



STAKEHOLDER ENGAGEMENT & SUPPORT



ILLINOIS
AMERICAN WATER
WE KEEP LIFE FLOWING™





JUSTIN L. LADNER
PRESIDENT
618.239.2207
JUSTIN.LADNER@AMWATER.COM

ILLINOIS AMERICAN WATER
300 NORTH WATER WORKS DRIVE
BELLEVILLE, IL 62223
WWW.AMWATER.COM

Dear Community Leader,

At Illinois American Water, we work closely with our many stakeholders on the local and state levels to ensure we are continuously providing quality water and/or wastewater service in the communities we serve.

Our local employees live and work in the communities we serve. Our team keeps mayors, fire chiefs and local industries informed and updated on any changes or potential changes in our operations. We understand water and/or wastewater services are vital to a community's and company's success. It is a public responsibility that we take very seriously.

Enclosed are letters of recommendation and satisfaction from many of our stakeholders in Illinois. We are proud to share them with you.

Sincerely,

Justin L. Ladner
President, Illinois American Water





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March 25, 2019

Dear Community Leaders:

The Champaign County Chamber of Commerce’s mission is that we are a member -focused business association that facilitates business growth and improves the quality of life. We are committed to providing the best quality in all that we do for our members and our residents. Illinois American Water (IAW) allows our residents to have safe and clean drinking water at a valuable rate. IAW’s demonstrated commitment to the community is one that we greatly appreciate.

Illinois American Water has been an asset to our community by creating jobs and improving the quality of life by providing safe and clean drinking water. IAW always exceeds in community outreach. Year in and year out, IAW has been a trusted partner in community events and donations.

We appreciate Illinois American Water’s presence in our community and its commitment to continuously updating infrastructure and providing a quality product. Thank you for continuing to choose Champaign County and for the difference that IAW has made in our community.

Sincerely,

Laura Weis
President & CEO

TOP INVESTORS

- | | |
|---|--|
| Busey | A & R Mechanical Contractors |
| | Amdocs |
| | BankChampaign, N.A. |
| Carle | Christie Clinic |
| University of Illinois
at Urbana-Champaign | First Mid-Illinois Bank & Trust |
| | Health Alliance |
| | Hickory Point Bank & Trust |
| | Midland States Bank |
| | OSF HealthCare Heart of
Mary Medical Center |

IN-KIND CONTRIBUTORS

- Illini Radio Group - MIX 94.5, WIXY 100.3, Rewind 92.5,
WYXY Classic 99.1, True Oldies 97.9, Extra 92.1, Hits 99.7
- Stevie Jay Broadcasting – Q96-96.1 FM, US105.9,
Christian FM 95.3 & ESPN 93.5
- NewsTalk 1400 WDWS, Lite Rock 97.5 WHMS,
Classic Hits 107.9 WKIO

150 PERCENT CLUB

- Awards, Ltd.
Blossom Basket Florist
Dish Passionate Cuisine
Hyatt Place
LongHorn Steakhouse
TrophyTime
W.K. Cooper II Asset Management
Corporation



Champaign County EDC
1817 S. Neil Street, Suite 100
Champaign, IL 61820
217-359-6261
champaigncountyedc.org

March 25, 2019

Illinois American Water –

Thank you for your commitment to Champaign County and for your work to grow our regional economy.

As an employer in our community, you not only create and support jobs, but you play an active role in many of the organizations and events throughout Champaign County and the state of Illinois. Whether it's supplying drinking water at a music festival or providing funds to community-based environmental projects through your Environmental Grant Program, IAW's impact is known and appreciated. We recognize your commitment to your employees and other organizations that benefit greatly from your generosity.

From an economic development perspective, our community's infrastructure – and access to water – plays a key role in all decision-making processes when companies are looking to move to Illinois or expand their existing footprint. We're grateful for IAW's support in each attraction or retention process.

When we worked to launch the You're Welcome CU marketing campaign in 2016, IAW stepped up in one of the most incredible – and visual – ways possible: highlighting the campaign (and Champaign-Urbana's history of innovation) on the then newly constructed one-million-gallon elevated water storage tank located at 2814 Hundman Drive in Champaign. The graphic welcomes visitors and residents to our community, and was recognized as one of the top 12 water tower designs in the county by Tnemec Company in 2017.

I look forward to our continued partnership, including working with you to grow IAW in our county and the surrounding area and helping to showcase our community, which is home to some of the best-tasting-water in the country.

Sincerely,


Carly McCrory
Executive Director



March 8, 2019

Dear Community Leaders:

The mission of the Champaign Park District is to enhance our community's quality of life through positive experiences in parks, recreation and cultural arts. In order to provide many of the positive experiences, we count on quality water from Illinois American Water to provide water for our facilities, water fountains in the parks, and water for our Sholem Aquatic Center.

Not only has Illinois American Water provided outstanding water for the Park District, but they go above and beyond to support Park District events and programs. The staff have attended various park district events throughout the year, including Taste of Champaign-Urbana and our many concerts in the parks.

The Park District recently reached out to Illinois American Water to ask for support for the new Martens Center in North Champaign, which will change the lives of the residents in that area. Illinois American Water was one of the first agencies to step up and support our efforts to raise \$12 million for the new recreation center in a needed area.

The Champaign Park District and staff really appreciate the support and quality of water provided by Illinois American Water and we support their efforts to grow and provide Central Illinois the best water in the nation.

