



**WELCOME TO
ILLINOIS
AMERICAN
WATER**



ILLINOIS
AMERICAN WATER

WE KEEP LIFE FLOWING®



WELCOME TO ILLINOIS AMERICAN WATER! We look forward to serving you. Inside this booklet, you will find information on the following:

- **CUSTOMER SERVICE**
- **BILLING & PAYMENT**
- **UNDERSTANDING YOUR BILL**
- **WATER SERVICE***
- **WASTEWATER SERVICE***

QUESTIONS?

If you have questions or concerns about your water or wastewater service, billing, or our customer assistance program, please contact our Customer Service Center at 1-800-422-2782. We are available Monday through Friday, 7 a.m.–7 p.m. and 24/7 for emergencies.

You can also find valuable information on our website at **illinoisamwater.com**.

*Please note: All customers may not receive water service and wastewater service. The information in this packet includes all Illinois American Water services.

PRESIDENT'S MESSAGE

Dear Customer,

As your water and/or wastewater supplier, we recognize the trust you place in us to provide high-quality drinking water and reliable wastewater service. It is a responsibility we take very seriously.

This guide will help you understand the services we offer as well as your rights and responsibilities as an Illinois American Water customer. We hope you will review the contents of this guide and keep it for future reference.

If you have any questions about our service that are not answered by the information provided here, please call our Customer Service Center at 800-422-2782.



Sincerely,

A handwritten signature in black ink that reads "Justin L. Ladner". The signature is written in a cursive, flowing style.

Justin Ladner

President, Illinois American Water



**RANKED HIGHEST IN CUSTOMER SATISFACTION
WITH LARGE WATER UTILITIES IN THE MIDWEST
TWO YEARS IN A ROW.**

For J.D. Power 2021 award information, visit [jdpower.com/awards](https://www.jdpower.com/awards).



CUSTOMER SERVICE

Our Customer Service team is ready to help you with any questions you have about your service. We are available at 800-422-2782. If the representative is unable to handle your issue, you may ask to speak to a specialist or supervisor.

If you feel we have not responded to your inquiry in a satisfactory manner, you have the right to request that the Illinois Commerce Commission (ICC) review the unresolved dispute. ICC rules apply to service standards and reliability. You may contact the ICC at 800-524-0795 or through its website at icc.illinois.gov. A copy of the ICC's Bill of Rights for Water and Sewer Customers is printed on the back panel of every customer bill.

Automated account information is available 24 hours a day at 800-422-2782. Be sure to have your 16-digit account number on hand. You can hear your account balance, usage for the past three months, when your last payment was made, and when your next payment is due.

STARTING AND STOPPING YOUR WATER SERVICE

One call is all it takes to turn on your water service if your home or business is already connected to our system. Contact our Customer Service Center at 800-422-2782 and a representative will take a verbal application from the person responsible for paying the bill. Following your application for service, we will make a service call to read the meter so we can start your billing with an actual meter reading.

We may request that an adult be present when our service representative comes to turn on your water. Please notify us at least three working days before you want your water service started. Before your water is turned on, please check to ensure all water outlets, both inside and out, are turned off to prevent water damage that could occur from open faucets. Please notify us at least five working days before you want your water service disconnected.

If you are applying for service at a home or business that is not currently connected to our system, please contact our Customer Service Center at 800-422-2782 for instructions. Customers signing up for new service will be charged a \$10 activation fee. This fee does not apply to accounts transferred via an acquisition.

MyWATER

Residential customers can save time by managing their account(s) online when it is most convenient. With **MyWater**, you can check your balance, pay your bill, and sign up for automatic payments. **Sign up today at illinoisamwater.com.**

You can also update your contact information via MyWater or by calling 800-422-2782. **Ensuring we have your correct phone number and/or email allows us to contact you about service-related issues/emergencies.**

WATER LINES, SEWER LINES AND WATER METERS – YOUR RESPONSIBILITIES AND OURS

Illinois American Water is responsible for the water distribution main in the street, the service connection from the water main to your property line, and the installation and maintenance of the water meter.

