

Iowa American Water Suspends Non-Payment Service Shutoffs *Service to be restored to all customers regardless of ability to pay*

DAVENPORT, IA (March 20, 2020) – Iowa American Water has suspended the practice of shutting off water service due to non-payment in response to the COVID-19 pandemic. Service will also be restored to all customers whose service was previously discontinued due to nonpayment. This practice will remain in effect as long as the current public health crisis continues.

These decisions were made to ensure clean, safe, reliable water service for all customers during this public health crisis, and to assist those customers who may experience financial hardships during this crisis.

"Our priority is and has always been the well-being of our customers," said Iowa American Water President Randy Moore. "During this public health crisis, we must ensure everyone, especially the most vulnerable segments of our society, has access to clean, safe and reliable water service. We also hope to provide some relief for those customers who may experience financial hardships as a result of this public health emergency."

Iowa American Water is also taking steps to comply with all Centers for Disease Control guidelines on COVID-19 mitigation. Customers are able to pay their bills online at myaccount.amwater.com or call the customer service line at 1-866-641-2108. They can also pay their bills at any third-party payment center that may be in their area.

In addition to protecting its customers, Iowa American Water is prioritizing the health of its employees. The company has banned all work-related air travel. It has also mandated employees work from home other than certain essential personnel such as those who needed to ensure water treatment. In addition, the company will not participate in sponsored events and public gatherings consistent with CDC guidance. These restrictions will not affect Iowa American Water's financial commitment to the many nonprofits and causes it supports each year.

“These decisions were made in accordance with our commitment to our customers and employees and the recommendations of public health care officials,” President Moore said. “We hope these measures will bring some relief to those who may be affected by this crisis and contribute to the curtailment of the pandemic’s advance. Our thoughts are with our customers, employees and all those across the globe during this extraordinary time.”

COVID-19 and Water Quality:

Iowa American Water’s treatment processes are effective in removing harmful pathogens as required by law, including those of the Coronavirus family. Our water meets all federal and state drinking water standards and is safe to use.

For additional information about the coronavirus and drinking water, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

For additional information about the coronavirus, please visit:

- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

About Iowa American Water

Iowa 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 services to approximately 216,000 people. With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on Twitter, Facebook and LinkedIn.

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