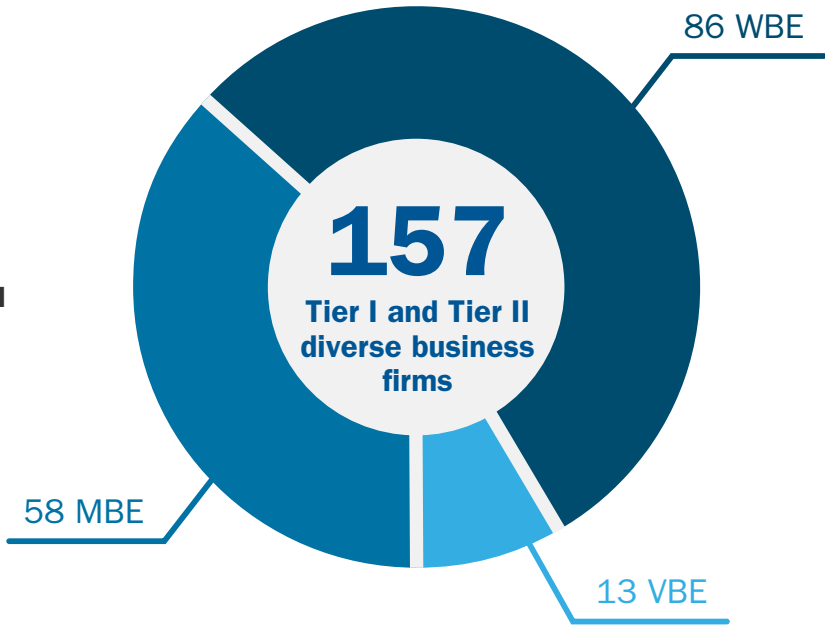
### Category YOY Spend 2022–2023



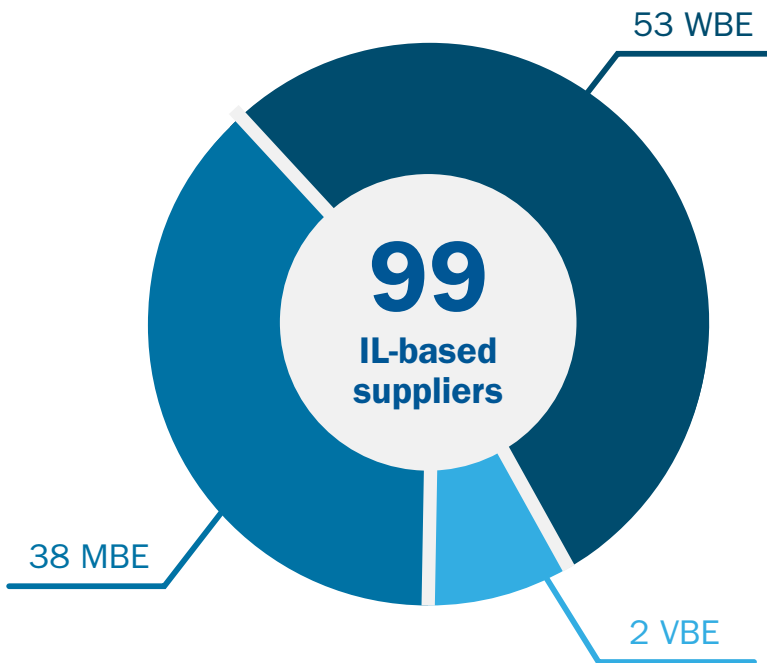
## F. Diversity Mix of Illinois-based Diverse Business Enterprises

With over 1,500 suppliers, the 2023 diverse business mix is as follows:

In 2023, a total of **157 Tier I and Tier II** diverse business firms were included in the overall supplier total.



In 2023, a total of **99 Illinois-based** diverse business firms were included in the diverse supplier mix.

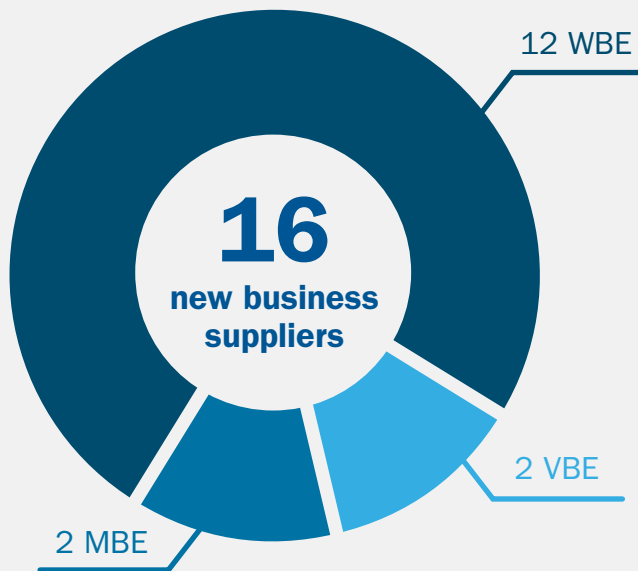




## G. New Diverse Suppliers in 2023

Illinois American Water maintained its commitment to identifying viable partnerships with new diverse firms.

With \$1.2 million in spend, a total of **16 new diverse business suppliers** were added to the 2023 diverse business mix.



A total of **7 new Illinois-based** diverse business suppliers were added to the 2023 diverse business mix.



### NEW DIVERSE SUPPLIERS FOR ILAW INCLUDE VENDORS EITHER NEW TO THE COMPANY OR NEW TO A DIVERSE CATEGORY IN 2023.

#### KEY NEW DIVERSE SUPPLIERS INCLUDE:

- + AFC International
- + Aquatic Control
- + Archview Services
- + Eberhart Sign & Lighting Co
- + Electric Controls Company Inc
- + Gordon Electric Supply
- + Lem Products
- + Louer Facility Planning
- + Mac Industrial Services
- + Microe Enterprises
- + Milpaws Inc
- + Nacional Group
- + Second Sight Systems Llc
- + Teklab Inc
- + Traffic & Safety Services Inc
- + Utilitra

## H. 2023 External Events Participation

### Quarter 1: January–March

**Bolingbrook Black History Month Awareness Celebration:** Illinois American Water’s Inclusion, Diversity, and Equity grant awarded to the Bolingbrook Black History Month Awareness Club (BBHMA Club), a non-profit organization seeking to promote diversity through education. In honor of Black History Month, the BBHMA Club organizes a community-wide Black History Month Celebration. The celebration program consists of poetry reading, an African Fashion Extravaganza, live music, a dramatic skit, African youth dancers and an academic speaker. The goal of the program is not only to entertain the community at large but also to educate about African American heritage and encourage education by providing scholarships to high school seniors.

**Changingtheface Mentorship Program Graduation:** Sponsored by Brian Ortiz (left), CEO of Trinidad Construction, this program provides mentorship over the course of one year to small diverse businesses and introductions to Fortune 500 companies and many of their clients including Illinois American Water. Illinois American Water Supplier Diversity team was able to connect with new diverse suppliers.

### Quarter 2: April–June

**CONSTRUCT Infrastructure Academy:** Illinois American Water Field Operations and Talent Development teams support the CONSTRUCT Infrastructure Academy, an 11-week training program. CONSTRUCT provides the required knowledge and physical competencies to compete for entry-level positions in the construction and utility industry. Illinois American Water’s Workforce Diversity Grant program supports the Chicago Urban League, our agency partner who identifies, trains and recruits for the program. The Illinois American Water internal team provides additional training and exposure to career options in the water industry throughout the training program.