All other water pipes, such as the plumbing system in your home or business and the service line from your home or business to the property line, are your responsibility to maintain. Electric wires should not be grounded to your plumbing system, as doing so can present a safety hazard.

The water meter is the responsibility and property of Illinois American Water and may be located inside your home or business, or outside in a meter pit. Only Illinois American Water personnel are permitted to open the meter pit. However, when the meter is located inside your home or business, you have the responsibility to keep your meter accessible and properly protected from severe cold or heat.



The meter must be kept free from obstructions, pets must be restrained, and obstacles must be removed that would prevent the meter reader from reading the meter. You may be charged for repairs if your meter freezes, bursts, or is damaged due to neglect on your part. **It is unlawful to tamper in any way with the operation of your water meter.**

Illinois American Water also provides wastewater collection service to a portion of our customers. In these areas, Illinois American Water owns and is responsible for maintaining the sewer main and any portion of the sewer line located off customers' property or within easements for which customers do not have ownership rights. Customers are responsible for maintaining sanitary sewer service lines located on their property and within easements for which they have ownership rights. Our Sewer Guide is available at illinoisamwater.com > **Water Quality > Wastewater Service**, or you may request a copy by calling our Customer Service Center at 800-422-2782.

REPORTING AN EMERGENCY

If you are aware of a water emergency, you can report it straight from the Illinois American Water website at illinoisamwater.com or your **MyWater** account. This feature is fully automated and will guide you through a quick and easy multi-step process to submit the water emergency.

If you need to report a water outage or a leak at your property/meter, complete the **Emergency Report** through your **MyWater** account.

SHUT-OFF VALVE

Should you have an emergency with your home plumbing system, you can turn off the water where it enters your home by using the shut-off valve. It is usually installed where the water pipe enters your home, or on a vertical pipe leading from the point of entry inside your basement wall or crawl space. You can help make your shut-off valve easy to identify by attaching a tag to it. **You'll find a tag at the end of this booklet that you can detach and use for this purpose.**

EMPLOYEE IDENTIFICATION

All employees of Illinois American Water have company identification cards. In addition, many wear uniforms and use vehicles and equipment which are marked with the Illinois American Water logo. To verify an employee or contractor, you can ask to see their identification card.





BILLING & PAYMENT

PAYING YOUR BILLS

Illinois American Water offers a number of payment options to fit into your busy lifestyle. Simplify things by signing up for MyWater at illinoisamwater.com.



PAPERLESS BILLING

Your bill will be emailed to you for review before your due date, eliminating the need for a hard copy.



AUTOMATIC PAYMENTS

Each month, payments will be automatically deducted from your checking or savings account on the due date.



PAY ONLINE

Visit amwater.com/billpay. Be sure to have your 16-digit account number on hand. A small fee may apply.



PAY BY PHONE

Pay by phone using your Visa or MasterCard by calling **855-748-6066**. Be sure to have your 16-digit account number on hand. A small fee may apply.



PAY BY MAIL

Send your payment and payment stub to:
Illinois American Water, PO Box 6029, Carol
Stream, IL 60197-6029. Please allow enough time
for your payment to be received by the due date.



PAY IN PERSON

Visit illinoisamwater.com > **Customer Service
& Billing** > **Billing & Payment Info** or call
800-422-2782 to find a payment location near you.

COLLECTIONS POLICY – AVOIDING A LATE PAYMENT CHARGE OR DISCONNECTION OF SERVICE

Your payment is due 23 days after the bill is mailed (16 days for non-residential customers). Customers may request a due date that is different (no more than 10 days later) than the one printed on their bill. Bills not paid by the due date are considered past due and a late fee of 1.5% of the overdue balance may be assessed. Should a bill remain unpaid, a Final Notice Prior to Disconnection will be mailed. If payment is not received by the due date on the Final Notice, water service may be disconnected.

If you receive a Final Notice, please take immediate action to avoid disconnection by calling our Customer Service Center at 800-422-2782. Even if you have already submitted payment, it is best to call and verify that it was received.

