



October 30, 2009
Karen Cotton
309.566.4126
karen.cotton@amwater.com

Illinois American Water Helps Customers Protect Their Home Water Supply

Survey on potential of backflow prevention mailed to all customers in Granite City area

Granite City, Ill. (October 30, 2009) – Illinois American Water recently sent a survey to all Granite City service area customers regarding their water use and the importance of backflow prevention. The survey, titled, “Residential Water Survey Questionnaire,” was mailed in compliance with Illinois American Water’s cross-connection control program, which is mandated by the Illinois Environmental Protection Agency.

The purpose of the survey is to help eliminate possible sources of cross-connections. A cross-connection is an actual or potential connection between the drinking water system and any other non-potable system in a home or business.

Not only is it important that backflow prevention devices be installed in the proper locations as to prevent cross-connections, but these devices must also be properly maintained and tested. “By ensuring a backflow prevention device is in place, customers are not only meeting compliance, but also helping to protect the water supply of their community,” said Grant Evitts, operations manager for Illinois American Water’s Interurban District.

Illinois American Water is requesting customers, who haven’t already done so, to complete and return their survey as soon as possible. Surveys can also be completed online at <http://tinyurl.com/yhvoown>. If a response indicates any actual or potential cross-connection, the customer will be contacted and informed of the steps to take.

Illinois American Water’s cross-connection department can help ensure customers are in compliance with federal regulations and answer questions related to cross-connection and backflow prevention. Surveys will continue to be sent across the state. The cross-connection department can be reached at 800-262-9440.

About Illinois American Water

Illinois American Water, a wholly owned 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 investor-owned 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 32 states and Ontario, Canada. More information can be found by visiting www.amwater.com.

###