

# WHEN EMERGENCIES STRIKE

## Can we reach you quickly?

**Indiana American Water is now using CodeRED**, a high-speed mass notification system to keep customers and non-customer residents in its service areas informed about water-related emergencies.

This new communication tool will provide you with:

### EMERGENCY ALERTS

- Boil water advisories
- Main breaks
- Water conservation requirements
- Other major events impacting service

### NON-URGENT NOTIFICATIONS

- Planned service outages
- Local hydrant flushing
- Low-pressure events
- Major traffic impacts



With the recent addition of the CodeRED mass notification system, Indiana American Water is using this tool to communicate with **customers and non-customer residents** via phone, text and email when the need arises.

#### Customers



Indiana American Water customers who have accounts with us can update their contact information and preferred ways to receive information at My H2O Online at [www.amwater.com/myh2o](http://www.amwater.com/myh2o) or by calling (800) 492-8373.

#### Non-Customers



If you use Indiana American Water but do not have an account in your name, such as if you are an apartment or mobile home resident, visitor to the area, or business where the primary point of contact may be located in another area or part of the state, you may still be affected by service impacts. Sign up for alerts by downloading the CodeRED Mobile Alert App or signing up online at <https://public.coderedweb.com/cne/en-US/BFB7CC4C6C0A>.

### Now There's an App for That!

The CodeRED Mobile Alert app gives Indiana American Water and other agencies the ability to communicate with residents and visitors within a specific geographic area by using the location of their smart phones. The app can also provide real-time emergency, community, missing person, and severe weather alerts to users within the impacted area.

If you want to receive CodeRED alerts based on your location, even when you're traveling, download the free CodeRED Mobile Alert app at [www.ecnetwork.com/coderedmobilealert](http://www.ecnetwork.com/coderedmobilealert), the App Store or Google Play.

If you don't have a smart phone, you can still sign up to receive alerts via phone or email by visiting the **CodeRED Community Notification Enrollment site** at <https://public.coderedweb.com/cne/en-US/BFB7CC4C6C0A>.

**ATTENTION LANDLORDS:** Our phone alert system is only able to contact customers who have an account with Indiana American Water. Be sure to pass this communication along to your tenants and to use your normal communication tools to let them know when emergencies occur. We appreciate your help with distributing this information to your tenants and encouraging them to sign up to receive CodeRED alerts.