When we must disconnect service for nonpayment, we will do so between 8 a.m. and 2 p.m. Monday through Thursday and between 8 a.m. and 12 p.m. on Friday.

We will reconnect your service when conditions that caused the disconnection have been corrected. You may be

required to pay a service reconnection charge based on the cost of reconnecting your water service. We may request that an adult be present when we reconnect water service. Illinois American Water will waive fees for the first incidence of a reconnection charge and a late payment charge one time each calendar year.

MEDICAL EMERGENCY NOTICE

If someone living at your home is sick, Illinois American Water will not shut off your service if you provide a medical emergency notice. Contact your doctor or local board of health and tell them to call us at 800-422-2782. The doctor may provide the notice to us by phone, but must also send us written verification on their letterhead within seven days. The verification should confirm the sick person's residency, illness and period of time for which termination of water service will aggravate the illness. Certification is good for 60 days.

If service is terminated within 14 days prior to certification of illness, we will restore service if we receive the certification according to the process outlined above. Once a certification is obtained, you are also eligible for a Medical Payment Arrangement to assist with payment of past due charges.

DISPUTED BILLS

If you disagree with any portion of your bill, you may contact our Customer Service Center for assistance. While your account is being investigated, we will withhold any collection activity on the disputed amount and will not discontinue your service. We do ask that you continue to remit payment for the undisputed portion of your bill while the charge in question is being reviewed.

PAYMENT ASSISTANCE

Sometimes customers face circumstances that stretch their financial resources. If you cannot pay your bill by the due date, please contact us at 800-422-2782 immediately, before the due date.

Our customer service representatives will work with you on a plan to pay the balance of the bill over time. The terms of the agreement will take into consideration the size of the past due account, ability to pay and payment history, any reason for the outstanding indebtedness and other relevant factors.

You also may be eligible for assistance through our H₂O Help to Others Program™, a customer assistance partnership with The Salvation Army, supported solely by Illinois American Water and voluntary contributions from our customers.



Information about payment arrangements and the H₂O Help to Others Program™ is available at illinoisamwater.com > **Customer Service & Billing > Customer Assistance Program.**

A low income customer shall not be assessed late payment fees while he or she is qualified as a low income customer. In addition, a low income customer shall be entitled to the altered payment arrangements, to include lower down payments and waived reinstatement fees. "Low Income Customer" means a residential customer who has qualified under the income criteria of Section 6 of the Energy Assistance Act of 1989 [305 ILCS 20/6]. Qualification is effective for purposes of this definition when the Low Income Home Energy Assistance Program (LIHEAP) administrator notifies the customer's utility of the customer's low income status.



UNDERSTANDING YOUR BILL

HOW WE CALCULATE YOUR BILL

Your bill is based on rates set and approved by the ICC in ratemaking proceedings. Applicable rates for service are itemized on your bill. A sample bill and explanation of charges are located on pages 14 and 15. This sample includes most of the charges that customers see on their bills. **Your bill may be different from the example as actual rates and charges vary by community. In addition some charges may be applied to water and/or wastewater services.**

ESTIMATED BILLS

Illinois American Water makes every effort to obtain an actual meter reading on which to calculate your bill. However, there are times when adverse weather or other circumstances prevents this. When an actual meter reading is not taken, you will receive a bill based on an estimated reading. If your reading is estimated, your bill will be marked “estimated.” The difference between the estimated bill and the actual usage is automatically adjusted on your bill following the next actual meter reading.

HIGHER THAN EXPECTED WATER AND/OR WASTEWATER BILLS

An unusually high bill can occur for many reasons, including:

- When an actual meter reading follows estimated readings that were lower than actual consumption.
- When there is a leak in your plumbing system or in the service line past the point of your water meter.
- When you have been using water for seasonal purposes such as irrigation, gardening, or filling a pool.

Illinois American Water is entitled to bill for prior unbilled service, up to 12 months for residential customers and 24 months for commercial customers. Customers who are billed for prior unbilled service are allowed an equal amount of time to pay.

