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Illinois American Water plans water main flushing in South Beloit

Routine system maintenance will occur from May 12 – June 6, 2008

South Beloit, Ill. (May 9, 2008)---Illinois American Water is planning to conduct water main flushing in South Beloit during the next four weeks as part of its annual distribution system maintenance program. Flushing in South Beloit will begin on May 12 and continue through June 6. The routine work is being done as part of an annual main flushing program that improves customer water service by flushing or cleaning mineral deposits and sediment from water mains. Over time, these sediments can build up in water mains causing discolored water and/or restricted flows.

The flushing is scheduled to begin on the west side of town at 6 a.m. on May 12 and will continue during normal business hours Monday through Friday from 6 a.m. – 3 p.m. During the flushing, it may be necessary for water company crews to temporarily close streets they are working on for very brief periods of time.

“The flushing program is designed to maintain a high quality of water in the South Beloit distribution system,” said Gary Owens, operations supervisor for South Beloit.

While no interruptions in water service will occur as a result of the work, Illinois American Water advises that when crews are flushing nearby, customers may experience a drop in water pressure or some discoloration of their water. Illinois American Water recommends that any customers experiencing discolored water let their cold water run to clear before using it again and refrain from doing laundry during that time. Any water discoloration or low pressure problems should last only a short period of time.

If problems persist, notify Illinois American Water's customer service line toll free 24-hours a day at 1-800-422-2782.

The water main flushing will be performed by Illinois American Water crews. They will be working out of utility trucks labeled with the company logo. All employees will also have photo ID badges. Customers with questions can call Illinois American Water's 24-hour Customer Service Center at 1-800-422-2782.

Illinois American Water 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. In addition to its regulated operations, American Water provides water and wastewater contract operations to the village of Gilberts, serving an additional 4,000 people. American Water also operates a customer service center in Alton and a quality control and research laboratory in Belleville. Illinois American Water is a wholly-owned subsidiary of American Water (NYSE: AWK). Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs nearly 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15.6 million people in 32 states and Ontario, Canada. More information can be found by visiting www.amwater.com.

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