Sincerely,

Joseph DeLuce, CPRP

Executive Director

Champaign Park District
706 Kenwood Road
Champaign, Illinois 61821-4112
217.398.2550 Phone
217.355.8421 Fax
www.champaignparks.com

Park Commissioners
Craig W. Hays
Barbara J. Kuhl
Timothy P. McMahon
Kevin J. Miller
Jane L. Solon

Officers
Cindy Harvey, *Secretary*
Guy C. Hall, *Attorney*
Donna Lawson, *Treasurer*
Joseph C. DeLuce, *Executive Director*

Michael Bayler, Mayor
Christa Moore, Clerk

VILLAGE OF FISHER
Incorporated May 1, 1895

Jeremy Reale, Administrator

Dear Community Leaders:

In 2018 the Village of Fisher sold its water and wastewater systems to Illinois American Water. Proceeds from the sale provided significant debt relief for our community. We have also been able to focus on other priorities while the experts handle our water and wastewater operations – a team which also includes our previous public works employee. Illinois American Water recognized the expertise our employee would provide to them and acquiring our systems. This was important to all of us.

Since the sale was completed, Illinois American Water has made critical infrastructure upgrades. With their resources, they've completed work faster and with less impact to rates than if we'd handled these investments ourselves.

In fact, our agreement with Illinois American Water included a commitment to investing \$2.9 million in the first five years of ownership. This investment includes security upgrades, meter replacements, wastewater plant improvements for regulatory compliance, and inflow and infiltration upgrades.

Their knowledge and ability to provide reliable service to our residents is an investment in our public health and economic future. Illinois American Water is a valuable member of our community. When issues have occurred they've handled them quickly and transparently. They are also partnering with us on an improvement to our community playground. We are very satisfied with our decision to partner with Illinois American Water.

Sincerely,



Michael Bayler
Mayor, Village of Fisher

100 East School Street
Fisher, Illinois 61843

(217) 897-1180 Phone
(217) 897-1623 Fax
www.fisher.il.us



Pontiac Fire Department

413 N. Mill Street Pontiac, Illinois 61764-1813
Emergency: 9-1-1 Business: 815-842-3225 Fax: 815-842-6567
"Tell me and I'll forget, Teach me and I'll remember, Involve me and I will learn"

February 2017

Dear Community Leaders:

Public services provided by a community are essential to your residents' quality of life. There are none as important as fire protection -protecting the lives and property of your citizens is a great responsibility entrusted to city leaders including your fire chief and firefighters.

Here in Pontiac, our fire department is thankful that we are able to partner with Illinois American Water on this critical service. The reliability of the water service they provide is critical to our role in the community. We can count on Illinois American Water to invest as needed to ensure adequate pressure as well as maintain every fire hydrant in our City.

It feels good to know our water company cares as much as we do when it comes to fire protection. We consider Illinois American Water a valuable partner in Pontiac. Your community would be well-served by Illinois American Water.

Sincerely,

Chief Scott Runyon
Pontiac Fire Department



Dear Community Leaders:

Before Illinois American Water joined our community, the Village of Sadorus experienced water quality issues. Discolored water as well as taste and odor issues were an inconvenience to our residents for many years. Today, we no longer have these problems.

When our community learned of the Systems Viability Act, which offered us the ability to sell our water system at a fair price and also receive improved service, it seemed too good to be true. We did our due diligence and found we weren't the only community struggling with infrastructure issues and many others had benefited from this legislation. It was a game changer.

We moved forward with selling our water system to Illinois American Water, closing on the sale in March 2017. Illinois American Water began making improvements right away. They installed a three-mile pipeline to connect our Village to the Company's Champaign County distribution system. This was an investment of about \$1.2 million and it ensures our community will receive quality water at an affordable price. We celebrated this investment with a ribbon cutting in September 2018.

Illinois American Water continues to invest in our water system and they continually keep us informed. They've kept their word to our community and more – they are a true community partner. We are very happy with our decision to trust them with our water service. Every morning, all across the country, people are waking up and turning on their tap without thinking about it. But here in Sadorus, we are thankful to see clear, clean water.

Sincerely,

Mayor John Deedrick
Village of Sadorus



VILLAGE OF RANSOM

203 E Thomas St
PO Box 33
Ransom, IL 60470
815 586-4220

Dear Illinois American Water:

As you know, we have struggled for a number of years to provide our community with quality water service. Unfortunately, for the last 10+ years, the EPA has had a consent decree on our system for the radium occurring in our water supply.

The upgrades needed to continue providing safe drinking water were significant and out of reach for our community. We supplied our residents with bottled water, but we knew our community deserved better.

This is why we chose to sell our system and to entrust Illinois American Water with our water service. Your team did not disappoint! Less than a year after the sale was final, you completed the investments needed to lift the decree. Residents can finally get a drink of water from the tap. Children can grab a glass of tap water without their parents worrying.

What you've provided is more than drinking water. You improved the quality of life in Ransom. Thank you! We look forward to our continued partnership.

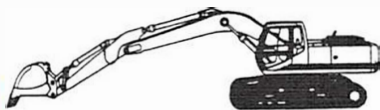
Sincerely,

— Matt Haus
Jammy Hagi
Lisa Hansen
Naomi Hauser
— Jay Haus

— Dale Johnson

AIRY'S INC.

SITE UTILITY CONTRACTORS



7455 W. Duvan Drive • Tinley Park, IL 60477-3714
(708) 429-0660 www.airys.com Fax: (708) 429-0795

October 29, 2018

Jen Thornburg
Senior Manager, Operations
1000 Internationale Parkway
Woodridge, IL 60517

Dear Ms. Thornburg,

As a representative of Airy's, Inc. and member of the underground construction industry, it is an honor to partner with American Water to provide valuable water and wastewater services to communities across the Chicagoland area. Our team at Airy's, Inc. works side by side with American Water's field crews, almost on a daily basis, and I know first-hand that American Water invests millions of dollars in its people and infrastructure to improve water and wastewater systems that deliver quality water to customers, and importantly, safe operations is emphasized on all job assignments.