If your bill is unusually high and you do not know why, please contact our Customer Service Center at 800-422-2782 so we can help you determine the cause.

This sample bill includes most charges customers will see on their bills. Your bill may be different from the example as actual rates and charges vary by community.

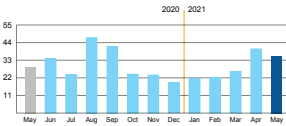


Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
12345678	100 gal	1"	06/01/2021	06/30/2021	(2,835)A	2,870(A)	35	35.00	3,500
A = Actual E = Estimate								Total Gallons:	3,500

Billed Usage History (graph shown in 100 gallons)

- 3,500 gallons = usage for this period
- 2,800 gallons = usage for same period last year



Next Scheduled Read Date: on or about July 08, 2021
Account Type: Commercial

Average daily use for this period is: (31 days)

117 gallons

Year to Date Billed Usage: 14,200 gallons

Account Detail Account No. 1025-210000000000
Service To: 123 Waterway Street MT PULASKI, IL 62548-1234

Understanding Your Bill

Account Detail

Account No. 1025-210000000000

Service To: 123 Waterway Street MT PULASKI, IL 62548-1234

Prior Billing 66.17

Payments -66.17

Total Payments as of Jun 12. Thank you!

Balance Forward 0.00

Service Related Charges - 06/01/21 to 06/30/21

	Water Service	29.30
1	Water Service Charge	14.48
2	Water Usage Charge (35 x \$0.42355)	14.82
	Wastewater Service	31.75
3	Wastewater Service Charge	14.50
4	Wastewater Use Charge (10 x \$0.00)	0.00
	(25 x \$0.6900)	17.25
	Fire Service	3.11
5	5/8" Fire Protection Charge (1 x \$3.11)	3.11

Total Service Related Charges 64.16

Taxes 1.11

6	ICC Gross Receipts Tax	0.06
7	Illinois CC Assessment	0.08
8	Franchise Fee Mt. Pulaski	0.97

Total Current Period Charges 65.27

Total Amount Due \$65.27

SAMPLE BILL

ew defines some of the new terms you

Changes: This section includes charges d to water, wastewater and fire protection, ts and debits for correction to previously itemized in this section.

ments: This section provides details al charges or adjustments for the service Fees, when applicable, would include ice activation and late payment charges.

arges: Charges in this section, when atiated from other service related, e visibility into what portion of your bill is r other entities. Payment received for these remain with American Water. While we d for them, the payments received are their companies and agencies.

illing unit equals 100 gallons of water serving your property measures your feet or a different unit of measure, age to gallons to make it easier to

e: The gallons shown in the water droplet our average daily water use for the e pl. Tracking the amount of water you use age your overall water use from month to

ms? We are here to help. Our customer tives are available M-F, 7 a.m. to 7 p.m. yn understanding your bill and charges on our website. See the link below.

out your charges and rates, please visit: [/rates](#)

- 1 Water Service Charge:** Your water service charge is based on your water meter size. This charge applies each billing period, even when there is no water usage.
- 2 Water Usage Charge:** This is your cost for water usage – the unit cost per hundred gallons, multiplied by the amount of water used.
- 3 Wastewater Service Charge:** This is a fixed charge to provide reliable wastewater service.
- 4 Wastewater Usage Charge:** This is your cost for wastewater collection and/or treatment – the unit cost per hundred gallons, multiplied by the amount of water used. In this sample bill the first 1,000 gallons is provided at no charge. This may not be the case in your service area as rates can differ by community. In many service areas we provide winter averaging for our residential customers. Winter averaging is calculated by applying an average of your actual usage from November–April to the remaining summer months, May–October. If your actual usage is lower than the average, we will charge for the lower amount. *Please note winter averaging is not used in every area.*
- 5 Fire Protection Charge:** This charge is for the installation and maintenance of public fire hydrants attached to Illinois American Water's water mains. It also covers the cost of upsizing water mains, production, distribution and storage facilities needed for proper fire flows.
- 6 ICC Gross Receipts Tax:** A 0.1% fee paid to the ICC to fund its operation. This fee is based on the total bill.
- 7 Illinois CC Assessment:** The ICC assesses utilities for the shortfall in the Public Utility Fund. This charge provides for utility recovery of the ICC assessment.
- 8 Franchise Fee Water:** This fee is a charge the company collects to recover the cost of water provided to a municipality at no cost or collects on behalf of a municipality, pursuant to a franchise agreement. Franchise Fee Water only applies where a franchise agreement requires collection for a municipality or requires the provision of water service to a municipality at no cost to the municipality.

