



IMPORTANT NOTICE ABOUT YOUR WATER SERVICE & LEAD

Dear Illinois American Water Customer:

Today, we replaced all or a portion of the service line at your property in accordance with Illinois HB3739 because it contained lead or galvanized pipe. This packet includes critical information related to replacement of your service line. It is important that you read this information. One of the most important next steps you can take is to thoroughly flush your household plumbing and clean faucet aerators to remove any particles that may have come loose during replacement in case they contain lead. Instructions on how to properly flush your plumbing are enclosed. It is important to follow the instructions carefully, especially the length of time required for the flush – 30 minutes may seem like a long time, but that amount of time is based on industry standards such as those recommended by the American Water Works Association.

Replacement of a lead service line may result in a temporary increase in lead levels in drinking water. For that reason, Illinois American Water has provided you with a filter for use at your home. It is important you use the filter, following the instructions provided by the manufacturer, before drinking, cooking, making baby formula, filling pet bowls, or using appliances such as ice makers and filtered water dispensers. The water filter provided is good for six months of typical water use. We will be contacting you in three months to sample the water at your home. Customers can learn more about pitcher filters at illinoisamwater.com/leadfacts.

If you would like to order replacement filters, please scan this QR code. It is important that you use the filter as instructed. According to the U.S. EPA, exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems, or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.



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Providing safe, reliable water service is our top priority. Illinois regularly tests for lead in accordance with regulatory requirements. Results of these tests are included in your annual Water Quality Report, which is available online. In addition, we take steps to reduce the potential of lead leaching from service lines and household plumbing into the water. We do this by managing the pH levels in the water leaving our treatment facilities and adding a corrosion inhibitor where needed. To learn more, visit us online at illinoisamwater.com/leadfacts.

If you have any questions about these materials, please contact our Customer Service Center at **800-422-2782**.

Illinois American Water

SPANISH/ESPAÑOL

Este aviso contiene información importante sobre su servicio de agua y puede afectar sus derechos. Le recomendamos que traduzca este aviso en su totalidad para un idioma que comprenda o consulte a alguien que comprenda el contenido de este aviso antes de tomar cualquier decisión que pueda ser necesaria en virtud del mismo.

PORTUGUESE/PORTUGUÊS

Este aviso contém informações importantes sobre seu serviço de água e pode afetar seus direitos. Recomendamos que traduza este aviso na totalidade para um idioma que você consiga entender ou que fale com alguém que entenda o idioma do aviso antes de tomar qualquer decisão que possa ser necessária em virtude deste aviso.

GUJARATI/ગુજરાતી

આ સૂચનામાં આપની પાણીની સેવા વધી મહત્વપૂર્ણ માહિતી સમાવિષ્ટ છે અને તે આપના અધિકારોને અસર કરી શકે છે. અમે ભલામણ કરીએ છીએ કે આપ આ નોટીસ સંપૂર્ણ રીતે આપ સમજા છો તે ભાષામાં અનુવાદિત કરો અથવા આ સૂચના હેઠળ જરૂરી હોય તેવા કોઈપણ નરિણાઓ લેતા પહેલા તેને સમજતા હોય તેવી કોઈ વ્યક્તિ સાથે વાત કરો.

HINDI/हिन्दी

इस नोटिस में आपकी जल सेवा के बारे में महत्वपूर्ण जानकारी है और यह आपके अधिकारों को प्रभावित कर सकती है। हम सलाह देते हैं कि आप इस नोटिस के तहत आवश्यक कोई भी नरिणय लेने से पहले इस नोटिस का पूरी तरह से उस भाषा में अनुवाद करें जिस आप समझते हैं या किसी ऐसे व्यक्ति से बात करते हैं जो इसे समझता है।

ITALIAN/ITALIANO

Questo avviso contiene informazioni importanti sul servizio idrico e può influire sui Suoi diritti. Le consigliamo di tradurre questo avviso nella sua interezza in una lingua a Lei comprensibile o di parlarne con qualcuno che lo comprenda prima di prendere qualsiasi decisione richiesta ai sensi del presente avviso.

KOREAN/한국어

이 통지에는 수도 서비스에 대한 중요한 정보가 포함되어 있으며 귀하의 권리에 영향을 미칠 수 있습니다. 본 통지에 따라 요구될 수 있는 결정을 내리기 전에 이 통지 전체를 귀하가 이해하는 언어로 번역하거나 이를 이해하는 사람과 대화할 것을 권장합니다.

POLISH/POLSKI

Niniejsze powiadomienie zawiera ważne informacje dotyczące usług wodociągowych i może mieć wpływ na prawa użytkownika. Zalecamy przetłumaczenie niniejszego powiadomienia w całości na zrozumiały język lub porozmawianie z kimś, kto je rozumie, przed podjęciem jakichkolwiek decyzji, które mogą być wymagane zgodnie z niniejszym powiadomieniem.

