American Water Newsroom

Illinois American Water Launches Enhanced Digital Experience for Simpler Customer Information and Support

BELLEVILLE, Ill – November 13, 2026 – Illinois American Water today announced the launch of a refreshed **illinoisamwater.com,** making it easier than ever for customers to access the information and services they need, whenever and wherever they need them**.**

Designed with customers in mind, the updated digital experience offers more intuitive navigation, improved search capabilities and streamlined access to the resources customers use most frequently—from paying bills and enrolling in paperless billing to reporting emergencies, viewing service alerts and exploring customer assistance programs.

"At Illinois American Water, we're always looking for ways to keep our customers' lives flowing," said **Brian Eisenloeffel, Illinois American Water, President.** "These enhancements provide customers with faster, more convenient access to the information and services they rely on every day while reinforcing our commitment to delivering an exceptional customer experience."

The updated website makes it easier for customers to:

- Access water quality information and educational resources
- Contact customer service and locate local service information
- Report water and wastewater emergencies
- Find outage and service interruption information
- Learn about available customer assistance and affordability programs

The refreshed website is part of American Water's broader commitment to improving the customer experience through modern, secure and reliable digital tools. The enhanced digital experience also makes it easier for customers to stay informed about local projects, service updates and community programs across Illinois American Water's service areas.

To explore the enhanced digital experience, visit **illinoisamwater.com**.

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.

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