Airy's, Inc. is a veteran-owned small business and we are proud that American Water recognizes the importance of not only hiring veteran employees but also partnering with veteran contractors. Together we make an important impact on the local economy by providing quality jobs that pay competitive prevailing wages while delivering much needed infrastructure improvements to tens of thousands of Illinoisans.

We are appreciative of our partnership with American Water and look forward to our continued professional relationship.

Thank you and regards,

A handwritten signature in black ink, appearing to read 'R. Hill', written over a horizontal line.

Ryan E. Hill
President



ISO Protection Class 1
Over 50 years of Service

Lisle Woodridge Fire District

Fire Prevention Bureau

3101 Woodridge Drive
Woodridge, Illinois 60517

(630) 353-3030
(630) 353-3098 fax

November 20, 2018

Natalee Cedillo

Municipal Advocate

Illinois American Water

Dear Ms. Cedillo,

The Lisle - Woodridge Fire District would like to express the appreciation we have for Illinois American Water Company and the strong partnership we have cultivated over time. Our team has valued the collaborative work done with Illinois American Water on our Class 1 ISO Rating. We have established a good professional relationship with the Maintenance & Regulatory Supervisor and his department while working on this. Also, they flush and maintain numerous hydrants for us annually. This is a critical component to keeping our infrastructure clean and maintained. Illinois American Water has been a reliable partner in providing the Village of Lisle and the Village of Woodridge with generous community outreach support. We have received annual Firefighter Grants since 2010 from Illinois American Water for important community safety initiatives and personal protective gear funding for our firefighters. We have also partnered on our annual Open House, where Illinois American Water has brought out their water trailer to provide refreshing drinking water and water conservation giveaways to our event attendees. For the past three years, we have attended and trained their employees at their annual Chicago Metro Safety Fair. We are happy to state our relationship with Illinois American Water has been valuable to our community and to the Lisle - Woodridge Fire District.

Best Regards,

Neil Berkowitz, Fire Prevention Bureau Inspector
Lisle - Woodridge Fire District
3101 Woodridge Drive.
Woodridge, IL 60517
630.353.3033
nberkowitz@lwfd.org
LWFD.org



Lemont Fire Protection District

*15900 New Avenue Lemont, IL 60439
(630) 257-2376 Fax (630) 257-0845*

December 6, 2018

Tom Harrell
Operations Supervisor
Illinois American Water
1000 Internationale Parkway
Woodridge, IL 60517

Dear Mr. Harrell;

The Lemont Fire Protection District wishes to thank you and your company for your generous donation to our District in the amount of \$1,000.00. We are always honored to receive donations from organizations such as yours. These annual donations from Illinois American Water have allowed us to purchase firefighting tools/equipment that are not normally in our annual budget.

We would also like to acknowledge and thank Illinois American Water for their participation in our annual open house. It is a great opportunity to get important information into the hands of our community all the while enjoying fun filled activities throughout the day.

Once again, thank you for your donation, it is very much appreciated.

Sincerely,

George Rimbo
Fire Chief



VILLAGE OF ORLAND HILLS

October 18, 2018

Michael A. Smyth
Illinois American Water
Vice President Operations
1000 Internationale Parkway
Woodridge, IL 60517

Dear Mr. Smyth,

I would like to express the appreciation I have for Illinois American Water Company and the service you provide here in our Orland Hills Community. As you know, we are committed to providing the very best to our residents and your assistance to provide high quality water and wastewater service at a value is vital to that commitment. Your focus on customer service shows each and every day - we appreciate our partnership!

I also understand the importance of infrastructure investment and the need within the water and wastewater industry. Given your history of investment in Orland Hills, which supports jobs within our local community, I can count on Illinois American Water to keep us well ahead of the industry standard. In fact, the need for more investment in water and wastewater systems across our Country is a national crisis. I'm confident we're not part of that problem because of your presence and the commitment of American Water.

Lastly, I would be remiss if I didn't mention your community outreach. Year in and year out, we count you as a trusted partner with our community event schedule, including our "Party in the Park" and "Turkey Trot" – 5K running event. Keep that water cold for the Turkey Trot and we love Puddles the Duck! We appreciate your sponsorship and more importantly your presence to interact with our residents.

I look forward to our continued strong partnership with Illinois American Water. Thanks for everything you do!

Best regards,

Kyle R. Hastings
Mayor



Oswego Fire Protection District

Fire Chief Michael Veseling

3511 Woolley Rd. Oswego, IL 60543 (630) 383-0502

mveseling@oswegofire.com

November 19, 2018

To: Natalee Cedillo
Illinois American Water

Re: Letter of Endorsement

Ms. Cedillo,

I am writing on behalf of the Oswego Fire Protection District to express our support and appreciation for the work you do, the quality and reliability of service you supply, and for your commitment to the communities which you serve.

Over the past several years, I have had the pleasure of serving as Fire Chief for the Oswego Fire Protection District. During that time, I have had the fortune of working with you and your company on numerous projects and activities. In each interaction with your company, I have found nothing less than dedicated, professional, and helpful employees, who are not only determined to deliver great water services and customer service, but also to engage in the community at the base level. Your commitment to “giving back” to the community is evident in many ways, and I can personally say that the grant program which we have been fortunate enough to be recipients of, has directly aided and enhanced our ability to provide the best in fire protection to our citizens. We are so very appreciative to be partners with you in providing our residents and businesses with these vital services.

