

IMPORTANT NOTICE ABOUT YOUR WATER SERVICE & LEAD

Dear Illinois American Water Customer:

We are contacting you in compliance with Illinois HB3739, which is Illinois legislation related to the removal of lead materials within community water systems. While the use of lead within a water system does not mean your water service is impacted, Illinois American Water is committed to upgrading our system to deliver the best service possible to our customers.

This packet includes critical information about our efforts to replace lead within the local water system, including lead service lines in both our system and for homeowners. Please read the information in full. More information can also be found on our website at illinoisamwater.com/leadfacts.

Rest assured, Illinois American Water holds water quality and safety paramount and takes critical steps during the water treatment process to reduce the potential for lead to leach from pipes into the water. This is accomplished by adding a corrosion inhibitor to the water leaving treatment facilities, where needed. **Illinois American Water meets all drinking water standards.**

If you have any questions about these materials, please call 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 a 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 વધિ મહત્વપૂર્ણ માહિતી સમાવષ્ટિ છે અને તે આપના અધિકારોને અસર કરી શકે છે. અમે લલામણ કરીએ છીએ કે આપ આ નોટીસ સંપૂર્ણ રીતે આપ સમજા છો તે ભાષામાં અનુવાદિત કરો અથવા આ સૂચના હેઠળ જરૂરી હોય તેવા કોઈપણ નર્ણયો 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 नर्णय 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 ninyo ang pabatid na ito sa kanyang kabuuan sa isang wika na naiintindihan ninyo 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.

FREQUENTLY ASKED QUESTIONS

WHY SHOULD I PARTICIPATE IN THIS PROGRAM?

Your decision to replace an old lead service line is an important one. In August 2021, the state of Illinois enacted legislation for all water service providers to replace utility-owned and customer-owned lead service lines and certain galvanized service lines, and we're committed to replacing these types of service lines. The U.S. Centers for Disease Control (CDC) and the U.S. Environmental Protection Agency (EPA) recommend replacing the entire lead service line rather than only replacing a portion of the line. Because replacing only a portion of the lead service line can potentially increase the exposure to lead through drinking water, all lead portions of the service line should be replaced.

WHAT IS INCLUDED IN THE REPLACEMENT?

This includes replacement of any lead portions of the water service line from the water main to a valve inside your house (limited up to 5 feet inside your house). If there is no existing valve, we will install one as needed.

MY HOUSEHOLD PLUMBING IS LEAD. WILL YOU REPLACE THAT AS WELL?

No, this project will only replace lead water service lines from the water main to the first valve within your household, up to 5 feet.

WILL YOU COVER ANY COSTS IF I REPLACE MY LEAD SERVICE LINE SOONER OR LATER THAN YOUR PLANNED PROJECT?

At this time, this program is only offered while we are upgrading our water infrastructure. If you decide to replace your service line prior to or after our planned project, we cannot guarantee that we could cover the costs. Customers always have the option of replacing their portion of the service line through their own contractor at their own expense, not reimbursed by the company. In these cases, it's very important for the homeowner and/or their plumber to contact us ahead of time.

DO I NEED TO BE HOME?

You will need to be home for part of the work. To remove the entire lead service line, we will need to access your existing customer-owned service line as it enters your house. You also will need to be home to flush your plumbing after the work is completed.

WILL MY WATER SERVICE BE TURNED OFF DURING THIS WORK?

A short, temporary disruption in water service may occur as we transition from the old lead service line to the new service line. We will make every effort to minimize any disruption.

WHY DO I NEED TO FLUSH MY HOUSEHOLD PLUMBING AFTER THE SERVICE LINE IS REPLACED?

Flushing of your household plumbing can remove any debris or pipe scale that may have broken loose during construction. Pipe scale may contain lead, so it is important to flush it out.

IF I CHOOSE TO PARTICIPATE, WHEN CAN YOU SCHEDULE THIS WORK?

We need to perform this work as we are upgrading the water infrastructure in your area. We will contact you to schedule a time that works best.

