



# INDIANA AMERICAN WATER

## Who we are

Indiana American Water provides reliable, safe and affordable water and wastewater **services to approximately 1.4 million Indiana residents in more than 50 communities.**

## Investing in Local Infrastructure

Indiana American Water invests more than \$150 million annually in system improvements and infrastructure – from replacing and lining aging water and wastewater pipelines, to **upgrading water and wastewater treatment plants, storage tanks, wells, pumping stations, fire hydrants, meters, filter systems and more.**



## Water Quality

Indiana American Water monitors and tests water at multiple points throughout our process of drawing it from its source, **treating it to meet or exceed drinking water standards and distributing it through our pipeline systems. The company has an exceptional leading track record in water quality and monitoring capabilities.** The source and quality of drinking water for each water system can be found in the company's annual Water Quality Reports, which are available online at [indianaamwater.com](http://indianaamwater.com) > Water Quality > Water Quality Reports. Search by ZIP code to find the report for the communities served in Indiana.

## Contact

Indiana American Water  
Customer Service Center:

**800-492-8373**

**Hours: 7 a.m.–7 p.m.**

For emergencies, we're  
available 24/7.



Check us out online  
[indianaamwater.com](http://indianaamwater.com)



INDIANA  
AMERICAN WATER

## State Regulatory Oversight

At Indiana American Water, we operate as a regulated utility, ensuring that any adjustments to rates undergo rigorous approval by the Indiana Utility Regulatory Commission. This meticulous process guarantees that our customers are charged fair prices for the high-quality service they receive. You can trust in our commitment to accountability and fairness in all aspects of our operations.

American Water recognizes the essentiality of our water and wastewater services and acknowledges the severity of cyber threats. Our company has always endorsed a “**safety and security approach**” to water and wastewater operations, and this persistence extends to cyber threats as well. We have taken several steps to help maintain the security of our systems and work with local, state, and federal government agencies to prepare for cyber threats.



## Customer Service

Our dedicated customer service representatives are available **Monday through Friday, from 7 a.m. to 7 p.m., to assist with water service, billing, and any inquiries.** For emergencies, our support is available 24/7.

For added convenience, customers can utilize MyWater, our user-friendly self-service website **where customers can easily view and pay their bills online, access their water usage history, and enroll in our automatic payment program.**

## Diversity & Inclusion

American Water is dedicated to creating a culture where **every employee feels included and diversity is valued at all levels.**

## Corporate Citizenship

Through consistent investments and the presence of numerous assets in each community, Indiana American Water often **stands as one of the largest taxpayers, actively supporting the initiatives of our municipal partners.** We take pride in our role as an engaged and responsible corporate citizen, dedicated to the well-being and prosperity of the communities we call home. To learn how our employees are involved in the community, visit News & Community on [indianaamwater.com](http://indianaamwater.com)

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