In addition to the personal touches and direct support your company provides for the taxpayers and partners, it is evident that you take great pride in effectively, efficiently, and safely providing vital water services to the region. We have experienced, and you have demonstrated, that you can and do, provide reliable water for our firefighting activities. Your attentiveness to detail, and your commitment to maintaining these systems allows us to concentrate on our job, without worrying whether or not we will have water available when needed. This confidence we have in your company is vital to us and we have never been given a reason to wain in that trust.

In closing, I would like to again thank you for your commitment, concern, and responsiveness to the communities you serve, and for the high quality of water delivery you provide. We hope, for our residents, that we do not have to use your hydrants to fight a fire... but it great to know that we can count on them, and you, when we are called to duty.

Respectfully,

A handwritten signature in blue ink, reading "M. Veseling", written over a horizontal line.

Michael Veseling – Fire Chief

Oswego Fire Protection District
American Water – November 2018



From the Office of
Michael P. Collins
Village President

November 8, 2018

Jen Thornburg, Senior Manager
Illinois American Water
1000 International Parkway
Woodridge, Illinois 60517

Dear Ms. Thornburg,

In April of 2004, after considering our water supply options, the Village of Plainfield started receiving Lake Michigan Water from your company. We believe that this decision was the most significant water policy issue that our community has adopted since our system was first constructed. As a long-term elected official, I have been pleased with the numerous positive comments from our residents and business owners regarding the significant improvement in water quality that occurred after our transition to Lake Water. We believe that this improvement in water quality and the increase in water capacity has helped support the extensive amount of growth that has occurred within our community during the past 14 years.

I have a brief story regarding how our conversion to Lake Water has had a positive impact in our community. DIAGEO, a global, multibillion dollar corporation, has operated a bottling facility in Plainfield for many years. Over 15 years ago, when the Village utilized deep well water as our source, DIAGEO had to operate an extensive pre-treatment process to make our water suitable for production. This caused a water loss rate of over 40% at the DIAGEO facility and it was extremely expensive to operate the water treatment equipment. After the Village made the conversion to Lake Michigan water, the water treatment units were removed, and the current water loss rate is now below 5%.

In 2013, DIAGEO expanded operations in Plainfield by investing over \$120M with the goal of doubling production at the site. We are pleased to report that DIAGEO's Plainfield location is now the largest spirits bottling facility in North America. Additionally, DIAGEO has recently committed to building a new 1.5 million square foot distribution facility in our community.

The purpose of this letter is to thank you and your staff for all the hard work that has been dedicated to providing our community with over 15 billion gallons of high quality drinking during the past 14 years. Your management and operations staff have consistently been polite and helpful. It is also important to mention that our service has never been interrupted since we started receiving Lake Water from your company. We thank you for your continued support and we look forward to continuing our long-term partnership with Illinois American Water in the future.

Sincerely yours,

Michael P. Collins
Village President



306 Dickop Street
South Beloit, IL 61080
(608)931-6895
info@natureattheconfluence.com

December 10, 2018

To: Illinois American Water

Re: Nature At The Confluence Grant

The Kelly Creek Clean-Up project allowed us to educate and engage residents in taking interest in clean water and community revitalization. We partnered with Welty Environmental Center and worked with community volunteers through our Stream Team program to clean up Kelly Creek, a major water asset on the Nature At The Confluence property. Our Stream Team programs provided educational opportunities to engage and teach the public how to protect and improve local streams, rivers and our watershed.

Through our programming we were able to provide substantial ways for community members to become stewards of their local waterways. With the help of the community and groups such as Friends of Turtle Creek, we restored the bank by clearing unnatural fill, tires and trash. Our new Kelly Creek trail was cleared by the City of South Beloit, then clean-up and invasive species removed by local youth groups, such as Natural Leaders and Young Professionals. The Kelly Creek Clean-Up programs occurred from April 22 to August 22, allowing us to engage with over 300 community members and students over the course of at least 10 events. This exceeded our expectations in both number of events and participating community members. See the following descriptions for the various ways we would be able to engage our community in water stewardship.

Our two baseline water tests, which allowed students to participate in citizen science with the Welty Environmental Center, gave us baseline data describing the creek's bank stability, odor, bacteria levels, temperature and low pollution tolerance. Our current and future watershed programming will target stormwater runoff and litter education for all ages, both in households and businesses.

Thank you for helping us fulfill our mission to inspire the love of nature and cultivate environmental stewardship. Illinois American Water's Environmental Grant Program allowed us to create these Kelly Creek Clean-Up programs and start a community-wide conversation about water pollution and environmental stewardship. We look forward to future collaborations.

Sincerely,
Therese Oldenburg

Therese Oldenburg
Executive Director

MOUNT PROSPECT FIRE DEPARTMENT



112 E. Northwest Highway
Mount Prospect, Illinois 60056-3232



Brian E. Lambel
Fire Chief

March 11, 2019

Natalee Cedillo
1000 Internationale Parkway
Woodridge, IL 60517

Dear Ms. Cedillo:

The Mount Prospect Fire Department cannot thank Illinois American Water enough for their support of the Fire Service. The partnership we have created over the years has been extremely beneficial. We have had the great fortune of receiving grant funding to purchase hydrant markers for our organization and our community. As a result, our apartment buildings and commercial areas have a much higher visibility, which would not be possible without the continuous support of Illinois American Water. You are extremely responsive and receptive to our needs, and we truly value and appreciate our relationship.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Lambel".