Student performer at Bolingbrook Black History Month Awareness Celebration



CEO Brian Ortiz (center) and Changetheface Mentorship Program participants speaking about the yearlong training experience



Illinois American Water Field Operations team member demonstrates meter reading and troubleshooting techniques at CONSTRUCT Infrastructure Academy



## Quarter 2: April–June (cont.)

**ILAW Inclusion Day:** Designed for American Water employees to participate in inclusion, diversity, and equity activities. We celebrate our Beautifully Different culture at American Water and collaborate on ways to continue creating a work environment where everyone can be themselves. In addition, the Chicago employee culture team shared information on how to effectively “include” persons with disabilities in our community and work environment. The Individual Advocacy Group, Inc. (IAG) is a non-profit agency located in the ILAW Chicago office community that provides a full array of quality, customized, outcome-focused supports for people with developmental, emotional, and neurological disabilities. IAG programs include Community Integrated Living Arrangements. All of IAG’s programs are community-based, and all residential programs are geared toward families of four or fewer people. The Chicago employee culture team made toiletry kits for the 106 residents supported by IAG.



*Illinois American Water Chicago office employees building toiletry kits for the Individual Advocacy Group*

**AW Regional Supplier Diversity Symposium:** On May 11, the first Midwest Division Supplier Diversity Symposium was held in Maryland Heights, Mo. This is the fifth year Supplier Diversity professionals from American Water gathered for a day-long meeting focused on diversifying spend, but it was the first of its kind to engage leaders from operations, engineering and supply chain in Missouri, Illinois, Iowa and Indiana. The event started with opening remarks from Presidents **Rich Svindland**, **Rebecca Losli**, **Randy Moore** and **Matt Prine**. We welcomed suppliers and vendors from a large part of our company’s footprint to establish new connections and to also nurture existing relationships. More than 100 attendees were present, including minority-, woman- and veteran-owned company representatives who interacted with other business owners and American Water employees.



*American Water Presidents left to right: Presidents Rich Svindland — Missouri American Water, Randy Moore — Iowa American Water, Matt Prine — Indiana American Water, Rebecca Losli — Illinois American Water*

## Quarter 2: April–June (cont.)

**Women’s Business Development Center — Midwest Pitch Showcase:** As a corporate partner and member of the Women’s Business Development Center, Illinois American Water Supplier Diversity team served as a judge to 14 women-owned businesses who showcased their abilities for consideration for future opportunities.

- + St. Louis Urban League Annual Dinner
- + Chicago Urban League Annual Summit

## Quarter 3: July–September

**AmerICANs in Action:** American Water’s month of service program encourages American Water employees to lead or take part of team-based volunteer projects in their local communities during the month of September. Chicago Metro employees volunteered September 20, 25, and 27 at the West Suburban Community Pantry in Woodridge, IL.

- + Illinois Black Chamber Annual Conference
- + Women’s Energy Summit
- + National LGBTQ Chamber Conference
- + National Minority Supplier Diversity Council Business Diversity Leadership Summit
- + Chicago Federal Reserve Bank Construction Summit
- + Peoria Branch NAACP Freedom Fund Banquet

## Quarter 4: October–December

- + NAACP St. Louis Annual Freedom Fund Banquet

## Quarterly

- + Illinois Utility Business Diversity Council Quarterly Board meetings
- + National Minority Supplier Diversity Council — Utility Industry Group Meetings



*AmerICANs in Action at the West Suburban Community Pantry in Woodridge, IL*



## POLICIES

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American Water Works Service Company, Inc., its subsidiary and affiliated companies are committed to creating an inclusive procurement process that is accessible and fair to all suppliers based on their ability to meet the company's performance, price and quality requirements. Our employees are responsible for identifying, qualifying, selecting and managing the procurement process for goods and services to assure that qualified diverse suppliers are appropriately included. Our employees must comply fully with all company policies and practices relating to the inclusion of diverse suppliers. We also strongly encourage our prime contractors and major suppliers to support supplier diversity by creating a competitive procurement process that provides opportunities to the greatest extent possible for diverse supplier sub-contractors and businesses. Excellence in supplier diversity will lead to excellence in supply chain management and will advance American Water's financial and operational goals while providing opportunities for success to a wide and diverse range of businesses in the communities we serve.

### DIVERSITY INCLUSION POLICIES

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1. Has an established corporate policy
2. Has top corporate management support
3. Develops a Corporate Supplier Diversity Strategic Plan
4. Maintains comprehensive internal and external communications about the program
5. Regularly identifies opportunities for diverse suppliers in strategic sourcing and supply chain opportunities
6. Establishes a comprehensive minority supplier development process
7. Tracks, reports and sets goals
8. Establishes a continuous improvement plan
9. Has a Second Tier Program
10. Recognizes achievements of buyers and suppliers

### DIVERSITY SUPPLIER DEVELOPMENT

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1. Provides feedback/performance reviews on RFP submissions
2. Delivers an industry or Company specific education program (Internal University)
3. Provides formal mentoring program
4. Provides technical and/or quality program review and support
5. Works with existing diverse suppliers to expand their utilization within the Company (across disciplines or geographic regions)
6. Conducts supplier recognition awards
7. Encourages joint ventures and strategic alliances with diverse suppliers
8. Utilizes diverse suppliers directly and indirectly across a broad variety of product and service categories

# METHODOLOGY

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## A. Supplier Diversity Language

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In accordance with American Water's Procurement Policy and supplier diversity practices, specific contracting language is required to include diverse suppliers in subcontracting opportunities and provide evidence of actions taken to meet targets. The supplier diversity utilization goals for diverse suppliers are 25.0%, with 10.0% specific to MBEs in Tier II spending for all competitive bidding events and finalized agreements.

The American Water Supplier Diversity Subcontracting Plan is a required submittal with all Requests for Proposals, quarterly reports and final payment applications ([see Appendix A](#)).

## B. Organizational Responsibilities

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- a. It is the responsibility of the Senior Manager, Corporate Supplier Diversity, and Illinois American Water Program Director of Supplier Diversity to provide overall program management, strategy development, implementation and monitoring to assist Supply Chain and business unit partners in their efforts to increase opportunities and contract awards to small and diverse businesses. The governance of the corporate supplier diversity program is the responsibility of the Senior Manager, Corporate Supplier Diversity who reports to the Chief Procurement Officer.
- b. Supply Chain shall assist business units with the identification and inclusion of diverse suppliers in the sourcing of services and materials. They shall also facilitate cross-functional category teams with members representing Supply Chain, Supplier Diversity, Engineering and other business units as appropriate for the inclusion of diverse suppliers in sourcing events for national categories.
- c. It is the responsibility of the American Water business unit representative to work with Supply Chain, Tier I and Tier II suppliers, and business advocacy groups to ensure opportunities are provided to diverse suppliers. The business unit is also responsible for the day-to-day oversight of these suppliers.

## C. Reporting/Metrics

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Corporate Supply Chain will run monthly Tier I reports and quarterly reports that will include Tier I and Tier II diverse supplier spend with the following features:

- + Automation of quarterly subcontractor diverse spend reporting
- + Key word, NAICS and other segment Search Options that allow the supplier diversity and procurement teams better visibility into the products and service capabilities of diverse business owners
- + Percentage of competitive procurement events that include a qualified diverse supplier
- + Percentage per diversity classification (e.g., women-owned, minority-owned, veteran-owned, etc.) of the included diverse suppliers



## C. Reporting/Metrics (continued)

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- + Percentage of contracts awarded to diverse suppliers
- + Participation in supplier diversity outreach activities (e.g., trade shows, networking events)
- + Year-over-year comparisons of MBE, WBE and VBE spend (\$ and %)

## D. Diverse Spend Collection

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Tier I spend data is recorded through American Water’s procurement system when payment is made to a supplier.

