

PROVIDING SAFE,  
CLEAN, RELIABLE AND  
AFFORDABLE WATER  
AND WASTEWATER  
SERVICES TO 1.4  
MILLION PEOPLE  
STATEWIDE FOR  
MORE THAN 135  
YEARS.

Illinois American Water is the largest regulated water and wastewater company in the state, serving over 375,000 customers in 13 operating districts.



## QUESTIONS?

To learn more about American Water's water and/or wastewater solutions, please visit:  
[www.illinoisamwater.com](http://www.illinoisamwater.com)



# SELLING YOUR WATER AND/OR WASTEWATER SYSTEM

## How your community can benefit

### BENEFITS TO THE SELLER

#### Address Municipal Financial Challenges

Proceeds from the sale can be utilized to reduce or pay off outstanding municipal debt, freeing up needed funds in the municipal budget. Excess proceeds can be utilized for things such as:

- Infrastructure or other capital improvements
- Economic development
- Recreation/parks

Plus, a sale puts previously untaxed property back on tax rolls.

#### Elimination of Risk

The requirement to meet increasingly stringent water and wastewater regulations and consistent investment into aging, mostly underground infrastructure is shifted to an experienced utility service provider.

### BENEFITS TO EMPLOYEES

- Opportunities for existing employees to grow their careers via local, regional, and national development opportunities
- Competitive pay and benefits package
- Relentless focus on the safety of our employees
- Ongoing training opportunities, including annual employee safety training

### BENEFITS TO RESIDENTS

**Long-term rate stabilization.** We have consolidated pricing for water and wastewater service. This prevents one community and its

customers from having to bear the full financial burden for a major capital project by spreading the costs over the company's customer base throughout the state.

In addition, we are regulated by the Illinois Commerce Commission and Environmental Protection Agencies. Illinois American Water must obtain commission approval for any rate changes. Our rate setting process is transparent and allows multiple opportunities for customer input.

**Invested in our facilities.** Our team of experts regularly monitor, maintain and upgrade our facilities to continue to operate efficiently and meet regulatory standards. **In 2024 alone, we invested more than \$277 million in water and wastewater infrastructure improvements.**

#### High-quality water service.

Illinois American Water must meet stringent guidelines of federal and state agencies when it comes to water quality and wastewater, including the U.S. Environmental Protection Agency, Department of Health, State Environmental Protection Agencies.

We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. Each year, our team of experts performs **over a million tests** nationwide, monitoring for more than **100 contaminants**. Our team also has access to American Water's Central Laboratory which conducts sophisticated drinking water testing and analysis.

**SOLUTIONS. ONE MORE WAY WE KEEP LIFE FLOWING.**

**Customer Service.** Customers have access to our self-service portal **MyWater** to view and pay their bill online, track water use history, sign up for paperless billing and more. Our customer service representatives are available M-F, 7 a.m. – 7 p.m. for routine matters, and 24/7 for emergencies. We also have an emergency notification system to notify customers of potential issues in the system, such as boil water advisories, via phone, text and/or email.

#### Customer Assistance Programs

Illinois American Water understands that sometimes customers face circumstances that stretch their financial resources, and we are here to assist. Our customer service representatives will work with customers to find available programs for assistance.

Illinois American Water offers customer assistance programs, budget billing, income-based discounts and installment plans.

#### Convenient Payment and Billing Options.

Customers can choose to pay by mail, online, phone, in person or automatically through Auto Pay. Plus, we bill monthly making it easier for customers to budget their household expenses, and also potentially identify internal plumbing leaks and correct them in a timely manner. We also offer Paperless Billing.

## BENEFITS TO BUSINESS

Examples of ways businesses can benefit:

- Revenue based refunds for off-site main extensions
- Dedicated major account manager to address industry needs
- Comprehensive plans for water systems to support economic growth and anticipate future water needs
- Economic growth and jobs through infrastructure improvements

## BENEFITS TO THE COMMUNITY

We play an active role in the communities we serve. Our programs include:

- **American Water Charitable Grant Program:** Provides grants for community-based projects within American Water's Service area.
- **Volunteer Firefighting Support Grants:** Grants assist volunteer emergency service organizations in our service areas.
- **Community involvement:** We provide presentations on water-related topics for all ages.

Learn more at [www.illinoisamwater.com](http://www.illinoisamwater.com) under **News & Community**, select **Community Involvement**.

## ADDRESSING INFRASTRUCTURE NEEDS

Many municipal utilities are facing significant infrastructure needs and increasing compliance regulations. At the same time, their budgets are being stretched and local priorities are competing for resources. The U.S. Environmental Protection Agency (EPA) estimates that more than \$1.3 trillion is needed over the next 20 years to fund the improvements necessary to provide safe drinking water and reliable wastewater services to our nation's homes and businesses. Municipal utilities across the country are being left without access to the funding and expertise necessary to operate and adequately maintain their drinking water and wastewater utilities.

### THE PROBLEM MUNICIPALITIES FACE



### WE CAN HELP

We can help provide solutions to communities facing challenges providing safe, reliable and affordable water and wastewater service to their residents. Contact us to discuss solutions that make sense for your community.