Brian E. Lambel
Fire Chief

BL/ mk

ADMINISTRATION - 847/870-5660
FIRE PREVENTION - 847/818-5253
FAX - 847/818-5240



CITY OF FARMINGTON

Fulton & Peoria Counties, Illinois

Kent Kowal, Mayor

322 E. Fort St.

Farmington IL 61531

Ph. (309) 245-2011 * Fax 309-245-9123

E-MAIL: kowalkent@gmail.com

Dear Community Leaders:

Like other communities across the nation, the City of Farmington was challenged with keeping up with needed water system investment, and as a result, we experienced water quality issues like discolored water. We knew we needed to make significant investments, but the impact to rates would be substantial.

When our City Council learned about the Illinois Systems Viability Act and the option to sell our water system at fair market value, it was a game changer. We spent a lot of time researching, asking questions and talking to other communities that partnered with Illinois American Water. After completing our due diligence, we felt our citizens would be better served by Illinois American Water, and in March 2018 they acquired our water system.

I couldn't be more pleased with the service Illinois American Water has provided or the concern they've shown our residents. They have kept their commitment to us, investing in our system and upsizing water mains as well as installing new fire hydrants. The biggest testament to the work by Illinois American Water in the short time they've been a part of our community is the improvement of the quality of water.

In addition, the proceeds from the sale allowed us to pay off about 10 years of long-term bonds early, which saved the citizens of Farmington over \$700,000 in interest costs. Remaining money from the sale is being used to invest in our remaining infrastructure. Our decision was truly an investment for our community's future.

Since selling our water system, other mayors from across the state have asked me about our partnership with Illinois American Water. I don't hesitate in giving their team positive references; we have an excellent working relationship.

Sincerely,

Kent Kowal

Mayor, City of Farmington



Local Union No. 51

International Brotherhood of Electrical Workers

3171 Greenhead Drive, Springfield, IL 62711

217/726-8481 Fax 217/726-8487 E-Mail: ibew51@ibew51.org www.ibew51.org

April 30, 2019

Dear Community Leaders,

I am writing this letter to encourage you to work with Illinois American Water. I work closely with both Illinois American Water in Lincoln and upper management in Peoria, Illinois. They are a pleasure to work with and have a "safety first" attitude for their employees and the public.

Our Illinois American members in Lincoln have a positive attitude toward the company and appreciate that Management listens to concerns from the field, which in turn benefits the communities they serve.

I'm proud to represent our Illinois American Water members and appreciate the relationship we have with the company.

Sincerely,

Tony Cook
Business Representative
IBEW Local 51

TC/nc



**ILLINOIS BLACK
CHAMBER of COMMERCE, INC.**

Representing 23 Chambers

Dedicated to Economic Independence

March 28, 2019

Dear Community Leaders,

As the President for the Illinois Black Chamber of Commerce, it is my responsibility to work on behalf of our members and ensure they have a seat at the table. Often our members hear me say “If you aren’t at the table, you are on the menu.” This is because it is critical to the success of the minority community that we are represented. With Illinois American Water, we have a seat at the table.

They work with minority business owners and work to ensure their workforce represents the communities it serves. They understand their organization is far more likely to succeed because it embraces all people and ideas. Because of their actions and commitment to inclusion and diversity, Illinois American Water was awarded the Illinois Black Chamber of Commerce’s Corporate Leadership Award.

To help maintain a steady pipeline of diverse suppliers, the company meets annually with entrepreneurs, business owners and contractors. In 2017, Illinois American Water purchased more than \$118 million in goods and services from certified diverse suppliers. Illinois American Water partners with organizations to host and attend diversity outreach events to identify potential new employees with diverse backgrounds. For example, in Peoria, the team is partnering with the Illinois Central College Highway Construction Careers Training Program.

In 2015, Illinois American Water joined other Illinois utilities in forming the Illinois Utilities Business Diversity Council. This statewide council is designed to grow business opportunities for diverse suppliers through closer collaboration, technical development and sharing of best practices.

Our executive team looks closely at who is selected for our awards. The folks at Illinois American Water honor and celebrate diversity. They are inclusive and their leadership inspires every member of their team to work closely with minority businesses, diverse suppliers and diverse employee candidates.

Sincerely,

Larry D. Ivory
President/CEO



FIRE DEPARTMENT

May 3, 2019

Dear Community Leaders:

The Peoria Fire Department is proud of our partnership with Illinois American Water. Because Illinois American Water is a private water utility, they have an additional responsibility to our community to test and maintain all of the fire hydrants in their service area. In municipal water systems, this work can fall on the fire department or public works, and unfortunately at times, it can be overlooked. This is not the case with Illinois American Water.

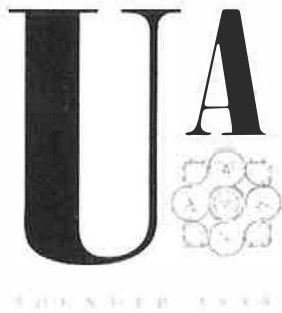
Their local team takes this responsibility to us and their customers seriously. They report any findings to us and when needed, they work hard to replace any fire hydrants. When a fire hydrant is temporarily out of service, they let us know immediately and, if possible, before the work occurs. This critical communication allows us to implement contingent plans so we can continue to ensure public safety. We greatly appreciate Illinois American Water's proactive working relationship with our team and their continuous communication.

In addition to repairing and maintaining fire hydrants, Illinois American Water installs new fire hydrants at the request of our department. This investment in the neighborhoods we serve is certainly appreciated.