In accordance with the American Water Supplier Diversity Subcontracting Plan and the current fully executed contract, Tier I prime suppliers are required to submit quarterly Tier II diversity spend reporting through the Supplier Diversity Portal [amwater.com/corp/Partners-Suppliers/Supplier-Diversity/](http://amwater.com/corp/Partners-Suppliers/Supplier-Diversity/). Diversity spend data is collected during the bidding process through the Supplier Diversity Subcontracting Plan.

Please see [Appendix A – “American Water Supplier Diversity Subcontracting Plan”](#)

QUARTER	MONTH	REPORT DUE DATE
First Quarter	January–March	April 30
Second Quarter	April–June	July 30
Third Quarter	July–September	October 30
Fourth Quarter	October–December	January 30

Prime/Tier I Suppliers report sub/Supplier/Tier II Supplier spend at:  
[amwater.com/corp/Partners-Suppliers/Supplier-Diversity/](http://amwater.com/corp/Partners-Suppliers/Supplier-Diversity/).

## E. Exclusions

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Illinois American Water includes all categories and services except property taxes, purchased water and non-competitive power services to define the overall procurement volume. Note section VII. Areas of Procurement for a defined list of categories purchased.

# VI. SUPPLIER DIVERSITY GOALS

Illinois American Water Supplier Diversity goals continue to focus on Access, Development, and Growth. In the past 6 years, we have achieved year-over-year continuous growth by setting assertive spending targets and exceeding those targets. Illinois American Water will stay the 2024 spending target of 30% of total procurement spend with diverse suppliers.

Exhibit A: Illinois American Water Company Targeted Goals

BUSINESS UNIT	2022 GOAL TARGET	2023 GOAL TARGET	2024 GOAL TARGET
American Water Works Service Company, Inc., its subsidiary and affiliated companies	30.7%	22.0%	22.0%
<b>Illinois American Water Company</b>	<b>27.0%</b>	<b>30.0%</b>	<b>30.0%</b>

2024 Goals are estimated targets that are subject to change based on adjustments made to operational plans that impact the expected procurement of goods and services.

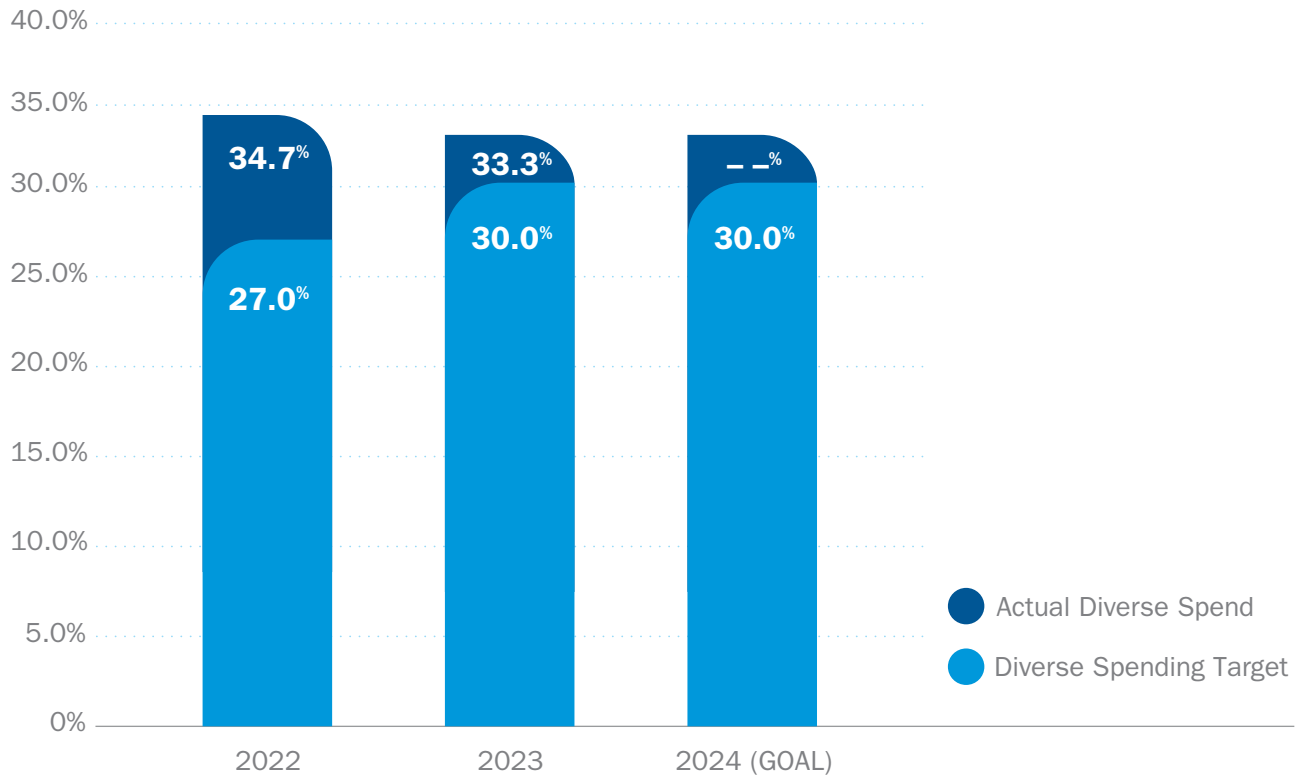
This intentional shift is to focus our efforts on identifying and developing suppliers that will provide direct value to the product or service that we bring to market to achieve a higher level of competitive advantage. The development efforts will consist of:

- + Pilot project opportunities that include new technologies and/or work streams outside of awarding large contracts to a supplier with no prior history with the organization
- + Provide opportunities for suppliers to scale workforce at a responsible rate based on graduated work volumes over time
- + Decrease suppliers' financial risk for penalties for delivery delays or quality failures
- + Provide access to in-house training programs, experts, and consultants
- + Time to understand what kinds of investments are required to make high-potential suppliers successful
- + Exposure to Water Industry Associations and networks

These efforts in collaboration with the formal American Water Diverse Supplier Development Program in partnership with the Rutgers University MBA Program serve as continuous improvement efforts to move beyond adding supplier diversity mandates to the traditional procurement approach.

## 2024 Goals

Exhibit B: Illinois American Water's Diversity Percentage of Spend with Certified Suppliers



## Supplier Diversity Goals

The goal and growth strategy will continue to focus on the fundamentals that have ensured success:

- + Optimize business results by providing greater supplier spend and visibility
- + Communicate about the program and promote organic growth with internal champions
- + Encourage Illinois American Water internal business leaders, suppliers and contractors to speak with one voice, that diversity is part of American Water's business plan
- + Attend Supplier Diversity National Advocacy Programs that support the Illinois American Water Diversity Program strategy
- + Host and/or co-host supplier diversity workshops in local Illinois communities
- + Pair best-in-class diverse suppliers with American Water key suppliers (national and local)
- + Support the goals and objectives of the Illinois Utilities Business Diversity Council
- + Provide additional exposure to Water Industry Associations and Diversity Advocacy Organizations
- + Utilize and recognize certified diverse spend

# VII. AREAS OF PROCUREMENT FOR THE 2024 CALENDAR YEAR



## Professional Services

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- + Engineering
- + Legal
- + Material Testing
- + IT



## Operations and Maintenance

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### CIVIL

- + Earthwork and Grading
- + Paving
- + Fencing
- + Landscaping (Arborist)
- + Structural Concrete
- + Iron Work
- + Masonry
- + Facility Remodeling

