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## **Illinois American Water asks Chicago Metro customers to help reduce water usage through conservation and water restrictions**

*Water usage increasing as prolonged, hot dry weather continues; current water usage quickly approaching record levels experienced during the historic drought in 2005*

(Chicago, June 15, 2007) Illinois American Water is asking all its water customers in its Chicago Metro District to conserve water usage until further notice from the company.

Water demand and usage has been extremely high during the past few weeks due to consistently high, dry temperatures throughout Chicago and Northern Illinois. For example, customers residing in Bolingbrook, Homer Glen and Plainfield used 23.1 million gallons of water on June 13. By comparison, the peak daily water usage for these communities during the record drought in 2005 was 23.6 million gallons of water.

“Illinois American Water continues to encourage customers to closely monitor their water usage, practice conservation and follow water-use restrictions required of communities using Lake Michigan water,” said Kevin Hillen, the network operations manager for Illinois American Water’s Chicago Metro District. “As the dry weather conditions persist, this high water usage will result in higher than normal water bills.”

To help reduce the pressures on its water reserves and the overall water delivery system, the company continues to provide customers with conservation materials that show how they can take simple steps to use water more efficiently and effectively. In addition, the water company is now asking customers to reduce their water consumption during the peak water usage months.

Hillen added the voluntary restrictions are intended to curtail non-essential water usage by customers like outdoor watering. This request does not pertain to essential water use by residents. This request is not intended to impact businesses such as restaurants, car washes, laundries and industries dependent on water usage for production and revenue.

“This is only a precautionary measure. But our customers should always consider using water wisely – using only what they need and avoid wasting water,” said Hillen.

The voluntary water restrictions will be lifted immediately when weather conditions change. The voluntary water restrictions are also necessary to help ensure fire protection to all customers.

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According to the Illinois Commerce Commission's (ICC) tariffs for Illinois American Water, mandatory conservation measures for outdoor water usage have been approved and are in effect May 15 through September 15 based on the following schedule:

Lawn sprinkling and other consumptive outside uses are only permitted between the hours of 7 a.m. and 11 a.m., and 7 p.m. and 11 p.m. Lawn sprinkling and other outdoor consumptive uses may only be done on an "odd/even" watering basis. Customers whose street addresses end in an odd number may sprinkle only on an odd numbered calendar day. Conversely customers whose street addresses end in an even number may sprinkle only on an even numbered calendar day.

Any enforcement of water restrictions will be the responsibility of individual municipalities by ordinance. Customers living in a village or township that has a more restrictive water conservation program should follow the local village ordinance.

## **Tips from Illinois American Water to help customers use water wisely during the voluntary water restrictions**

- Do not water lawns, wash cars, or fill swimming pools.
- Don't allow children to play with the hose or sprinklers -- just for fun.
- Use a broom -- not a hose -- to clean porches and driveways.
- Check faucets and pipes for leaks. Even the smallest drip from a worn shower can waste 20 or more gallons of water day.
- Run dishwashers and washing machines only when full – and necessary.
- When washing dishes by hand, don't run water freely to rinse. Instead, fill a second sink with rinse water.
- Don't let the faucet run while you clean fruits and vegetables. Rinse them in a filled sink or pan of water.

Customers with questions can call Illinois American Water's 24 hour customer service center at 1-800-422-2782.

*Illinois American Water provides reliable, high quality water and/or wastewater service to more than one million people in 127 communities across the state. The company is a wholly-owned subsidiary of American Water, the largest and most diverse provider of water services in North America. With headquarters in Voorhees, NJ, American Water employs approximately 7,000 who serve more than 17 million people in 29 states and Canada. More information can be found by visiting [www.amwater.com](http://www.amwater.com).*