



## WHO WE ARE

Illinois American Water, a subsidiary of American Water NYSE: (AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and wastewater services to approximately 1.3 million people. American Water also operates a quality control and research laboratory in Belleville. Illinois American Water is a regulated utility governed by the Illinois Commerce Commission (ICC). Illinois American Water has a team of over 500 employees in 13 operating districts that work every day to provide quality water and wastewater services. Illinois American Water has five regional offices across the state in: Alton, Chicago Metro, Peoria, Champaign-Urbana, and Interurban (Belleville/Metro East).

## FREQUENTLY ASKED QUESTIONS

### WHAT DOES THE ACQUISITION PROCESS LOOK LIKE?

The acquisition process in Illinois with municipalities typically is approximately 11 months from the time that the municipality accepts an offer. The process also heavily relies on the community and the status of a proposed sale.

### HOW DO YOU DETERMINE THE PURCHASE PRICE AMOUNT FOR A WATER AND/OR WASTEWATER SYSTEM?

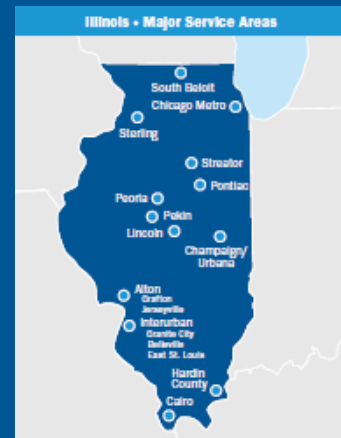
In many acquisitions Illinois American Water follows the Systems Viability Act (SVA). This law allows communities to receive fair market value for their water and/or wastewater systems. The SVA created a new appraisal system where the Illinois Commerce Commission, which regulates investor-owned utilities, approves three appraisers to value the system(s). The ICC must approve all aspects of this type of acquisition.

### HOW DO YOU DETERMINE INVESTMENTS THAT ARE NEEDED FOR A COMMUNITY?

We have a team of experts who perform a comprehensive review and planning study program. Through these studies, system capacity and reliability, regulatory impact and service adequacy are continually analyzed. At Illinois American Water, the customer is the center of everything we do. Our investment strategy is centered on providing the best service experience in the most efficient way possible. Our investment approach is structured to provide superior customer service and system efficiency. In 2022, Illinois American Water invested over \$250M in our water and wastewater systems.

### WHAT ARE THE BENEFITS OF AN INVESTOR-OWNED UTILITY?

Investor-owned utilities have a great ability to secure cost-effective capital and make major capital improvements. Oversight by the ICC assures that rates are based on the cost of service and consistent with high-quality, reliable service. Investor-owned utilities pay property and sales taxes to local and state governments. Investor-owned utilities pride themselves on regulatory compliance by consistently meeting or surpassing drinking water requirements.



### FOR MORE INFORMATION

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SCAN this QR code for information about partnering with us or visit [illinoisamwater.com](http://illinoisamwater.com)

# FREQUENTLY ASKED QUESTIONS



ILLINOIS  
AMERICAN WATER

## **DO YOU OFFER EMPLOYMENT TO CURRENT EMPLOYEES?**

Yes, we care about the employees who are an integral part of your system to share their knowledge and expertise. Subject to background and drug testing, Illinois American Water offers employment to municipal employees whose duties primarily involve operation of the water and/or wastewater system, when the acquisition is proposed as SVA. We need the knowledge and experience from those who have operated the systems and value their employment.

## **HOW ARE RATES DETERMINED?**

Illinois American Water rates are set and approved by the Illinois Commerce Commission. The ICC must determine if the rates are reasonable and allow for maintenance of the system. We work closely with municipal leaders, our rates team and the ICC to provide safe, reliable service at an affordable cost.

## **DOES ILLINOIS AMERICAN WATER SUPPORT LOCAL BUSINESSES?**

Illinois American Water partners with local businesses, suppliers, engineering firms, construction firms and many more.

## **IS ILLINOIS AMERICAN WATER ENVIRONMENTALLY SAFE AND HOW IS THEIR WATER QUALITY?**

Illinois American Water continuously meets or surpasses drinking water standards. Illinois American Water is responsible for all environmental and regulatory compliance after a sale. Illinois American Water is prepared for the proposed drinking water standards to take appropriate actions for PFAS. We are also enhancing our efforts of replacing lead service lines across our service areas. We have a robust team of water quality experts that work every day to provide safe, reliable water service to our customers.

## **IF THERE IS A PROBLEM, HOW DO I CONTACT ILLINOIS AMERICAN WATER?**

Municipal leaders have contact information for local Illinois American Water leadership, water quality, production and other team members. Customer can contact our customer support team 24/7/365. During normal business hours, the closest available technician is dispatched to the emergency premise of which response times are approximately 60 minutes or less. After hours, an on-call supervisor dispatches an employee to respond. If there is additional need for resources, staff and equipment, the technician will perform the work to resolve the issue. The time to make extensive repairs depends on the nature of the work. If customer notification is necessary our high speed alert system will notify impacted customers based on their contact information and notification preferences.

## **HOW CAN RESIDENTS PAY THEIR BILLS AFTER AN ACQUISITION?**

Illinois American Water offers multiple payment options. There is availability through our website, paying by phone, and local payment locations.

## **DOES ILLINOIS AMERICAN WATER STAY INVOLVED IN THE COMMUNITY?**

Your community is our community too. We take pride in what we do every day-providing critical water and wastewater services for public health and safety. We also give back to the communities we serve and the neighborhoods where our employees live. We pride ourselves on volunteering, charitable donations and more. We look to partner with the communities we serve and enhance the communities. We are often looking for ways to stay involved with the communities we partner with. Illinois American Water is a long-term partner and has been in business for over 135 years.