

February 5, 2018

Lisa Reisen  
Manager, External Affairs  
[Lisa.Reisen@amwater.com](mailto:Lisa.Reisen@amwater.com)  
563-468-9221

## Iowa American Water Issues Precautionary Boil Advisory for its Clinton Customers

**CLINTON, IA.** (February 5, 2018) – Iowa American Water crews are on the scene of a large water main break in the 1400 block of 13<sup>th</sup> Avenue South in Clinton. To err on the side of caution, a **precautionary boil advisory** has been issued for all customers in Clinton and will remain in effect until further notice.

During this precautionary boil advisory, customers should bring their water to a rolling boil for 1 minute before using it for drinking or cooking until further notice. Water is OK for bathing, washing and other common uses. This precautionary boil advisory is being issued in accordance with Iowa Department of Natural Resources regulations as a precaution to protect customers.

Some customers may experience discolored water or air in their water lines as a result of the main break. Iowa American Water advises these customers to let their water run for a few minutes, and the problem should clear. If it doesn't, customers can call Iowa American Water's Customer Service Center at 1-866-641-2108.

The main break has been isolated at this point, and crews are making the necessary repairs. Water service has been restored for most customers, however, they remain under a precautionary boil advisory for drinking and cooking until further notice.

Customers on the 1200 to 1600 blocks of 13<sup>th</sup> Avenue South in Clinton will not have their water service restored until repairs are complete because they are in the area isolated in order to make repairs.

Customers were notified via the company's CodeRED notification system along with local news media. Once water quality tests confirm the water meets all state and federal water quality guidelines, customers will again be alerted via CodeRED notification and local media announcements.

Iowa American Water crews will remain on the scene until repairs to the water main are completed.

The company regrets any inconvenience this emergency repair work and precautionary boil advisory causes to customers and thanks them for their cooperation and understanding.

### **About Iowa American Water**

Iowa 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 services to approximately 212,000 people. 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 6,700 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. More information can be found by visiting [www.amwater.com](http://www.amwater.com).