Illinois American Water Helps Customers Stay Informed About Water Service Alerts and Emergencies

BELLEVILLE, Ill. – November 4, 2026 – Illinois American Water helps keep life flowing by providing safe, clean, reliable and affordable drinking water and wastewater services to customers. However, if emergencies or other issues arise that may impact service, the company has tips to keep customers informed.

- **Sign Up for Notifications:** Update contact information and/or sign up to receive emergency and general alerts:
  - Direct Customers: Sign up to receive notifications via phone, text or email at MyWater. While there, update your contact information online to help ensure we can reach you.
  - Non-Account Holders: If you live, rent, work or spend time in a community served by American Water, but are not a direct customer, sign up for CodeRED to receive water-related alerts. Text WATER to 24639 or visit
- **Stay Alert:** To check the real-time status of impacts to your water service, visit the following:
  - Online Alerts: View current emergency and general alerts on the company website. You can find the “Alerts” icons on the Illinois homepage.
  - Customer Advisory Map: Allows you to search your address to see if an active service alert is impacting your area.
- **Report an Emergency:** If there is an urgent water service issue in your area that’s not listed on your state homepage, report it online so we can help resolve the issue: emergency.amwater.com. Direct customers can also report emergencies via MyWater.

Learn more 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 and celebrating 140 years in 2026, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to approximately 14 million people with regulated operations in 14 states and on 19 military installations. American Water's approximately 7,000 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 with approximately 600 dedicated employees working to provide 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.

Media Contact
Anna Kubas
Principal, External Communications
Illinois American Water
Anna.Kubas@amwater.com

Alerts-and-Emergencies