The company also supports our department through firefighter grants. In the past we have received funds to purchase smoke detectors for local residents, firefighter protective gear and more. We appreciate all Illinois American Water does to ensure we have the water service, water pressure and resources we need to do our jobs.

Sincerely,

Edward Olehy, Jr.
Fire Chief



United Association of Journeymen and Apprentices of the
Plumbing and Pipe Fitting Industry of the United States and Canada

Plumbers' Local Union No. 63

116 Harvey Court

East Peoria, Illinois 61611

Phone (309) 699-3570 • Fax (309) 699-6143

D. Michael Doolan II

Business Manager

Dear Community Leaders:

Plumbers Local 63 works closely with American Water's strong local and state leadership team. The relationship has really strengthen over the last ten years and has become a true team with many common goals. Goals such as workplace safety, clean safe drinking water, and outstanding customer service.

Our members are trained to work safe in a variety of hazardous conditions. The company's number one goal is for every employee to return home safely to their families after each work day. American Water continues to educate our member with their rigorous safety program. Our group in Pekin Illinois recently had a nine year stretch without a workplace injury. Plumbers Local 63 members are empowered to stop any unsafe work activities and regroup to get the task accomplished in a safe manner.

Clean safe drinking water is another core value the team works together on to provide to the customers. We have all heard the term water is life. In recent incidents like the one in Flint Michigan, we have all seen how poor water quality can have adverse effects on human life. I don't know of a company that provides better water quality and that is key for prevention of disease, food production, and nourishment for all human life. Our members take great pride in delivery of clean water to all American Water customers.

American Water has invested in a new software system to help better serve its customers. Our member received countless hours of training on the software that helped with interaction between the employee and the customer. They receive many hours of training on how to interact with customers. I believe the collaboration between labor and management has provided great service to the customer. That collaboration has provided great pay and benefits to the employees as well.

I'm proud of what we've accomplished together. Our members and Illinois American Water are served well by our partnership.

Sincerely,

Mike Doolan
Business Manager
Plumbers Local 63



Dear Community Leaders,

Over the years, our company has had the opportunity to work with American Water, and more specifically Illinois American Water, on numerous plant expansions, equipment upgrades and new pump houses. This relationship has developed into a true partnership. This partnership has made our company better in every aspect. Illinois American Water has very high expectations on quality of work, timeliness of work and overall safety on their projects. They strive for excellence and work very hard with their vendors to help them achieve this. Their safety program is exceptional. Working with Illinois American Water has elevated our safety program to the next level. Our safety incidents have gone down drastically since we have been working alongside their safety professionals to improve our processes.

We have seen first-hand the investments that Illinois American Water is making in the communities they serve, not only from a facility upgrade standpoint but from a community service standpoint. Their employees are actively involved in the community. I have had the opportunity to serve on numerous boards and committees with leaders from Illinois American Water. They take pride in the communities they serve and work really hard to make a difference everywhere they can.

It is an honor to work with such an exceptional company. We are proud of our partnership and all of the great things we have been able to accomplish together.

Sincerely,

John Sutherland

President, River City Construction LLC



April 2, 2019

Dear Community Leader:

Over the years the Sun Foundation has had a unique opportunity to see firsthand Illinois American Water's commitment to providing safe, reliable water service for today and future generations.

The company has partnered with us for over 27 years, sponsoring critical events like Art and Science in the Woods and the Clean Water Celebration. Illinois American Water has been the prime sponsor for the Clean Water Celebration environmental classroom since the event's inception. Together, we've reached over 62,000 students from across the state, educating about water protection and environmental stewardship.

Illinois American Water also offers environmental grants for water source protection projects across the state and has worked to implement pharmaceutical disposal programs, which prevent the flushing of unwanted medications into our waterways.

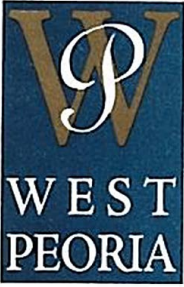
Their team of experts are not only dedicated to protecting water sources for future generations, but also providing safe drinking water to their customers. This is their number one focus and it includes critical investment in water infrastructure.

Now, more than ever, the quality of the nation's drinking water has been thrust in to the forefront of the media. This is a serious issue we know Illinois American Water does not take lightly. Illinois American Water continually invests in its systems in order to provide safe and reliable drinking water. Their proactive approach to upgrading water systems helps to minimize the risk of serious issues like the ones we have watched unfold in the media.

We are proud to work with a company that works so hard to provide safe drinking water and is committed to protecting public health, the environment, and our children.

Thank you,

Robert C. Ericksen
Sun Foundation
Executive Director and
Founder,



City of West Peoria

2506 West Rohmann Avenue
West Peoria, Illinois 61604-5031
Telephone: 309/674-1993
Fax: 309/674-6010

Dear Community Leaders:

In West Peoria, our citizens are served well by Illinois American Water. The company has upgraded our water mains and partnered closely with our fire department to ensure needed water pressure and fire hydrants for fire protection. They test and operate every fire hydrant annually and work closely with our firefighters to install new hydrants when necessary.

Our residents are also protected by the additional oversight provided through the Illinois Commerce Commission which regulates private utilities. The ICC reviews rate requests to ensure our residents receive quality service at a fair price. They also oversee service and operations. This is beneficial to our community.

As mayor, there are many priorities which require my attention and there are, at times, issues that keep me up at night. I don't recall a time when reliable water service for my constituents has ever caused a sleepless night. I truly appreciate Illinois American Water and their partnership with West Peoria.