TAGALOG

Ang pabatid na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong serbisyo ng tubig at maaaring makaapekto sa inyong mga karapatan. Inirerekomenda namin na isaling-wika ninyong ang pabatid na ito sa kanyang kabuuan sa isang wika na naiintindihan ninyong o makipag-usap sa isang tao na nakakaintindi nito bago magsagawa ng anumang desisyon na maaaring iatas ng pabatid na ito.

TRADITIONAL CHINESE/繁體中文

本公告包含有關您的供水服務的重要資訊，可能會影響您的權利。我們鼓勵您將本公告全文翻譯成您能理解的語言或與能夠理解該語言的人士討論，然後再根據本公告做出任何可能要求的決定。

GERMAN/DEUTSCH

Diese Mitteilung enthält wichtige Informationen über Ihre Wasserversorgung und kann Ihre Rechte betreffen. Wir empfehlen Ihnen, diese Mitteilung vollständig in eine Sprache zu übersetzen zu lassen, die Sie verstehen, oder mit jemandem zu sprechen, der sie versteht, bevor Sie Entscheidungen treffen, die aufgrund dieser Mitteilung erforderlich sein könnten.

العربية/ARABIC

يحتوي هذا الإشعار على معلومات مهمة حول خدمة المياه الخاصة بك وقد يؤثر على حقوقك. نوصيك بترجمة هذا الإشعار بالكامل إلى لغة تفهمها أو التحدث إلى شخص يفهمه قبل اتخاذ أي قرارات قد تكون مطلوبة بموجب هذا الإشعار.

فارسی/FARSI

این اعلامیه حاوی اطلاعات مهمی در مورد خدمات آب شما است و ممکن است بر حقوق شما تأثیر بگذارد. توصیه می‌کنیم قبل از تصمیم‌گیری که ممکن است تحت این اعلان لازم باشد، این اعلامیه را به طور کامل به زبانی که می‌فهمید ترجمه کنید یا با فردی که آن را درک می‌کند صحبت کنید.

WHAT TO DO AFTER YOUR LEAD SERVICE LINE HAS BEEN REPLACED

Today, we replaced all or a portion of the service line at your property because it contained lead or galvanized pipe. Your household plumbing will need to be flushed to remove any sediment or debris like pipe scale that may have come loose during replacement.

Please follow these important instructions regarding immediate and maintenance flushing, as well as use of the pitcher filter we provided.

IMMEDIATE WHOLE HOUSE FLUSH

BEFORE you consume tap water or use hot water, flush your household plumbing. Consuming includes drinking, cooking, making baby formula, filling pet bowls or using appliances requiring water, such as icemakers and filtered water dispensers.

1. Find the closest **cold water** tap to where the water line comes into the home (such as an outside hose bib or laundry/utility sink). If using an outside faucet, please use a hose to safely direct water away from your home. **If applicable:** Remove the faucet aerator and bypass any home water treatment unit(s), per manufacturer's instructions.
2. Fully open the cold water tap and let the water run for **at least 30 minutes**.

Next, flush the remainder of your household plumbing as follows¹:

3. Find all cold water faucets that will drain properly into a sink/basin, tub, shower or laundry tub, and remove any aerators and screens from the faucets that will be flushed. **If applicable:** Remove any filter devices.
4. Beginning in the lowest level of the home and working your way up, fully open the cold water taps throughout the home. Be sure to monitor all taps and drains to prevent overflows.
5. Let the water run for **at least 30 minutes** at the last tap you open on the top floor.
6. Turn off each tap starting with the taps on the top floor and work your way to the bottom floor. Clean and replace the aerators on faucets as you go.

Please note: Homeowners are responsible for their in-home plumbing. Plumbing fixtures like faucets, valves and solder can contain small amounts of lead. Flushing these types of fixtures can help reduce lead exposure. If you have concerns about the plumbing in your home, you will need to contact a licensed plumber.

USE THE PITCHER FILTER PROVIDED

Use the pitcher filter provided for all drinking water use, including cooking, for the next **6 months**. Replacing a lead service line has been shown to potentially cause temporary increases in lead levels. Using a pitcher filter designed to remove lead from drinking water can help reduce your overall exposure to lead. Please review the manufacturer's instructions on proper use of the filter and contact us if you need additional filter cartridges.

About 3 months after the service line replacement: We will send you a lead sample kit so we can get a better understanding of the quality of the water in your home. Please follow the instructions for collecting a sample so we can provide you with accurate information about the quality of your water and discuss appropriate next steps.

DAILY AND MONTHLY MAINTENANCE FOR 6 MONTHS

Other steps to help manage your potential exposure include:

- **DAILY (for 6 months):** Each morning or any time the water in the faucet has gone unused for more than 6 hours, flush your tap for **5 minutes** before using any water for drinking, cooking or making infant formula.
- **MONTHLY (for 6 months):** Remove and clean all faucet aerators. After 6 months, clean aerators twice a year.



ILLINOIS
AMERICAN WATER

WE KEEP LIFE FLOWING®

QUESTIONS?

Illinois American Water
Lead Team
314-882-4295
leadfreeil@amwater.com

FOR MORE INFORMATION

Illinois American Water meets all drinking water standards related to lead.