### MECHANICAL

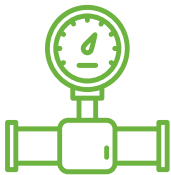
- + Plumbing
- + HVAC
- + Process Mechanical
- + Electrical
- + Traffic Control
- + Filter Maintenance
- + Media Replacement
- + Waste (Residual) Disposal
- + Paintings and Coatings
- + Steel Storage Tanks
- + Elevated Water Tank Build/  
Painting/Rehabilitation
- + Ground Tank Maintenance



## Suppliers

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- + Rock and Sand
- + Ready Mix Concrete
- + PVC/HDPE Pipe
- + DI Pipe
- + Valves
- + Pumps
- + Mechanical Process Equipment
- + Electrical Supplies and Equipment



## General

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- + Specialty IT Equipment  
(e.g., instrumentation and office)
- + Janitorial Service
- + Pest Control Services
- + Safety Equipment
- + Temporary Utilities/Facilities

# National Supplier Diversity | What Does American Water Buy?

## PRODUCTS

- + MRO/Integrated Supply (Maintenance, Repair and Operations)
- + Air, Hand and Machine Tools
- + Hardware
- + Filters
- + Storage Materials
- + Safety Materials
- + Fire Protection
- + Medical Equipment
- + Bearings, Bushings, Wheels and Gears
- + Gaskets, Seals and Packing
- + Laboratory Equipment and Supplies
- + Soil, Stone, Sand
- + Uniforms and Clothing
- + Hydrants

## INSTRUMENTATION AND CONTROLS

- + Pressure Gauges
- + Regulators
- + Sensors
- + Transmitters
- + Digital Controls (DCS and SCADA)
- + Control Valves
- + Analyzers/Monitors
- + Pressure Safety Valves
- + Instrument Spare Parts

## ROTATING EQUIPMENT AND SPARE PARTS

- + Air Compressors and Parts
- + Pumps, Parts and Accessories
- + Engineered Diesel and Natural Gas Engines
- + Electric Generators
- + Process Fans
- + Centrifuges
- + Rotating Equipment Spare Parts

## UNDERGROUND INFRASTRUCTURE

- + Pipe, Flanges and Fittings
- + Valves
- + Valve Parts and Accessories

## ELECTRICAL COMPONENTS, ACCESSORIES AND SUPPLIES

- + Instrument, Electrical Wire and Cable
- + Lamps, Light Bulbs, and Components
- + Switch Gear Systems
- + Power Supply Transformers
- + Electric Motors
- + Switches
- + Relays

## IT (HARDWARE, SOFTWARE, SERVICES)

- + PCs
- + Projectors
- + Printers
- + Photocopiers
- + Network
- + Telecom Supplies
- + IT/Electronics Miscellaneous
- + Software Programs
- + Satellite Communications

## FACILITY MATERIALS

- + Cleaning and Janitorial
- + Furniture and Furnishings
- + Paper Supplies
- + Security Equipment
- + Office Supplies
- + Signs and Tags (Published Products)
- + Published Materials
- + Trailers
- + Kitchen Supplies

## FLEET AND FLEET PARTS

- + Standard Vehicles (Truck)
- + Light Fleet (Truck)
- + Light Vehicle Tires (Truck)
- + Contractor Fleet Rental (Truck)
- + Medium Duty Fleet (Work Trucks)
- + Fleet Maintenance
- + Fuel
- + Title and Registration Program
- + Fleet Violations
- + Accident Management
- + Fleet Data Management
- + Lease Vehicles

## **CHEMICALS, GASES AND FLUIDS**

- + Gases
- + Misc. Bulk Chemicals
- + Water Treatment
- + Paints, Primers and Finishes
- + Fuels and Lubricants

## **SERVICES**

- + Utilities
- + Natural Gas
- + Electric
- + Water
- + Cable
- + Network Lines (T1)

## **MAINTENANCE SERVICES**

- + General Contractors
- + Electrical Labor
- + PVF Maintenance and Repair
- + Carpenters
- + Pump Maintenance and Repair
- + Valve Cleaning and Refurbishment
- + Instrumentation and Controls
- + Craft Laborers
- + Tank Repair Services
- + Insulators
- + Pipe Liner Installation

## **SUPPORT SERVICES AND RENTALS**

- + Crane Rental
- + Vacuum Excavation Equipment Rental
- + Tank Services
- + Painting/Sandblasting
- + Trailers and Mobile Office
- + Off Site Warehousing
- + Chemical Delivery
- + Pump Rental
- + Shoring Rental
- + Industrial Vehicle Repair and Rental
- + Light Civil Construction
- + External Lab Services
- + General Rental Items
- + Generator Rentals
- + Tool Rental
- + Equipment Operators

## **PROFESSIONAL SERVICES**

- + Corporate Consulting
- + Training
- + Legal Services (Regulatory Experience)
- + HR
- + Financial Services
- + Insurance
- + Administrative Services/Staff Augmentation
- + Tax Services (Property Tax and Filing)
- + Marketing
- + Benefits
- + Temporary Labor
- + Auditing Services
- + Relocation Services
- + Field Contract Coordinator
- + Real Estate Advisory Services

## **FACILITY SERVICES**

- + Security and Surveillance
- + Pest Control
- + Exterior Window Cleaning (5 Stories)
- + Facility Building Repair and Maintenance
- + Janitorial
- + Other Unspecified Facilities Services
- + Roofing Services
- + Furniture Liquidation
- + Telecom Services (Office and Remote)
- + IT Support
- + Elevator Maintenance
- + Bottled Water Service
- + Building Lease
- + HVAC Services

## **CONSTRUCTION SERVICES**

- + Construction Contractors
- + Construction/Mechanical Paving and Concrete Labor
- + Surveyors
- + Construction Consultants
- + Mechanical Construction
- + On-site Tank Construction
- + Horizontal Directional Drilling
- + Paving and Restoring



## VIII. BUYING PLAN

PROCUREMENT METHOD	DEPARTMENT	CONTRACT TYPE	PROJECT DESCRIPTION	ANTICIPATED RFP RELEASE DATE
RFP	Facilities	Facility Services and Maintenance Services	Landscaping Services	Q1-2023
RFP	Legal	Professional Services	Legal Professional Service	Q2-2023
RFP	Regulatory	Professional Services	Auditing and Accounting Services	Q3-2023
RFP	Facilities	Facility Services and Maintenance Services	HVAC Service	Q3-2023
RFP	Facilities	Facility Services and Maintenance Services	Janitorial Cleaning Services	Q3-2023
RFP	Operations	Professional Services	Network Services	Q3-2023
RFP	Engineering	Construction and Engineering Services	Glasford Wastewater Facility Improvements	Q1-2024
RFP	Engineering	Construction and Engineering Services	Peoria San Koty Water Treatment Plant Electrical Improvements	Q1-2024
RFP	Engineering	Construction and Engineering Services	Belleville French Village Pump Station Improvements	Q2-2024
RFP	Engineering	Construction and Engineering Services	Champaign Bradly Avenue Water Treatment Plant High Service Pump Improvements	Q2-2024
RFP	Engineering	Construction and Engineering Services	Sante Fe Wastewater Treatment Facility Sludge Press Improvements	Q2-2024
RFP	Engineering	Construction and Engineering Services	Terra Cotta Water Reclamation Facility Copper Removal Improvements	Q2-2024
RFP	Facilities	Maintenance Services, Repair Services, and Operating Supplies (MRO)	Filter Maintenance	Q2-2024
RFP	Engineering	Construction and Engineering Services	Alton Water Treatment Facility Chemical Improvement Project	Q3-2024
RFP	Engineering	Construction and Engineering Services	Jerseyville Northside Interceptor Lift Station Improvements	Q3-2024
RFP	Engineering	Construction and Engineering Services	Mt Pulaski Water Treatment Improvement Project	Q3-2024
RFP	Engineering	Construction and Engineering Services	Pekin Booster Station Improvement Project	Q3-2024
RFP	Engineering	Construction and Engineering Services	Peoria Griswold Well Site Advanced Water Treatment Improvements	Q3-2024
RFP	Engineering	Construction and Engineering Services	Sterling East Water Treatment Plant Ion Exchange Rehabilitation Project	Q3-2024
RFP	Engineering	Construction and Engineering Services	Village of Harden Water Treatment Plant Pressure Filter Replacement Project	Q3-2024
RFP	Engineering	Construction Service	Tank Painting	Q3-2024
RFP	Engineering	Construction and Engineering Services	Alton Wastewater Facility RAS/WAS Pump Station Improvement Project	Q4-2024
RFP	Engineering	Construction and Engineering Services	East St Louis Edgemont Booster Station/Centerville Pressure Zone Creation	Q4-2024
RFP	Engineering	Construction and Engineering Services	East St Louis Water Treatment Plant Conventional Filter Valve Replacement (Multi-Year)	Q4-2024
RFP	Engineering	Construction and Engineering Services	Godfrey Warren Levis Lagoon Berm Enhancements	Q4-2024