WATER SERVICE



PEOPLE SERVED:
Approximately
1.3 million



OPERATING DISTRICTS:
13 across
the state



MILES OF WATER MAIN:
Over 4,400



WATER TREATMENT PLANTS:
Over 20,
treating and
delivering an
average of 115
million gallons
each day



FIRE HYDRANTS:
Approximately
32,000

WATER TREATMENT & DELIVERY

Water is delivered to your home after treatments including coagulation, sedimentation, fluoridation, filtration, disinfection, and corrosion control. Corrosion control protects against lead and copper. Disinfection ensures water is free from harmful bacteria and viruses.

WATER SOURCE

Illinois American Water has several water sources across the state. Surface water sources include the Illinois River, Mississippi River, Ohio River, Vermilion River and Lake Michigan. Groundwater sources include the Central Aquifer, San Koty Aquifer, Mahomet Aquifer and Glasford Aquifer.

WATER HARDNESS

Periods of low precipitation can cause hardness levels to increase in surface water

for a short period of time. These levels usually decrease after rainfall or snowmelt due to dilution in the water source.

Hard water can cause spots on dishes and alter the appearance of heated water. You may also notice that soaps do not lather as much. Be assured that your water is safe and meets all drinking water standards.

“FUNNY” TASTE & ODORS IN DRINKING WATER

The most common reason for water tasting “funny” is due to added chlorine in drinking water. Chlorine is used as a disinfectant to kill bacteria and other waterborne organisms. The Illinois Environmental Protection Agency and U.S. Environmental Protection Agency require water utilities to maintain a certain level of disinfectant to protect consumers from disease-causing bacteria. Other causes for changes in taste or odor include:

- Weather changes
- Internal plumbing problems
- Home water treatment devices
- Hot water heaters

SERVICE INTERRUPTION, TREATMENT CHANGES & BOIL WATER ORDERS

Critical repairs and maintenance, system upgrades and unexpected main breaks can all lead to a temporary impact on water service and/or pressure. Whenever possible, our team will contact customers in advance about planned work and the resulting impact on water service. Customer notification will also occur in the event of an unexpected impact.

If water service is in your landlord’s name, the landlord is responsible for letting tenants know of water service interruption.



WATER QUALITY REPORTS

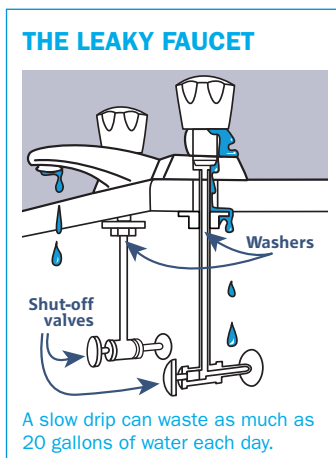
We are dedicated to providing safe drinking water, and we take water quality very seriously. When it comes to complying with strict federal regulations for delivering clean, quality drinking water, we've consistently scored among the highest of all water companies. View your community's annual Water Quality Report at illinoisamwater.com > **Water Quality** > **Water Quality Reports**.

LEAK DETECTION

Even the smallest leak can waste thousands of gallons of water each month. Not only is water wasted, but you will probably receive an unnecessarily high water bill. The faster you can identify the source of a leak, the faster it can be fixed.

Quick Test: Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.

