American Water Newsroom

Indiana American Water Begins City-Wide Water Meter Replacement Project in Georgetown, Ind.

(Georgetown, Ind. – October 22, 2025) Indiana American Water announced today that it will begin replacing water meters on October 27, throughout the City of Georgetown, Indiana, as part of a system-wide, $400,000 upgrade to improve service, enhance efficiency, and support long-term sustainability. Most customers will receive new Advanced Metering Infrastructure (AMI) – often referred to as “smart meters,” which allow for real-time monitoring and improved customer access to water usage data.

The AMI technology enables water usage data to be transmitted wirelessly, eliminating the need for manual meter readings. Indiana American Water customers will be able to view and track more accurate, real-time water usage through their “MyWater account,” empowering them to better manage consumption and identify potential leaks or unusual usage patterns.

“This investment in Georgetown’s water infrastructure reflects our commitment to delivering high-quality service and modernizing our operations,” said Brittany Montgomery, Southern Indiana Operations Manager for Indiana American Water. “The new AMI meters will provide customers with more timely information about their water usage and help us respond more quickly to potential issues.”

Meter replacements are expected to be completed over the next several months. Other communities will have AIM meters installed in a “phased in approach,” often when crews are making other infrastructure upgrades.

Once installed, the new system allows for remote readings and diagnostics, significantly reducing the need for service vehicles to visit customer properties.

As crews work throughout Georgetown to install the new meters, Indiana American Water encourages residents to drive cautiously near utility vehicles and work zones. Safety is a top priority, and the company appreciates the community’s cooperation in helping ensure a safe environment for its employees and contractors.

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.

About Indiana American Water

Indiana American Water, a subsidiary of American Water, is the largest regulated water utility in the state, providing safe, clean, reliable and affordable water and wastewater services to approximately 1.5 million people. For more information, visit amwater.com/inaw and join Indiana American Water on LinkedIn, Facebook, Xhttps://x.com/inamwater and Instagram.

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