PROCUREMENT METHOD	DEPARTMENT	CONTRACT TYPE	PROJECT DESCRIPTION	ANTICIPATED RFP RELEASE DATE
RFP	Engineering	Construction and Engineering Services	Godfrey Wastewater Headworks Improvement Project	Q4-2024
RFP	Engineering	Construction and Engineering Services	Lincoln Advanced Treatment Improvement Project	Q4-2024
RFP	Engineering	Construction and Engineering Services	Livingston Elevated Tank Replacement Project	Q4-2024
RFP	Engineering	Construction and Engineering Services	South Beloit Distribution and Reliability Improvements	Q4-2024
RFP	Engineering	Construction and Engineering Services	Sterling East Water Treatment Plant Chlorine Conversion to Sodium Hypo	Q4-2024
RFP	Facilities	Construction and Engineering Services	Sterling West Water Treatment Plant Improvements (Well and Treatment)	Q4-2024
RFP	Operations	Construction and Engineering Services	West Suburban Rear Yard Water Main Replacement Project	Q4-2024
RFP	Engineering	Construction and Engineering Services	Alton Principia Site Improvements — Piping and Chemical Feed Improvements	Q2-2025
RFP	Engineering	Construction and Engineering Services	Broadlands Standpipe Replacement Project	Q2-2025
RFP	Engineering	Construction and Engineering Services	Champaign Russel Street Pump Station Improvements	Q2-2025
RFP	Engineering	Construction and Engineering Services	Fisher Waste Facility Clearwell and High Service Pump Improvement Project	Q2-2025
RFP	Engineering	Construction and Engineering Services	Granite City Water Treatment Plant Chemical Improvement Project	Q2-2025
RFP	Engineering	Construction and Engineering Services	Granite City 1.0 M Elevated Tank	Q2-2025
RFP	Engineering	Construction and Engineering Services	St. Joseph Storage Tank Project	Q2-2025
RFP	Engineering	Construction and Engineering Services	Lead Service Replacements throughout Numerous Districts in Illinois — 2024 (Approx 1,000 Services)	Various
RFP	Engineering	Construction and Engineering Services	Lead Service Replacements throughout Numerous Districts in Illinois — 2025 (Approx 1,500 Services)	Various
RFP	Engineering	Construction and Engineering Services	Sewer Collection Main Rehabilitation Projects within Various Districts in Illinois — 2024 (Approx 5 miles)	Various
RFP	Engineering	Construction and Engineering Services	Sewer Collection Main Rehabilitation Projects within Various Districts in Illinois — 2025 (Approx 5 miles)	Various
RFP	Engineering	Construction and Engineering Services	Water Main Replacement Projects within Various Districts in Illinois — 2024 (Approx 20 miles)	Various
RFP	Engineering	Construction and Engineering Services	Water Main Replacement Projects within Various Districts in Illinois — 2025 (Approx 20 miles)	Various
RFP	Engineering	Construction and Engineering Services	Wastewater Lift Station Replacement and Improvement Projects (Various Locations)	Various

The buying plan contains a forecast of Illinois-specific projects to be sourced within the next 12 to 18 months and may change at any time without notice. Suppliers who wish to provide products or services should register with the National Supplier Diversity Overview at [amwater.com](http://amwater.com). Please note that registration does not guarantee approval as a supplier for your company.

## IX. CHALLENGES AND OPPORTUNITIES

The consistent and persistent challenges that diverse suppliers face in the utility market are related to access to capital, limited networks, and competition with large established firms. While these challenges are not new, the current political and economic environments have made overcoming these obstacles even more challenging. Mounting litigation, E.E.O.C complaints, limited capital and resources, amicus briefs and other legal demands against Federal programs and corporate diversity initiatives have clouded the future of agencies and programs focusing on the advancement and development of diverse-owned businesses.

The current economic environment is improving, but diverse businesses are impacted more from the higher inflation rates and higher cost for goods and services in a utility industry where the capital and start-up cost are a barrier to entry. These economic constraints create an additional obstacle for experienced diverse suppliers to increase operating capacity to compete for large new volume contracts, fulfill contract requirements, and avoid the penalties for lateness if awarded.

To execute on American Water's development strategy to grow and scale diverse and small business for long-term growth, the company continues to collaborate with suppliers who have significant vulnerabilities with cash flow management. Working to negotiate business payment terms allows these businesses to limit their dependence on external funding sources to meet operating expenses and focus on expansion efforts.

UPDATED

# X. CERTIFICATIONS ACCEPTED

## National Organizations

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- + Women's Business Enterprise National Council (WBENC) | [wbenc.org](http://wbenc.org)
- + National Minority Supplier Development Council (NMSDC) | [nmsdc.org](http://nmsdc.org)
- + Disability:IN | [disabilityin.org](http://disabilityin.org)
- + National LGBT Chamber of Commerce (NGLCC) | [nglcc.org](http://nglcc.org)
- + National Veteran Business Development Council (NVBDC) | [nvbdc.org](http://nvbdc.org)
- + National Veteran-Owned Business Association (NaVOBA) | [navoba.org](http://navoba.org)
- + Supplier Clearinghouse | [thesupplierclearinghouse.com](http://thesupplierclearinghouse.com)

## Government Organizations

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- + U.S. Small Business Administration (SBA) | [sba.gov](http://sba.gov)
- + U.S. Department of Veterans Affairs Office of Small and Disadvantaged Business Utilization (OSDBU) | [vetbiz.va.gov](http://vetbiz.va.gov)

## Regional Organizations

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- + Illinois Department of Central Management Services (CMS) | [cms.illinois.gov](http://cms.illinois.gov)
- + Illinois Department of Transportation (IDOT) | [idot.illinois.gov](http://idot.illinois.gov)
- + Cook County | [cookcounty.diversitycompliance.com](http://cookcounty.diversitycompliance.com)
- + City of Chicago | [chicago.mwdbe.com](http://chicago.mwdbe.com)
- + Mid-States MSDC | [midstatesmsdc.org](http://midstatesmsdc.org)
- + Chicago MSDC | [chicagomsdc.org](http://chicagomsdc.org)
- + LGBT Chamber of Commerce of Illinois | [lgbtcc.com](http://lgbtcc.com)
- + City of St. Louis | [stlouis-mo.gov](http://stlouis-mo.gov)
- + Missouri Department of Transportation | [modot.org](http://modot.org)

