
Application for Service Process

Definition of Terms:

A **customer** is a person or business receiving utility service or transferring utility service of the same rate class and service type from one location to another.

An **applicant** is a person or business seeking to establish utility service as a new customer.

Customers and **applicants** must notify Illinois American Water when they move in or out of a property. Illinois American Water requests customers to give four days' notice. However, Illinois American Water makes every effort to provide service to meet a customer's needs.

Methods:

Call 800-422-2782 to speak with a customer service representative about starting service.

Online, by visiting our website at www.amwater.com and clicking on the link MY H2O ONLINE and following the online instructions.

Information Required:

- A. Name(s) of person(s) responsible for the service or name of business and responsible contact person
- B. Two forms of identification. Please see the "Identification" section below for acceptable forms of identification.
- C. Tax identification number (commercial accounts only)
- D. The name of the authorized person (if the customer chooses, someone other than the customer who is authorized to speak with Illinois American Water about the account)
- E. Whether the customer or applicant is buying or renting the home or business
- F. The date when responsibility for the service begins (settlement date or lease date)
- G. Service address
- H. Mailing address (if different than the service address)
- I. Contact phone number
- J. Preferred method of contact for emergencies: (optional)
 - Emergency phone number
 - Emergency text number
 - Emergency e-mail address

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Issued By: Bruce Hauk, President
100 North Water Works Drive
Belleville, Illinois 62223

Identification:

Illinois American Water may require up to two forms of identification.

The first form of identification must be one of the following government-issued photo IDs:

- A state issued identification (e.g., a driver's license or state identification card)
- U.S. or foreign government issued passport
- Consular identification documents

The second form of identification may be any one of the following:

- A second government-issued photo ID
- Social security number
- Driver's license number
- Birth certificate
- Immigration and/or naturalization documents
- Student identification
- Banking information
- Employment records
- Government benefits/compensation records
- Tax ID Number
- Articles of incorporation
- Business license

Requirements:

All information provided must be accurate and verifiable. Current Illinois American Water residential and commercial customers of water or wastewater service must identify and pay any past-due bills according to the guidelines below before they can receive service at a new location.

A new customer or applicant may be requested to provide lease or settlement papers or a current tax bill.

Someone 18 years of age or older must be at the property when Illinois American Water turns on the water.

Illinois American Water does not require a deposit for water or wastewater service at the time of a move-in.

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