



# STRONGER TOGETHER

## SUCCESSFULLY TRANSITIONING TALENT TO INDIANA AMERICAN WATER

When officials weigh the decision to sell their municipal water or wastewater systems, their concerns go far beyond the financial bottom line.

One of their top priorities is the well-being of the dedicated employees who have often served their communities for years. These civil servants most certainly have questions about job security, compensation, benefits, and the shift from public service to a private company. Indiana American Water is committed to providing a smooth and supportive transition for these employees, making it a key part of the conversation with utility leadership, and creating opportunities for employees to meet with Indiana American Water leadership as part of the utility acquisition process.

This case study features employee testimonials from two water systems purchased by Indiana American Water within the past five years: the Town of Lowell's water system (December 2021) and Silver Creek Water Corporation (SCWC) (November 2024). It also includes information about American Water's employee benefits.

### FACING THE UNKNOWN: EMPLOYEE CONCERNS BEFORE AN ACQUISITION

According to the Society for Human Resource Management (SHRM), before an acquisition takes place, employees often face a wave of uncertainty—fueled by fears about job security and cultural changes—leaving them anxious about what the future holds.

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“There were so many unknowns—I truly didn't know what to expect,” said Mike R., who spent 18 years with SCWC before the transition. “I had never experienced a major acquisition like this before.”

Now part of Indiana American Water's Southern Indiana Operations, Mike works in the service department and sees the change as a turning point. “There are definitely more opportunities here—more room to grow, to advance, and to challenge myself in new ways. It's been a positive shift for my career,” he said.

His colleague, Aaron O., now a Field Service Operations Supervisor, had a similar personal experience through the transition from SCWC to Indiana American Water. “Oh, I was scared. There were so many unknowns about what was going to happen to us. How will this affect my home with the family?”

Now with Indiana American Water, he added, “Everybody's glad that we're here, and they have been extremely helpful to me to learn new processes – you get the hang of everything pretty quickly too.”

After joining Indiana American Water, employees from former water and wastewater utilities often cite common benefits after the transition.



Mike R.



Aaron O.

### FOR MORE INFORMATION

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INDIANA  
AMERICAN WATER

WE KEEP LIFE FLOWING®

# VALUES

-  Safety First
-  Trust, Dignity & Respect
-  One Team
-  Environmental Leadership
-  High Performance

## STRONG ORGANIZATIONAL CULTURE

Indiana American Water prioritizes its culture where employees experience an inclusive, innovative, and supportive work environment. Our values are Safety First; Trust, Dignity & Respect; One Team; Environmental Leadership; and High Performance.

As a pipe fitter who is early in his career, Ryan L., formerly with SCWC, values the opportunity to gain experience from seasoned colleagues who have been with the company for years. “Everyone has been very welcoming and there for me when I’ve had questions,” he says. “Each morning before we head out to tackle our work orders, we take time to catch up and share a few laughs. It’s a great culture—and I really enjoy being part of it.”



Ryan L.

## TECHNOLOGY, TOOLS, AND RESOURCES

Employees who join Indiana American Water often gain access to better technology, tools, and resources, which enhances productivity and job satisfaction.

Technology upgrades, such as the use of SCADA (Supervisory Control and Data Acquisition) systems, remote meter reading and mobile technology solutions are viewed as “real time-savers.” These tools often replace manual paperwork, outdated computers, and labor intensive, time-consuming practices. Not only do these advanced systems improve customer satisfaction, but employees also feel they are more productive in their jobs.

In Lowell, Water Treatment Plant Operator, Scott K., plays a vital role in the smooth operation of the town’s water treatment plant. With 21 years of dedicated service to the Town of Lowell, Scott has been a steadfast presence in supporting the community’s water system. “The technology is nice because before we couldn’t keep track of everything. Now we could look at the screen and see if something’s going up or down, and we can adjust our chemicals,” he said. “Before, we had so many challenges because we kept track of everything on paper.”



Scott K.

## PAY AND BENEFITS

Many team members report a noticeable improvement in their day-to-day work experience—from comprehensive benefits to enhanced working conditions, and a healthier work-life balance. With access to modern tools, stronger support systems, and a culture that values both personal and professional growth, employees feel more empowered and appreciated. “The health insurance helped me and my wife out a lot. The atmosphere—the company atmosphere here—is great. People are great. I’d work with them anywhere,” said Mike.



Brandon C.

Brandon C., a Utility Services Representative in Lowell, said his new position positively changed his financial outlook and made homeownership feel attainable. “I’m honestly excited because I can save to buy a house here in Lowell,” he said.

## CULTURAL FIT

A job with a strong cultural fit enhances job satisfaction, fosters better collaboration, and increases the likelihood of long-term success and fulfillment. Aaron has been pleased working with his colleagues in southern Indiana. “I’ve been welcomed with open arms by all the employees. I mean—all the way up through ‘corporate’ that I met.”

“They met with us beforehand, and I truly appreciate that,” Scott recalls. “As I look toward the last chapter of my career, I’m proud to say I’ll likely finish it with American Water. That continuity and recognition means a lot.”

A career at American Water means people have every opportunity to advance, to grow and to make a positive impact on the environment and one of our greatest natural resources: water. Employees that join Indiana American Water have access to competitive benefits because of the size and scope of our parent company, American Water, with over 6,700 employees in 14 states. The company also believes that everyone should make an informed decision before accepting offers of employment. That’s why benefits for union-represented and non-union represented employees are available publicly and online at [www.americanwaterbenefits.com](http://www.americanwaterbenefits.com)

**We hope you will choose a career with Indiana American Water, where “We Keep Life Flowing.”**