Sincerely,

James Dillon
Mayor, West Peoria

The City of Granite City

Ed Hagnauer, Mayor

March 1, 2019

Dear Community Leader:

It felt important to provide you with my personal experience working with Illinois American Water, as I know you are working with them to operate your water and sewer systems. I couldn't be happier with the level of expertise, support, knowledge and service their team provides.

They invested over \$12 million dollars to upgrade the Granite City Water Treatment plant. This expenditure would be extremely difficult for our City to manage on its' own, not to mention the level of experience required to undertake such a project. They worked to construct a 2.5 million gallon clear well and high service pump station at the plant. This upgrade helped our community meet new, more stringent Environmental Protection Agency standards for water quality. They also installed three high-service pumps with variable frequency drive (VFD) motors to save energy and ultimately cost.

Illinois American Water also invests annually to replace water mains in our community. This is a significant investment and directly supports our community's goals for not only stability, but growth.

Being able to trust our local water service to Illinois American Water ensures our residents get the best product at a good value. If you have any questions, please give me a call at 452-6214.

Sincerely,



Ed Hagnauer
Mayor of Granite City

EH/kfm

2000 Edison Avenue, Granite City, Illinois 62040-4513
(618)452-6214 Fax (618)452-6236



OFFICE OF MAYOR
BRANT WALKER

CITY OF ALTON
ILLINOIS
www.cityofaltonil.com

101 E. THIRD ST.
ROOM 201
ALTON, IL 62002

Dear Community Leaders:

Reliable water and wastewater service is critical to a community's health and safety. Here in Alton, we are proud to partner with Illinois American Water for our water service. In fact, because of the work by our City, the fire department and Illinois American Water, Alton has improved its

ISO rating to level 2. This means that the City of Alton is among the top 2 percent nationwide when it comes to fire protection. Illinois American Water's attention to our water system and fire hydrants contributed to this success.

Illinois American also contributes to the success of our community as a whole by partnering with us on development. Illinois American contributed water main enlargement, relocation and extension to provide water to the Multi Modal Transportation Center in Alton. Illinois American also contributes to the community by donating to and sponsoring initiatives like our pharmaceutical disposal program located at the Alton police department, school programs and community events. Specifically, Illinois American Water is an annual contributor to the Alton Amphitheater concert series and participant at Lewis and Clark's Water Festival. They also participate in the Mississippi Earthtones Festival and local river clean-up efforts. Illinois American Water is a good steward of our environment and we enjoy having them in our community.

While a larger company, which provides critical resources for service, Illinois American Water's approach is local to the core. I can contact the local office with confidence that any question or request will be answered with a sense of urgency. Our water company employees not only work here, but they live here and they take great pride in providing excellent service. If you have any questions at all regarding Illinois American Water please do not hesitate to contact me.

Sincerely,

Brant Walker
Mayor



*Tom Thompson
Former Mayor
City of Grafton, Illinois*

March 28, 2019

Dear Community Leaders,

It is a pleasure for me to write this letter concerning the City of Grafton's experience with the sale of the Water & Sewer System to Illinois American Water Company.

The City received an exceedingly fair price for our facilities. IAWC has surpassed our expectations for service to Grafton. During my time as Mayor, we did not receive one complaint. IAWC made several needed repairs and updates of the facilities and delivery services. When called upon for service, they were always prompt and courteous.

IAWC assigned Dan Ebbing to oversee the sewer system in Grafton. Dan and his family moved to Grafton, and they enthusiastically became involved in a host of City activities. Dan is Chairman of the Parks Committee and is active in our Chamber of Commerce. The entire family is an asset to Grafton.

I recommend Illinois American Water Company enthusiastically and without reservation.

Sincerely,

*Tom Thompson
Former Mayor 2009-2017
And resident of Grafton*

Chartered 1907



Southwestern Illinois
Building & Construction Trades Council
AFL-CIO

2A MEADOW HEIGHTS PROFESSIONAL PARK, COLLINSVILLE, IL 62234
PHONE 618-344-6050 FAX 618-344-6285

May 2, 2019

Dear Community Leaders:

Unions, and the companies that employ union workers, play an important role in the state and local economy. Your partnership with Illinois American Water to provide your community water and sewer service will help ensure good, local jobs and the all-important investment needed in our state's infrastructure.

The Southwestern Illinois Building Trades recognizes Illinois American Water's efforts to operate transparently with their union employees and appreciates the opportunities offered to our members that work for Illinois American. It is important that our members be able to earn a good living. Quality of life for your residents also depends on this. Through Illinois American Water's significant annual investment in water and sewer projects, they put our people to work and in turn support local families, businesses and economic growth.

The company is also a leader in working safely and ensuring employees go home in the same condition they came to work. Both your employees and customers will benefit from American Water's focus on safety. There is nothing more important than knowing your employees are going to work for a safe company.

Illinois American Water is a good partner to local unions and laborers. The Southwestern Illinois Building and Construction Trades Council supports your efforts to partner with them.

Sincerely,

Totsie Bailey
Executive Secretary-Treasurer



City of Granite City, Illinois

FIRE DEPARTMENT

2300 MADISON AVENUE
GRANITE CITY, ILLINOIS 62040

VINCE MARTINEZ

Fire Chief

(618) 452-6231, ext. 1012
FAX: (618) 452-6232

KENNY PRAZMA

Asst. Fire Chief

(618) 877-6114, ext. 1011
Fax: (618) 452-6232

March 4, 2019

Dear Community Leaders:

It felt important to provide you with my personal experience working with Illinois American Water, as I know you are working with them to operate your water and sewer systems. I couldn't be happier with the level of expertise, support, knowledge and service their team provides.

