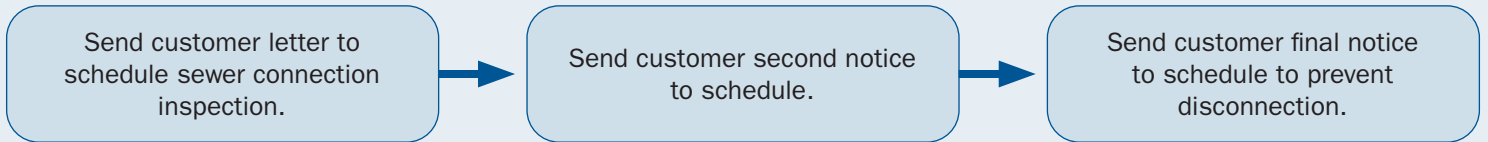


PROCESS OVERVIEW – SEWER CONNECTION INSPECTIONS

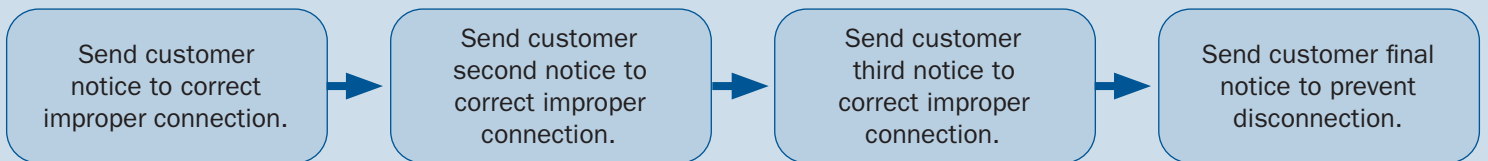


SEWER CONNECTION INSPECTION



**Customers will only receive additional letters if action is not taken after the initial communication.*

SEWER CONNECTION NOTICE IMPROPER CONNECTION



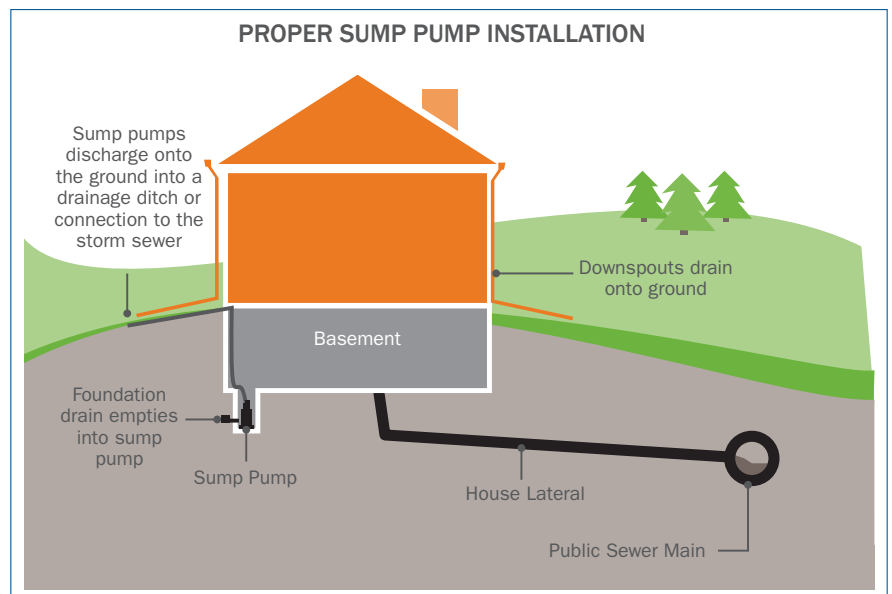
**Customers will only receive this communication if an improper connection is found on the initial inspection.*

Illinois American Water is proactively reaching out to customers to perform required sewer connection inspections. Illinois American Water is regulated by the Illinois Commerce Commission (ICC), which requires all indoor sewer connections to be inspected to avoid potential discharge into the wastewater system. Many homeowners are unaware that some connections may be improper, which is why we request appointments to perform in-home site inspections. Illinois American Water may send letters with company letterhead, call customers, email customers and/or leave door tags to inform customers of required action. These are legitimate notifications as required by the ICC.

Customers are required to take action to prevent a service interruption. If a customer is concerned or questions the information they received, please advise they can contact our customer service center at 800-422-2782, Monday – Friday, from 7 a.m. to 7 p.m. and 24/7 for emergencies.

Stormwater discharges into the wastewater system are a serious problem. Illinois American Water complies with state laws and regulations to prevent improper connections. Per the Illinois EPA and ICC, all improper connections must be disconnected. There is no cost to perform the initial sewer connection inspection. If an improper connection is found and not corrected in a timely manner, the customer's service may be in jeopardy of being disconnected.

****As a convenience to our customers, we may schedule sewer connection inspections and indoor meter change-outs at the same time. Customers may receive communications for both services, these are legitimate communications.**



Illinois American Water cares about the safety of our customers and team. Anytime a service person comes to a customer's door, we encourage them to ask for proper ID before letting our staff or contractors into their home. Our employees and contractors must have a company-issued ID available and be in branded vehicles to perform work.