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Iowa American Water Begins Meter Upgrade Program in Clinton

Water Company hires Keystone Utilities Systems to complete meter replacement work by year's end.

CLINTON, IA (March 4, 2016) Iowa American Water announced today it will complete a water meter upgrade program in Clinton during 2016. The Company is partnering with Keystone Utilities Systems to complete the work that will upgrade remaining touch pad meters that are primarily mounted to the exterior of a premise to automated meter reading devices that gather readings remotely as workers drive through a neighborhood.

Customers who are due for a meter upgrade will be notified by Iowa American Water or Keystone Utilities Systems. There is no charge to customers for the upgrade which requires Keystone Utilities Systems to gain access to the customer's inside water meter to complete the 15-30 minute replacement.

"We want to thank our Clinton customers in advance for their cooperation with this important project that will provide more efficient meter reading through advanced technology and eliminate estimated meter readings which ultimately provides enhanced service to our customers," said Gerry Freudenberg, operations superintendent in Clinton.

Customers receiving notification that their meter is due for an upgrade can schedule their appointment by calling Keystone Utilities Systems at 1-877-587-2279 between 8 a.m. – 4 p.m. CDT or e-mail office@KeystoneUtilities.com.

Keystone Utilities Systems' employees will have an American Water photo ID badge and will drive a vehicle with a Keystone Utilities Systems' logo. If in doubt, please contact Keystone Utilities Systems at 1-877-587-2279 to verify an employee's identity before allowing them access to your home.

Customers with questions about the program can also call Iowa American Water's Customer Service Center at 1-866-641-2108 between 7 a.m. – 7 p.m.

About Iowa American Water

Iowa American Water, a subsidiary of American Water Works Company, Inc. (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water services to approximately 200,000 people. American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. Marking its 130th anniversary this year, the company employs 6,700 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. More information can be found at www.amwater.com.

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