# XI. POINTS OF CONTACT



## **EXECUTIVE OFFICER**

Rebecca Losli, P.E.  
President

### Illinois American Water

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300 North Water Works Drive  
Belleville, IL 62223



ilaw.president@amwater.com



## **ILLINOIS CORPORATE SUPPLIER DIVERSITY LEAD**

Jennifer Morrison  
Program Director of Supplier Diversity and  
Community Outreach

### Illinois American Water

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1000 International Parkway  
Woodridge, IL 60517



jennifer.morrison@amwater.com



## **ADMINISTRATION**

Taiiko Ballard  
Illinois Diverse Business Specialist

### Illinois American Water

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300 North Water Works Drive  
Belleville, IL 62223



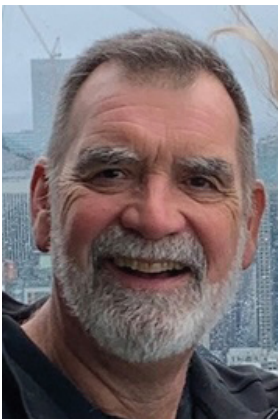
taiiko.ballard@amwater.com

## XII. SUPPLIER SUCCESS STORIES

### Shaw Bros. Concrete Construction | Women's Business Enterprise



Susan Kirby



Joel Kirby

“Water doesn’t care if it’s Christmas or your birthday,” so says Joel Kirby, president of Shaw Brothers Concrete Construction in Champaign, Illinois. “We and Illinois American Water (ILAW) know that all too well. When a water pipe breaks, or there’s a sewer issue, we are there, night or day. Yep, even on Christmas and New Year’s Eve.”

That kind of commitment is what has helped Shaw Brothers grow alongside Illinois American Water. When ILAW purchased a privately held company 17 years ago, they kept Shaw Brothers. “They inherited us, and now they’re ‘stuck’ with us,” Joel says with a chuckle. “But, it’s a really good fit. Our role has grown as ILAW has. They’re our biggest client and that allows us to remain a small family-owned company and still thrive.”

So, how does Shaw Brothers remain responsive, thorough and safety-minded no matter what? Teamwork. Nothing personifies that more in this fourth-generation family business than the partnership between Joel and owner Susan Kirby. Susan says, “We’re coming up on 50 years of marriage and 17 years running a business together. It just works for us.” As a certified Women’s Business Enterprise (WBE), Shaw runs a lean six-person operation. Joel directs (and participates in) the field operations and deals with 20 different government agencies. Susan runs the business side, overseeing payroll, accounts payable and receivable, insurance, union reports, safety audits and so much more.

Pretty early on, Shaw began to primarily focus on commercial work, specifically utility projects. The company makes sure the excavated site is fully accessible, traffic control is in place for both worker and citizen safety, and, finally, finishing the surface with either asphalt or concrete. “I pretty much remember every patch in the Champaign-Urbana area,” Joel says.

This dynamic duo believes what they do is important to the community and its infrastructure. “We’re proud of keeping things working around here. And we’re thankful for our partnership with Illinois American Water,” Susan says. “They care about their work, the communities they serve and their people just as much as we do. To us, that’s success.”

#### **SHAW BROTHERS CONCRETE CONSTRUCTION**

[Women-Owned Business Enterprise](#)

[shawbrothersconcrete.com](http://shawbrothersconcrete.com)



## G.A. Rich & Sons | Women's Business Enterprise



Tammy Rich-Stimson and Susan Rich



Brian Rich

When cultures align, it makes for a strong, mutually beneficial business partnership. So is the case for the almost 20-year relationship between Illinois American Water (ILAW) and G.A. Rich & Sons of Deer Creek, Illinois. They're a third-generation mechanical and utility contracting company. It all began in 2005, when Illinois American chose G.A. Rich & Sons to tackle an enormous project in their Champaign, Illinois, water-processing plant.

Brian Rich, Director of Business Development, describes it as still their biggest project to date with ILAW. "It was a brand-new production facility, and it also had a well field. In the end, we connected 25,000 feet, or roughly five miles, of piping with the wells and connected it all back to the plant," Brian says. "They're all about improving infrastructure, as we are. In recent years they have obtained many, many sewer plants, and those big projects have really helped us grow."

This was just one example of the "can-do" cultural spirit of the company driven in large part by Tammy Rich-Stimson, president of the company. She and her mother, Susan Rich, are the majority owners. "Our relationship with ILAW works because they elevate us. We want to strive to always meet their stringent standards of quality and safety," Tammy says.

In part, the high-profile jobs with ILAW have helped her professional stature. Tammy is active within the industry, having been appointed the first woman president of the Illinois Plumbing, Heating & Cooling Contractors in its 125-year history. She is also on the Board of Tazewell County, which consists of East Peoria, Pekin, Washington, Deer Creek and several other small communities.

Opportunities have greatly increased for G.A. Rich since partnering with ILAW. They've worked with other American Water entities such as Kentucky American Water, Indiana American Water, Missouri American Water and Iowa American Water.

"We as a company and us as individuals would not be where we are without American Water," Brian concludes.

### **G.A. RICH & SONS**

[Women-Owned Business Enterprise](#)

[garich.com](http://garich.com)

# XIII. ILLINOIS COMMERCE COMMISSION WEBSITE

Pursuant to Section 5-117 of the Public Utilities Act (220 ILCS 5/5-117), Illinois American Water hereby submits to the Illinois Commerce Commission its 2023 Annual Supplier Diversity Report. The Commission shall publish the report on its website and shall maintain the report for at least five years.

Section 5-117 reports are due annually on April 15, beginning in 2015. Section 5-117 also requires the ICC and participating utilities to hold an Annual Policy Meeting that is open to the public on the subject of supplier diversity. The policy meeting will follow submission of the reports on April 15. For more information on Illinois American Water's Annual Supplier Diversity Reports, please visit the ICC Supplier Diversity web page at [icc.illinois.gov/filings/mwvs](https://icc.illinois.gov/filings/mwvs).







# XV. OTHER APPENDICES

## Appendix A



### AMERICAN WATER SUPPLIER DIVERSITY SUBCONTRACTING PLAN

Required for submission with all responses to Requests for Proposals, quarterly reports and with final payment application (with actuals). Tier 1 prime suppliers are required to submit quarterly. Tier 2 diversity spend reporting is required through the Supplier Diversity Portal found at <https://amwater.quantumsds.com/>.

#### COMPANY OVERVIEW

<b>Prime Supplier Business Name:</b>	
<b>Corporate Address:</b>	
<b>City, State, Zip:</b>	
<b>Prime Supplier Contact Person's Name:</b>	
<b>Email Address:</b>	
<b>Phone Number:</b> <input type="checkbox"/> Office <input type="checkbox"/> Mobile	

**Supplier Diversity Business Classifications:** "Certified" means currently certified by an authorized certifying body. "Owned" means at least 51% minority-owned, operated and controlled. The company must be a profit enterprise and physically located in the U.S. or its trust territories.

