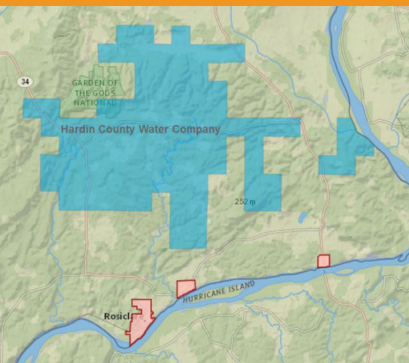


## SOLUTIONS THAT WORK

The sale of the Hardin County Water Company water distribution system to Illinois American Water made good sense for customers and the community.



## QUESTIONS?

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# SOLUTIONS AT WORK

Illinois American Water was able to address operational challenges and improved system maintenance in this densely forested area.

## HARDIN COUNTY WATER COMPANY WATER DISTRIBUTION ACQUISITION

The Hardin County Water Company (HCWC) was created to provide a better water source to 500 customer connections in a very rural and densely forested area of Shawnee National Forest in southeastern Illinois. System construction began in 1993 and was funded by customer connections, rates and government grants. HCWC purchases water from Saline County Conservancy District.

### CHALLENGES

- **Rates:** Customers were paying on average \$70 a month for water service.
- **Operations:** The water system is located over 100 square miles in a very rural area of thick forest. This made operations difficult and impacted system reliability, especially at night and in inclement weather.
- **Succession Planning:** The manager and board of directors were preparing for retirement with no successors so they needed to find a new owner for the system.
- **Service Quality:** All billing, accounting and communications were labor intensive due to a hand-written, non-automated system.

### SOLUTION

Exploring various options, the board determined that the best long-term solution for its customers was a sale to Illinois American Water.

### BENEFITS

- **Rates:** Customers saw their bills decrease by 60% on average.
- **Operations:** Illinois American Water was able to use GIS technology to map the exact location of the distribution system, making it easier to locate infrastructure. This improved day-to-day efficiencies as well as the ability to be more responsive in emergencies.
- **Succession Planning:** Utilizing the Illinois Water Systems Viability Act, HCWC was able to achieve a sale price of \$1.5 million, providing a fair market value for the owners.
- **Financial:** Over \$1.2 million invested since Illinois American Water acquired the system, improving system reliability.
- **Service Quality:** Automated functions such as meter reading and billing are providing timely and reliable bills and customer communications.



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