They invested over \$12 million dollars to upgrade the Granite City Waste Water Treatment plant. This expenditure would be extremely difficult for our City to manage on its' own, not to mention the level of experience required to undertake such a project. They worked to construct a 2.5 million gallon clear well and high service pump station at the plant. This upgrade helped our community meet new, more stringent Environmental Protection Agency standards for water quality. They also installed three high-service pumps with variable frequency drive (VFD) motors to save energy and ultimately cost.

Illinois American Water also invests annually to replace water mains in our community. This is a significant investment and directly supports our community's goals for not only stability, but growth.

Being able to trust our local water service to Illinois American Water ensures our residents get the best product at a good value. If you have any questions, please give me a call at 452-6214.

Sincerely,

Vince Martinez
Granite City Fire Chief

The City of Madison



John W. Hamm 111 - Mayor

Dear Community Leaders:

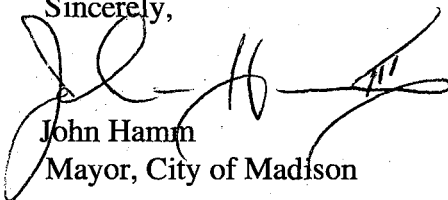
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They invested over \$12 million to upgrade the Granite City water treatment plant. This expenditure would be extremely difficult for our city to manage, not to mention the level of expertise required to undertake such a project. They worked to construct a 2.5 million gallon clear well and high service pump station at the plant. This upgrade helped our community meet new, more stringent Environmental Protection Agency standards for water quality. They also installed three high-service pumps with variable frequency drive (VFD) motor to save energy and ultimately cost.

Illinois American Water also invests annually to replace water mains in our community. This is a significant investment and directly supports our community's goals for not only stability, but growth.

Being able to trust our local water service to Illinois American Water ensures our residents get the best product at a good value. If you have any questions, please give me a call.

Sincerely,



John Hamm
Mayor, City of Madison

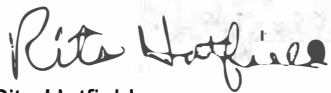
Dear Community Leaders,

After careful and thoughtful consideration of the current and future challenges operating the sewer system, we found our customers would be best served by the sale to Illinois American Water. We recently completed the sale of our sanitary district to Illinois American Water. The transition went smoothly thanks to their team's focus and expertise.

The benefits of this sale were numerous, but most importantly we received a fair price for our system and our residents received a significant decrease in their monthly wastewater bill. Residents saved about \$14.50 a month on their sanitary service.

They will also have the confidence that Illinois American Water will make necessary investments and maintenance to ensure reliable service today and in the future. You would be well served by Illinois American Water. Do not hesitate to reach out if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Rita Hatfield". The signature is written in a cursive style with a small circle at the end of the last name.

Rita Hatfield

Piasa Township Sanitary District Board Member
Customer & Billing contact

**TWELVE COUNTIES SOUTHWESTERN ILLINOIS
LABORERS' DISTRICT COUNCIL**
Laborers' International Union of North America

Glyn Ramage
Business Manager

**20 Bronze Pointe North
Swansea, IL 62226**

Phone: (618) 234-2704

Fax: (618) 234-2721

Greg Kipping
Secretary-Treasurer

Website: swildc.com

Email: gramage@swildc.com



May 2, 2019

Dear Community Leaders:


The Laborers' International Union of North America knows firsthand the commitment Illinois American Water has to its customers in providing safe and reliable water and wastewater service. That is why the Laborers' International Union of North America supports the sale of water and wastewater systems to Illinois American Water.

As a proud union employer, Illinois American Water supports the local economy by putting local people to work. The company is committed to providing their employees, our members, with the education, tools, and support each of them need to be successful and also come home safe to their families every day.

Through its significant annual investment program, Illinois American Water drives economic growth by utilizing quality local union contractors, which in turn supports local families and businesses. Illinois American Water continually works with communities to ensure that they have the proper infrastructure to grow and thrive.

Illinois American Water is a great local partner and your community would be well-served by their expertise.

Sincerely,


Glyn Ramage, Business Manager
Southwestern Illinois Laborers' District Council

Cc: Robert McDonald, Business Manager, Laborers' Local #218



*Laborers' International Union
Of
North America*

Hod Carriers' and Laborers' Local #218

7232 Herter Industrial Drive – P.O. Box 775 – Godfrey, IL 62035

Phone (618) 466-9078 – Fax (618) 466-1760

Business Manager: Robert W. McDonald

Secretary-Treasurer: Robert N Sancamper

May, 1 2019

Dear Community leaders:

Unions and the companies that employ union workers play an important role in the state and local economy. Your partnership with Illinois American Water to provide your community water and sewer service will help ensure good, local jobs and the all-important investment needed in our state's infrastructure.

Personally, I have experienced first-hand Illinois American Water's efforts to operate transparently with their union employees and the opportunities working for them can offer our members. It is important that our members be able to earn a good living. Quality of life for your residents also depends on this. Through Illinois American Water's significant annual investment in water and sewer projects, they put our people to work and in turn support local families, businesses and economic growth.

The company is also a leader in working safely and ensuring employees go home in the same condition they came to work. Both your employees and customers will benefit from American Water's focus on safety. There is nothing more important than knowing your employees are going to work for a safe company.

Illinois American Water is a good partner to local unions and laborers; we support your efforts to partner with them.

Sincerely,

Robert McDonald
Business Manager
Laborers' Local 218