**Is your business a certified diverse supplier?** If yes, please provide copy of certification(s) with your bid response.  Yes  No

<input type="checkbox"/> <b>Minority Business Enterprise (MBE)</b>	<input type="checkbox"/> <b>Other Disadvantaged Business</b>
<input type="checkbox"/> MBE-AF – Minority Owned Business African American	<input type="checkbox"/> DBE – Disadvantaged Business Enterprise
<input type="checkbox"/> MBE-AP – Minority Owned Business Asian Pacific	<input type="checkbox"/> HUB – Historically Underutilized Business
<input type="checkbox"/> MBE-H – Minority Owned Business Hispanic	<input type="checkbox"/> LGBTQ – Lesbian, Gay, Bisexual, Transgender
<input type="checkbox"/> MBE-NA – Minority Owned Business Native American	
<input type="checkbox"/> <b>Veteran Business Enterprise (VBE)</b>	<input type="checkbox"/> <b>Women Business Enterprise (WBE)</b>
<input type="checkbox"/> SDVBE – Service-disabled Veteran Owned Business	

#### BID / PROJECT SUBMISSION

Please describe the goods and /or services being provided by your company.

<b>American Water Regulated State Operations:</b>	<b>Total Diverse Supplier Subcontracted (\$):</b>
<b>Original/Prior Contract Value (\$):</b>	<b>Projected spend with the following diversity classes:</b>
<b>Current Change Order Value (\$):</b>	(For Change Orders – Complete for Change Order Values)
<b>Total Contract Value (\$):</b>	Minority Business Enterprise (MBEs) \$
	Veteran Business Enterprise (VBEs) \$
	Woman Business Enterprise (WBEs) \$
	Other Disadvantaged Business (DBE) \$

#### DETAILED SUBCONTRACTING PLAN

Detailed plan for use of M/W/VBEs and other disadvantaged businesses as subcontractors, distributors, value added resellers are counted towards your contractual supplier diversity goal. Small business spend is tracked but not counted towards the diversity spend goal. **For every product and service you intend to use, provide the following information (attach additional sheets if necessary).**

Company Name	Classification (MBE/WBE/VBE/LGBT/ SMB)	Principal Owner Gender (M/F)	Certification Agency	Certification Expiration	Products or Services to be provided	Estimated Amount of Spend (\$)
ABC Example Co	MBE	M	NMSDC	05/2025	Excavation	\$150,000

## Appendix B

### SIC CODES & DEFINITIONS FOR DIVERSITY SPEND BREAKOUT TABLES

CHEMICALS			
1081	METAL MINING SERVICES	2890	MISCELLANEOUS CHEMICAL PRODUCTS
1321	NATURAL GAS LIQUIDS	2899	CHEMICAL PREPARATIONS, NEC
2800	CHEMICALS & ALLIED PRODUCTS	5169	CHEMICAL PRODUCTS
2810	INDUSTRIAL INORGANIC CHEMICALS	5172	PETROLEUM PRODUCTS
2819	INDUSTRIAL INORGANIC CHEMICALS, NEC	5191	FARM SUPPLIES
CONSTRUCTION			
CONSTRUCTION MATERIALS		CONSTRUCTION SERVICES	
1422	CRUSHED LIMESTONE	3523	FARM MACHINE & EQUIPMENT
1442	CONSTRUCTION SAND & GRAVEL	3593	FLUID POWER CYLINDERS
1761	ROOFING, SIDING, SHEET METAL	3699	ELECTRICAL EQUIPMENT & SUPPLIES
2950	ASPHALT PAVING & ROOFING MATERIALS	4212	LOCAL TRUCKING
3272	CONCRETE PRODUCTS	4700	TRANSPORT SERVICES
3442	METAL DOORS & TRIM	4953	REFUSE SYSTEMS
5032	BRICK & STONE MATERIALS	4959	SANITARY SERVICES
5039	CONSTRUCTION MATERIALS	5072	HARDWARE
5531	AUTO & HOME SUPPLIES	5082	CONSTRUCTION & MINING
5712	FURNITURE STORES	FACILITY CONSTRUCTION SERVICES	
7336	ART & GRAPHIC DESIGN	1761	ROOFING, SIDING, SHEET METAL
CONSTRUCTION SERVICES		MAINTENANCE AND REPAIR SERVICES	
1499	MISCELLANEOUS NONMETALLIC MINERALS	1623	WATER, SEWER & UTILITY LINES
1520	GENERAL BUILDING CONTRACTORS – RESIDENTIAL BUILDINGS	3433	HEATING EQUIPMENT
1521	SINGLE FAMILY HOUSING CONSTRUCTION	7694	ARMATURE REWINDING SHOPS
1522	RESIDENTIAL CONSTRUCTION, NEC	PAINTING AND COATINGS	
1540	BUILDING CONTRACTORS – NOT RESIDENTIAL	1721	PAINTING & PAPER HANGING
1542	NONRESIDENTIAL CONSTRUCTION, NEC	RESTORATION SERVICES	
1600	HEAVY CONSTRUCTION, NOT BLDG	2951	ASPHALT PAVING MIX
1629	HEAVY CONSTRUCTION, NEC	5211	LUMBER & BUILDING MATERIALS
1771	CONCRETE WORK	TECHNICAL SERVICES	
1793	GLASS & GLAZING WORK	4911	ELECTRIC SERVICES
1794	EXCAVATION WORK	5399	MISCELLANEOUS GENERAL MERCHANDISE
1799	SPECIAL TRADE CONTRACTORS, NEC	UNDERGROUND SERVICES	
2759	COMMERCIAL PRINTING	4939	COMBINATION UTILITIES

CORPORATE SERVICES			
ADMINISTRATIVE SERVICES		FREIGHT	
2741	MISCELLANEOUS PUBLISHING	4215	GROUND COURIER SERVICES
2750	COMMERCIAL PRINTING	4731	FREIGHT BROKER
2752	LITHOGRAPHIC COMMERCIAL PRINT	5021	FURNITURE
4899	COMMUNICATIONS SERVICES	TRAVEL AND ENTERTAINMENT	
5961	CATALOG MAIL ORDERS	4833	TV BROADCASTING
7319	ADVERTISING, NEC		
7334	PHOTOCOPY SERVICES		
8299	SCHOOLS & EDUCATION SERVICES		
DIRECT MATERIALS			
HYDRANTS		JOINT/FITTINGS	
3490	MISCELLANEOUS FABRICATED METAL PRODUCTS	1220	BITUMINOUS COAL & LIGNITE MINING
3499	FABRIC METAL PRODUCTS	3321	GRAY & DUCTILE IRON FOUNDRIES
VALVES		PIPE	
3317	STEEL PIPE AND TUBES	3366	COPPER FOUNDRIES
3491	INDUSTRIAL VALVES	SERVICE LINE	
3494	VALVES & PIPE FITTINGS	3999	MANUFACTURING INDUSTRIES
ENERGY			
2252	HOSIERY, NEC	5983	FUEL OIL DEALERS
5153	GRAIN & FIELD BEANS	5984	LIQUID PETROLEUM GAS
5171	PETRO BULK STATIONS		
FACILITY SERVICES AND MAINTENANCE			
AIR HANDLING AND HVAC		FACILITY MAINTENANCE AND REPAIR SERVICES	
1711	PLUMBING HVAC	3534	ELEVATORS & STAIRS
5075	AIR HEATING & AIR CONDITIONING	5033	ROOF, SIDE, INSTALLATION
7623	REFRIGERATION REPAIR	5080	MACHINERY, EQUIPMENT & SUPPLIES
FAMILY INSPECTION SERVICES		7342	PEST CONTROL SERVICE
5087	SERVICE ESTABLISHMENT EQUIPMENT	7699	REPAIR SERVICES, NEC
OFFICE EQUIPMENT		FACILITY PAINTING AND COATINGS	
3579	OFFICE MACHINES, NEC	1721	PAINTING & PAPER HANGING
5044	OFFICE EQUIPMENT	FIRE PROTECTION SYSTEMS	
5231	PAINT, GLASS, WALLPAPER	3670	ELECTRONIC COMPONENTS & ACCESSORIES
FACILITY MAINTENANCE AND REPAIR SERVICES		3678	ELECTRONIC CONNECTORS
1731	ELECTRICAL WORK	3799	TRANSPORT EQUIPMENT
1751	CARPENTRY WORK	GROUNDS KEEPING	
1796	INSTALLATION OF BUILDING EQUIPMENT	7349	BUILDING MAINTENANCE SERVICES
3442	METAL DOORS & TRIM		



