

Illinois American Water Urges Customers to Guard Themselves Against Utility Worker Imposters and Scams

Woodridge, Ill. (Feb. 23, 2022) — Illinois American Water is urging customers to guard themselves against utility imposters and scams. The company has seen an increase in scams as it has resumed normal operations for non-emergency work, including performing in-home work. Pretending to be a trusted utility worker is a trick some criminals use to gain access to homes, obtain payments or steal personal information. Customers should keep in mind that Illinois American Water employees will not just stop by and request access to a home without an appointment.

Elizabeth Matthews, vice president of operations for Illinois American Water said, “Our employees all carry employee badges, and our trucks are marked with our logo. If we need to enter a customer’s home, we do require an appointment to allow entry and won’t come to the property demanding access inside. It is extremely rare for an employee to show up at a customer’s home without an appointment.”

Illinois American Water recommends taking the following precautions when contacted by someone who says they are a utility worker:

- **Always ask for a company-issued photo ID.** Illinois American Water employees carry company-issued photo ID badges and should not need access to indoor facilities to read meters, perform maintenance or turn service on or off.
- **Look for the logo.** All Illinois American Water personnel wear company branded clothing and drive company branded vehicles.
- **Never give cash.** Our employees never collect money or credit card information from customers in the field.
- **If you suspect someone may be a utility imposter, close and lock your door, and call 9-1-1.** Customers can also call Illinois American Water at 1-800-422-2782 to report the incident and confirm whether service work is scheduled in their area.
- **If you suspect you are receiving a phone call from someone attempting to scam you for payment, please hang up.** Please call Illinois American Water at 1-800-422-2782 to verify your account status.

If a customer receives a phone call requesting payment with the threat of water or wastewater service being shutoff, they should hang up and immediately call Illinois American Water at 1-800-422-2782 to verify their account status.

Scams can be very convincing and often target those who are most vulnerable, including senior citizens and low-income communities. They also aim their scams at small businesses during busy customer service hours. However, with the right information, customers can learn to protect themselves and others against these predatory scams.

Matthews continued, “We want our customers to feel secure about their water and wastewater utilities and our employees. Illinois American Water employees care about our customers safety, and we don’t mind when our customers confirm our employee’s identification. We strongly encourage our customers to contact us directly if they have questions about their account.”

Illinois American Water customers can access their account information at www.illinoisamwater.com.

About Illinois American Water – Illinois American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and wastewater services to approximately 1.3 million people. American Water also operates a quality control and research laboratory in Belleville. With a history dating back to 1886, American Water (NYSE:AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,400 dedicated professionals who provide regulated and regulated-like drinking water and wastewater services to more than 14 million people in 24 states. American Water provides safe, clean, affordable and reliable water services to our customers to help keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

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