



AMERICAN WATER

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## Service Line Replacement Program

*Dear Customers,*

Illinois American Water is in the process of an important service line review, analysis and replacement program in our Streator District. We are working closely with **Dillon Construction** and **Gonzales Engineering** on this program. Gonzales Engineering and Illinois American Water have been communicating with impacted customers by phone, certified letter, or in-person. If it is determined that your service line should be replaced, it will be done at no cost to the customer and the work will be done only with written approval of the customer. If you would have any questions about this program or related communications, please contact me directly at 815.672.4557 or e-mail me at [Jon.Mase@amwater.com](mailto:Jon.Mase@amwater.com).

Thank you.

Jon Mase  
Operations Superintendent, Streator District