Illinois American Water: Committed to our Customers, Communities and Employees
by Justin Ladner, Illinois American Water President

At Illinois American Water, we know the critical role we play in your daily lives and for many essential jobs like healthcare, emergency response, food preparation, sanitation and more. We want you to know we remain committed to the communities we serve.

With so much on people's minds at this time, we want you to know your water service doesn't have to be one of them. Our employees continue to work hard to deliver safe, reliable and essential water service.

Given the importance of personal hygiene in preventing the spread of the coronavirus, our dedicated employees understand the essential service they provide and continue to monitor water quality. If a water main breaks, we'll will fix it.

Many of our team members are working double duty, not only taking care of you, our customers, but their own families as well. I commend them for rising to this challenge. I know many of you also want to show your gratitude for their commitment. We appreciate this but ask that you adhere to social distancing when you see our folks working. If you would like to show your appreciation, feel free to visit our Facebook page @ilamwater.

Employee safety and that of our customers and communities is our top priority during this public health emergency. To provide continued water service to homes and businesses, we've suspended shut offs for nonpayment and restored previously interrupted service. We are suspending late fees until further notice and are working with customers who are experiencing hardships, including offering the option to apply for payment programs.

Your health and safety are our priority. Please stay home, stay safe and know we're on the job providing safe, reliable and essential water service.   For more information and updates on Illinois American Water's response to COVID-19, please visit illinoisamwater.com or follow us on Facebook, and Twitter.