For more information and to download a Leak Detection Kit, visit illinoisamwater.com > **Water Information** > **Detecting Leaks**. You will also find information there about how to read your water meter.



INVESTING FOR THE FUTURE

We invest in educating our youngest customers with educational events, environmental programs and more. Please visit illinoisamwater.com > **Water Information** > **Water Learning Center** for educational videos and information about our mobile education center.



PRESIDENT'S
MESSAGE

CUSTOMER
SERVICE

BILLING &
PAYMENT

UNDERSTANDING
YOUR BILL

WATER
SERVICE

WASTEWATER
SERVICE



WASTEWATER SERVICE

PROVIDING SAFE, EFFECTIVE & RELIABLE WASTEWATER SERVICE

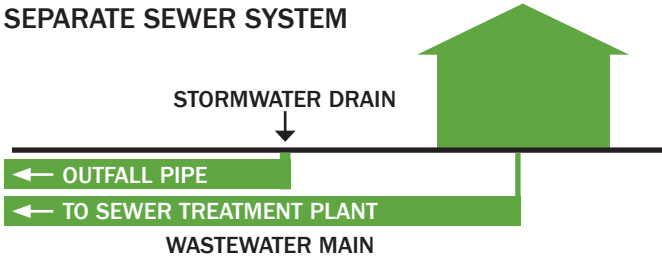
We provide communities with scientifically proven and environmentally sound solutions for collection, treatment and release. The following are a few examples of technology we implement in the field to create efficiencies of scale, scope and cost:

- **MEMBRANE BIOREACTORS:** Combining ultrafiltration and biological treatment, membrane bioreactors are a powerful and efficient solution for the treatment of wastewater.
- **BIOLOGICAL NUTRIENT REMOVAL:** The removal of nutrients such as nitrogen and/or phosphorous through an activated sludge system.
- **UV DISINFECTION:** Replacing chlorine with more environmentally friendly UV technologies for a safer, more efficient way to disinfect wastewater.

SEPARATE SEWER SYSTEMS

In a Separate Sewer System, sanitary waste and stormwater are each transported through a separate and distinct piping system. Many municipalities are served by separated sewer collection systems.

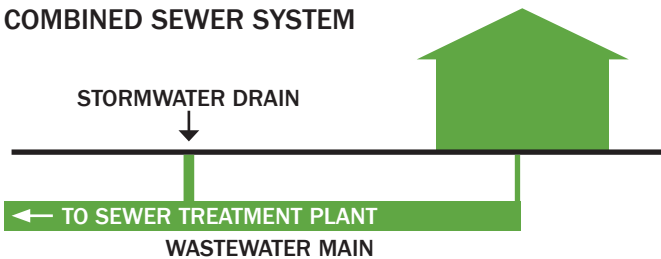
SEPARATE SEWER SYSTEM



COMBINED SEWER SYSTEMS

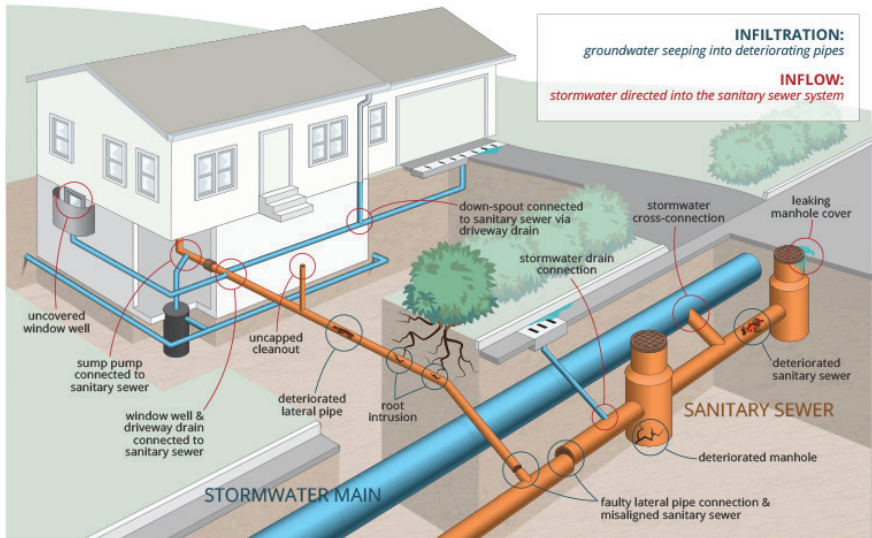
Combined Sewer Systems are also very common, where sanitary waste and stormwater combine and flow through one collection system. During large rain events, excess stormwater in a combined system can cause Combined Sewer Overflows (CSOs). CSOs occur when too much rainwater enters the collection system and the excess, untreated water discharges into local tributaries. CSOs can adversely impact water quality in rivers and streams.

