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Illinois American Water to Conduct Fire Hydrant Flushing and Treatment Change

Alton, Ill. (September 17, 2012) – Illinois American Water is conducting its annual “free chlorine” and main-hydrant flushing programs in the Alton and Godfrey service areas over the next four to six weeks. These annual maintenance programs ensure continued delivery of high-quality water service to homes and businesses.

During this time Illinois American Water will switch to a form of chlorine known as “free chlorine,” which does not contain ammonia. This stronger disinfectant is typically used when flushing water mains. Chlorine is commonly used in public water systems as a disinfectant and is monitored closely by our water quality professionals.

During the temporary treatment change, customers may experience a more noticeable chlorine taste or odor in their water. There is no reason for concern. This is due to the switch in chlorine types. Annual fire hydrant and water main flushing will also be taking place to ensure continued water quality and fire hydrant operation for public safety.

When Illinois American Water crews are working, customers may experience a temporary drop in water pressure or draw some discolored water for a short period of time. If this occurs, customers should simply let the water run briefly and the situation should clear up on its own. The maintenance program may temporarily affect customers in all direct service communities in the Alton, Godfrey and Elsay service areas and also sale-for-resale (wholesale) communities.

For additional information, customers can visit www.illinoisamwater.com or contact Illinois American Water’s customer service center 24-hours a day, seven days a week at 1-800-422-2782.

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 more than 1.2 million people. American Water also operates a customer service center in Alton and a quality control and research laboratory in Belleville.

Founded in 1886, American Water is the largest publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs more than 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in more than 30 states, as well as parts of Canada. More information can be found by visiting www.amwater.com.

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