## FACILITY SERVICES AND MAINTENANCE (CONTINUED)

### JANITORIAL SERVICES

1752	FLOOR LAYING & WORK, NEC	8999	SERVICES, NEC
2840	CLEANING PREPARATIONS, PERFUME, COSMETICS		

### FLEET

5599	AUTOMOTIVE DEALERS	7515	PASSENGER CAR LEASING
7513	TRUCK RENTAL/LEASING	7549	AUTOMOTIVE SERVICES

### INSTRUMENTATION AND CONTROLS

3498	PIPE & FITTINGS	3679	ELECTRONIC COMPONENTS
3625	RELAY & INDUSTRIAL CONTROLS	7373	COMPUTER INTEGRATED SYSTEMS DESIGN

### MAINTENANCE, REPAIR, AND OPERATING SUPPLIERS (MRO)

1791	STRUCTURAL STEEL ERECTION	5074	PLUMBING & HEAT SUPPLIES
2080	BEVERAGES	5099	DURABLE GOODS, NEC
2389	APPAREL & ACCESSORIES	5136	MENS/BOYS CLOTHING
2992	LUBRICATING OIL & GREASE	5160	WHOLESALE-CHEMICALS & ALLIED PRODUCTS
3053	GASKETS	5199	NON-DURABLE GOODS
3069	FABRIC RUBBER PRODUCTS	5251	HARDWARE STORES
3312	BLAST FURNACES & STEEL MILLS	5541	GAS SERVICE STATIONS
3581	VENDING MACHINES	5661	SHOE STORES
3812	SEARCH & NAVIGATION EQUIPMENT	5699	MISCELLANEOUS APPAREL & ACCESSORIES
3821	LAB APPARATUS & FURNITURE	5722	HOUSEHOLD APPLIANCES
3822	ENVIRONMENTAL CONTROLS	5999	MISCELLANEOUS RETAIL STORES
4226	SPECIAL WAREHOUSE STORAGE	7213	LINEN SUPPLY
5047	MEDICAL & HOSPITAL EQUIPMENT	7215	LAUNDROMATS/CLEANERS
5049	PROFESSIONAL EQUIPMENT	9511	AIR, WATER & SOLID WASTE
5051	METALS SERVICE CENTERS	9995	NON-OPERATING ESTABLISHMENT

### MAJOR EQUIPMENT

3541	METAL CUTTING TOOLS	3641	ELECTRIC LAMPS
3561	PUMPS & PUMP EQUIPMENT	3714	VEHICLE PARTS & ACCESSORIES
3563	AIR & GAS COMPRESSORS	5046	COMMERCIAL EQUIPMENT
3568	POWER TRANSMISSION EQUIPMENT	5084	INDUSTRIAL MACHINE & EQUIPMENT
3569	GENERAL INDUSTRIAL MACHINERY	7379	COMPUTER RELATED SERVICES
3589	SERVICE INDUSTRIAL MACHINERY	7538	GENERAL AUTO REPAIR SHOPS
3599	INDUSTRIAL MACHINERY		

METERING			
3823	PROCESS CONTROL INSTRUMENTS	4952	SEWERAGE SYSTEMS
3824	FLUID/WATER METERS		
PROFESSIONAL SERVICES			
ADVERTISING AND MARKETING		LEGAL	
2711	NEWSPAPERS	8111	LEGAL SERVICES
7311	ADVERTISING AGENCIES	TELECOM	
DIGITAL COMMUNICATIONS		4813	TELECOM
7389	BUSINESS SERVICES	TESTING AND ANALYSIS SERVICES	
END USER EQUIPMENT		6719	HOLDING COMPANIES
3572	COMPUTER STORAGE DEVICES	8731	COMMERCIAL PHYSICAL
ENVIRONMENTAL SERVICES		8734	TESTING LABORATORIES
8711	ENGINEERING SERVICES	SECURITY	
FINANCIAL SERVICES		7381	ARMORED CAR SERVICES
6021	NATIONAL COMMERCIAL BANKS	7382	SECURITY SYS SERVICE
6061	FEDERAL CREDIT UNION	AUDIO VISUAL EQUIPMENT	
6141	PERSONAL CREDIT INSTITUTIONS	5946	CAMERA & PHOTO SUPPLIES
6282	INVESTMENT ADVICE	CORPORATE CONSULTING	
6399	INSURANCE CARRIERS	6500	REAL ESTATE
6411	INSURANCE AGENT/SERVICES	6532	REAL ESTATE DEALER
8721	ACCOUNTING AND AUDIT	8611	BUSINESS ASSOCIATION
9651	REGULATION, LICENSING AND INSPECTION	8742	MANAGEMENT CONSULTING SERVICES
LAB EQUIPMENT MAINTENANCE SERVICES		8743	PUBLIC RELATIONS SERVICES
5063	ELECTRICAL APPARATUS EQUIPMENT	8748	BUSINESS CONSULTING, NEC
PERSONNEL SERVICES		IT MAINTENANCE	
7361	EMPLOYMENT AGENCIES	3640	ELECTRIC LIGHT & WIRE EQUIPMENT
ENGINEERING SERVICES		IT MATERIALS	
8711	ENGINEERING SERVICES	5734	COMPUTER & SOFTWARE STORES
8712	ARCHITECTURAL SERVICES	IT SERVICES	
8713	SURVEYING SERVICES	7374	DATA PROCESSING & PREPARATION
HOSTING		NETWORK	
5900	MISCELLANEOUS RETAIL	4813	TELECOM
HUMAN RESOURCE SERVICES		SAFETY SERVICES	
8049	HEALTH PRACTITIONER	5085	INDUSTRIAL SUPPLIES
8399	SOCIAL SERVICES, NEC	TRAINING	
8621	PROFESSIONAL ORGANIZATIONS	8211	ELEMENTARY AND SECONDARY SCHOOLS
		8221	COLLEGES AND UNIVERSITIES

**RENTALS**

3531	CONSTRUCT MACHINERY	7539	EQUIPMENT RENT/LEASE
7353	HEAVY CONSTRUCTION EQUIPMENT RENT		

**TECHNOLOGY**

<b>COMPUTER SOFTWARE</b>		<b>END USER EQUIPMENT</b>	
3571	ELECTRONIC COMPUTERS	3572	COMPUTER STORAGE DEVICES
5045	COMPUTERS & SOFTWARE	<b>SATELLITE COMMUNICATION</b>	
7371	COMPUTER PROGRAM SERVICE	3829	MEASURING & CONTROLLING DEVICES
7372	PREPACKAGED SOFTWARE		

# ILLINOIS AMERICAN WATER RECOGNIZES THIS HIGHLY EMOTIONAL TIME FOR OUR COUNTRY

At Illinois American Water, we encourage, honor and celebrate differences in our employees, including race or ethnicity. We have zero tolerance for any incidents of racism or discrimination.

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**Respect and dignity for all are at the core of who we are — anything less is unacceptable.**

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While much work needs to be done to address systemic racism, we at Illinois American Water are committed to doing our part to contribute to a more just and inclusive society.

**OUR DIVERSITY IS OUR STRENGTH.**



**WE KEEP LIFE FLOWING®**



**ILLINOIS  
AMERICAN WATER**