

Illinois American Water Impacted by Flooding; Mandatory Conservation Measures Required of Metro East Customers

Belleville, Ill. (May 5, 2019) — Due to the impact of flooding on Illinois American Water's Metro East operations, customers are being directed to conserve water use. Customers should restrict all non-essential water use until further notice and refrain from non-critical water use like running sprinklers, dishwashers and washing machines at this time. Customers are also asked to avoid filling bathtubs if at all possible and to use showers instead.

According to Karen Cooper, senior manager of field operations and production for Illinois American Water's Southern division, a levee broke south of Illinois American Water's Chouteau Island intake facility. The incident, which occurred near Granite City, caused damage to the facility's infrastructure.

She said, "Our team reacted quickly and is working to complete critical repairs. While this work is completed, customer conservation of water use is critical to maintaining water service for customer needs including sanitation and fire protection. We thank our customers for their help and cooperation."

Communities impacted include those served directly by Illinois American Water:

- Belleville
- East St. Louis
- Granite City
- Madison
- Venice
- Centreville
- Brooklyn
- Fairmont City
- Sauget
- Shiloh
- Washington Park
- Alorton
- Cahokia (from Commonfields of Cahokia PWD)
- Swansea
- Canteen Township
- St. Clair Township
- Stookey Township
- Smithton Township
- Nameoki Township

Illinois American Water sale-for-resale (wholesale) communities are also affected. These customers will notify their customers-residents regarding the conservation requirement:

- Scott Air Force Base
- O'Fallon (O'Fallon provides water to Fairview Heights)
- Caseyville
- Millstadt
- Metro-East Municipal Joint Action Water Agency (Commonfields of Cahokia Public Water District & City of Columbia)
- Mitchell Water District
- Pontoon Beach Water District
- Waterloo
- Bond Madison Water Company which serves:
 - Livingston
 - Hamel
 - Worden
 - Williamson
 - Pierron
 - Pocahontas
 - St. Jacob
 - Grantfork
 - Marine
 - Three County Water District
 - Alhambra

The Alton service area is NOT affected. Customers will be notified if additional action is needed as well as when the conservation measure is no longer required.

Illinois American Water direct customers are being notified via media outreach, customer calls and website alerts at www.illinoisamwater.com. Information is also provided to our customer service center representatives.

About Illinois American Water - 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/or wastewater services to approximately 1.3 million people. American Water also operates a customer service center in Alton and a quality control and research laboratory in Belleville.

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly-traded water and wastewater utility company. The company employs more than 7,100 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to over 14 million people in 45 states and Ontario, Canada. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).