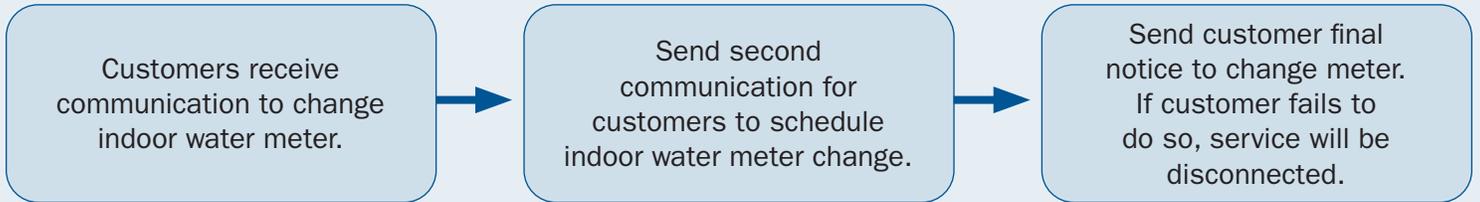


PROCESS OVERVIEW – METER CHANGES



LIFE OF SERVICE METER CHANGE



**If customer does not schedule an indoor water meter change after the initial communication, a second and/or third communication may be sent to customers to schedule an appointment.*

Illinois American Water is proactively reaching out to customers to perform required indoor meter changes. To help ensure accuracy of our water meters, we must periodically change or test them. Illinois American Water is regulated by the Illinois Commerce Commission (ICC), which requires each meter (indoor or outdoor) to be periodically inspected or tested in accordance with the following administrative code for public utilities Section 600.340. Illinois American Water may send letters with company letterhead, call customers, email customers and/or leave door tags informing 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.

If an outdoor meter requires a change, we will have access to the meter and no action is needed from the customer to be home at the time of this service being performed. There is no cost to customers to perform meter change-out services.

****As a convenience to our customers, we may schedule indoor meter change-outs and sewer inspections 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.