

Illinois American Water Encourages Customers to Stay Informed about Water Service

Sign Up for Notifications, Check Alerts, Report Emergencies

Bellefonte, Pa – OCTOBER 20, 2025 – [Illinois American Water](#) is committed to providing safe, clean and reliable water and/or wastewater services to the communities it serves. Part of that commitment is to provide customers and community members with ways to stay informed in case of an emergency or other issues that could impact service, particularly before winter weather arrives.

“At Illinois American Water, our priority is delivering water and wastewater service safely and reliably,” said Rebecca Losli, president, Illinois American Water. “In the event of an emergency or other issue that impacts service, we are ready to notify impacted customers via our mass notification system. To receive those alerts, it’s important for customers to periodically check [MyWater](#) to ensure their contact information is up to date and select their preferred notification methods.”

Sign Up for Notifications. Customers can update their contact information and/or sign up to receive emergency and general alerts from Illinois American Water.

- Direct customers can sign up to receive notifications via phone, text or email at [MyWater](#), as well as update contact information. Emergency notifications are automatically sent, but non-emergency information (such as flushing alerts and other useful information) must be selected.
- Non-account holders who live, rent, work or spend time in a community served by Illinois American Water, but are not a direct customer, can sign up for CodeRED to receive water-related alerts. Text WATER to 99411 or visit [AWCodeRed.com](#).

Check Alerts. To check the real-time status of impacts on water service, customers can visit the following:

- [Emergency Alerts: View the latest by clicking on the “Alerts” icons in the upper right-hand corner on our website.](#)
- [Customer Advisory Map: Search an address to see if there’s an active service alert impacting that area.](#)

Report Emergencies. If there is an urgent water service issue in the area that’s not listed on the Illinois American Water homepage, report it online: [emergency.amwater.com](#). Direct customers can also report emergencies via [MyWater](#).

Learn more about Illinois American Water [here](#).

About American Water

American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water’s 6,700 talented professionals leverage their significant expertise and the company’s national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

For more information, visit [amwater.com](#) and join American Water on [LinkedIn](#), [Facebook](#), [X](#) and [Instagram](#).

About Illinois American Water

Illinois American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the

state, providing safe, clean, reliable and affordable water and wastewater services to approximately 1.3 million people. American Water also operates a quality control and research laboratory in Belleville.

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