COMBINED SEWER SYSTEM



IMPROPER CONNECTIONS

Improper connections to sump pumps and roof drains discharge stormwater into sanitary sewers, creating a potential for backups, overflows and related health risks. The Illinois Environmental Protection Agency and the ICC require customers to have authorized sewer connections. Periodic inspections by Illinois American Water or a qualified contractor will be scheduled to ensure you are in compliance. See below examples of possible sources for concern.



PREVENTING SEWER BLOCKAGES – 12 THINGS THAT SHOULD NEVER GO DOWN THE DRAIN

Did you know that your pipes are only **four inches at their widest**? That means that it's all too easy to create a clog. Below are some items that should **never go down the drain**. Your pipes and the environment thank you!

- Dental floss
- Cotton swabs
- Hair
- Wipes (even the “flushable” kind)
- Paper towels
- Cotton rounds
- FOG (fats, oils, grease)
- Contact lenses
- Medication

PLACE THIS TAG ON YOUR MAIN WATER SHUT-OFF VALVE



ILLINOIS
AMERICAN WATER



YOUR MAIN WATER SHUT-OFF VALVE

WHEN YOU LOCATE THE VALVE,
TEAR OFF AND PLACE THE TAG
TO THE LEFT ON IT.

You may want to turn the valve to make sure it isn't stuck. Water valves are generally closed by turning the handle clockwise. PLEASE NOTE: If a valve does not turn easily, do not force it, or it might break. Rather, you may want to have the valve repaired so that it does turn easily. Then, check sinks and other fixtures to be sure you have found the main valve and that it is working properly. When opening the valve to turn the water on, open it fully, then close it just a quarter turn to make it easier to close the next time. You should also find, turn, and tag individual shut-off valves on fixtures such as sinks and toilets, and consider operating the main and individual valves annually.

CUT HERE



ILLINOIS
AMERICAN WATER

WE KEEP LIFE FLOWING®



311 Limit Street
Lincoln, IL 62656

At Illinois American Water we speak your language. Our customer service representatives will be happy to assist you in any language. For assistance, call (800) 422-2782.

En Illinois American Water hablamos su idioma.
Nuestros representantes de servicio al cliente le atenderán con gusto en cualquier idioma.
Para asistencia, llame al (800) 422-2782.

Illinois American Water的员工能说您的语言。我们的客户服务代表乐于用任何语言向您提供任何帮助。要寻求帮助，请致电：(800) 422-2782。

Sa Illinois American Water, nagsasalita kami ng inyong wika.
Sa Illinois American Water, ng aming mga kinatawan sa customer service sa alinmang wika.
Para humingi ng tulong, mangyaring tawagan ang (800) 422-2782.

ที่ Illinois American Water เราพูดภาษาของท่านได้
ตัวแทนฝ่ายบริการลูกค้าของเรายินดีที่จะช่วยเหลือท่านในทุกภาษา
หากต้องการความช่วยเหลือ กรุณาติดต่อ (800) 422-2782

Illinois American Water nói được ngôn ngữ của quý vị.
Các đại diện dịch vụ khách hàng của chúng tôi sẵn sàng giúp đỡ quý vị bằng bất cứ ngôn ngữ nào.
Để được giúp đỡ, xin vui lòng gọi số (800) 422-2782.



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