Basic information about lead, the steps we take – along with tips on what you can do – to reduce the potential for lead exposure can be found by visiting the resources listed below.

RESOURCES

Illinois American Water
Scan the QR code or visit illinoisamwater.com/Leadfacts.



USEPA's Safe Drinking Water Hotline
800-426-4791

National Lead Information Center
800-424-LEAD

¹ Source: American Water Works Association (AWWA)

REDUCING YOUR POTENTIAL EXPOSURE TO

LEAD AT HOME



The most common source of lead in tap water is from the customer's plumbing and their service line.

Providing safe, reliable water service is our top priority. We test and monitor for a wide range of contaminants, including lead.

While these tests indicate that lead is not an issue in the treated water leaving our facilities, lead levels might be detected at some properties due to corrosion of:

- **Lead service line**¹ serving older homes and buildings
- **Lead solder** in household plumbing installed before state adoption of the EPA lead ban in April 1986
- **Some faucets** manufactured prior to 2014

It might also be detected if sediment or debris, possibly containing lead, is released from a lead service line during repair projects, or a partial replacement of the lead service line serving your home is performed.

REDUCING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

- 1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than 6 hours, flush the tap with cold water for 30 seconds to 2 minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.
- 2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.
- 3. Routinely remove and clean all faucet aerators.**
- 4. Check to see if your interior plumbing or faucets contain lead and replace any that do.** Look for the "Lead Free" label when replacing or installing plumbing fixtures.
- 5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.
- 6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

WE'RE COMMITTED TO REPLACING LEAD¹ SERVICE LINES

Scan the QR code or visit illinoisamwater.com/leadfacts to learn how to identify your service line material. If your service line is made of lead, be sure to let us know.



HEALTH EFFECTS OF LEAD

According to the U.S. Environmental Protection Agency, exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, and kidney or nervous system problems.

¹ Galvanized lines that follow lead piping are also eligible for the replacement program.

FREQUENTLY ASKED Q AND A

IS LEAD IN WATER REGULATED?

Yes. The EPA's lead standard is an action level that requires treatment modifications if lead test results exceed 15 parts per billion (ppb) in more than 10 percent of first draw samples taken from household taps.

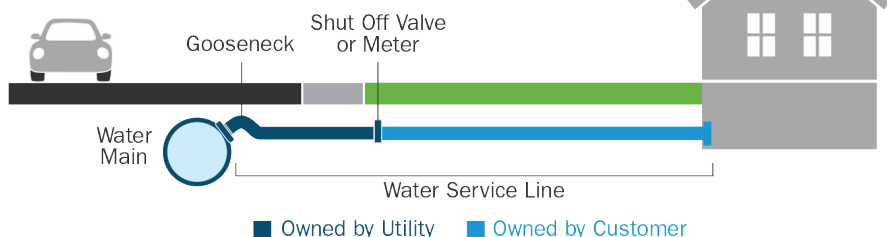
Illinois American Water tests for lead in accordance with regulatory requirements. Results of these tests are included in your annual Water Quality Report, which is available online (scan QR code to the right). In addition, we take steps to reduce the potential of lead leaching from service lines and household plumbing into the water. We do this by managing the pH levels in the water leaving our treatment facilities and adding a corrosion inhibitor where needed.

DOES THAT MEAN I DO NOT HAVE LEAD IN MY WATER?

Not necessarily. You might have lead in your drinking water if your service line, household plumbing or fixtures contain lead. Lead test strips that test for the presence of lead in plumbing are available at hardware stores.

Homes built before 1930 are more likely to have lead plumbing systems. Lead pipes are dull grey color and scratch easily revealing a shiny surface. If your house was built before April 1986, you are more likely to have lead-soldered joints on copper piping. Lead solder is a silver or grey color. If you do, the chance of the lead leaching into your drinking water is greater when water has been standing in the pipes for many hours or overnight.

Utility-owned vs. Customer-owned Portion of the Service Line



Please note: This diagram is a generic representation. Variations may apply.

HOW CAN I TELL IF MY WATER CONTAINS LEAD?

You can have your water tested for lead. Since you cannot see, taste or smell lead dissolved in water, testing is the only sure way of knowing.

SHOULD I FLUSH MY FAUCETS EVERY MORNING BEFORE USING IT TO DRINK OR PREPARE FOOD?

Yes. See Reducing Your Potential Exposure on the opposite side.

WATER QUALITY REPORTS ONLINE

Scan the QR code to view a copy of your annual water quality report.



GETTING YOUR WATER TESTED FOR LEAD

Illinois American Water does not provide testing for lead for individual customers who request it. Customers can choose to have their water tested at their cost at a certified laboratory.



To learn more about lead in drinking water, scan the QR code.

FOR MORE INFORMATION

Scan the QR code or visit:
illinoisamwater.com/leadfacts

For more information on drinking water standards:
Contact the EPA Hotline at 1-800-426-4791

For more information on reducing lead exposure around your home/building and the health effects of lead:
Visit USEPA's website at www.epa.gov/lead