CAN I USE A FILTER TO REMOVE LEAD INSTEAD OF REPLACING THE LEAD SERVICE LINE?

Using filters rated to remove lead can be effective if properly maintained. Removing the entire lead service line will remove a source of lead and help reduce your potential exposure to lead in drinking water. U.S. EPA recommends using a pitcher filter for drinking water for six months after a lead service line replacement to reduce the potential exposure to lead, which we supply to our customers at no cost following a lead service line replacement.

WHAT STEPS CAN I TAKE TO REDUCE MY EXPOSURE TO LEAD?

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. Replace any lead service lines.** If you have a lead service line, replace it.
- 2. 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.
- 3. 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.
- 4. Routinely remove and clean all faucet aerators.**
- 5. 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.
- 6. 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.
- 7. 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.

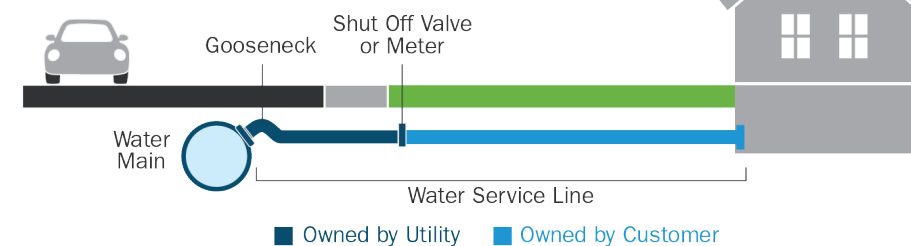


IMPORTANT NOTICE ABOUT YOUR WATER SERVICE AND LEAD

Illinois American Water will be upgrading the water infrastructure in your area in the near future. While we're there, if the utility-owned or customer-owned portion of the service line (see diagram) is made of lead¹, we'll work with you to replace it. Best of all, we'll cover a portion, and in most cases all, of the costs to replace your lead service line.

REPLACING LEAD SERVICE LINES HELPS MANAGE THE RISK OF POTENTIAL EXPOSURE TO LEAD IN DRINKING WATER.

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



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

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

INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.



ILLINOIS
AMERICAN WATER

WE KEEP LIFE FLOWING®

CONTACT US

PLEASE REVIEW THE ENCLOSED INFORMATION and contact us as soon as possible because we need your input on this important project impacting your water service.

PLEASE ALLOW US TO REPLACE YOUR SERVICE LINE AT THIS TIME IF IT'S MADE OF LEAD¹

Here's what to expect...



CONTACT US

Please contact the project manager at the number provided on the front page. We would like to explain the process and answer your questions.



WE'LL CHECK YOUR LINE

With your permission, we will check if your service line is made of lead.

For safety, this may involve us inspecting your service line where it enters your home and connects to your water meter. It also may involve obtaining a mark out of underground utilities and checking your home electrical system grounding.

In addition, we may need to dig a few small test pits over your existing service line to determine your service line material. The number and size of test pits may vary.



WE'LL LET YOU KNOW IF YOUR LINE IS LEAD

We will inform you if lead pipe is found.

And, if it is, we'll need your approval to replace it. Replacing the entire lead portion of the service line at this time can help you better manage your risk of potential exposure to lead in drinking water.



AGREE TO HAVE YOUR LEAD SERVICE LINE REPLACED

First, we'll meet with you to discuss the project specifics and how to prepare the work area.

Then, before we can proceed, the property owner must sign and return an agreement to allow our contractor to work on the property.



WE'LL REPLACE THE LEAD SERVICE LINE

Our contractor will install the new water service line. This generally can be done in one day.

Typically, there is up to a 4-hour interruption of water service while we perform the work. You may want to store a few gallons of water for drinking in preparation.

Any needed lawn, driveway or sidewalk restoration work may take additional days, but there's no need for you to be home while we complete the restoration.



FLUSH YOUR PLUMBING

Your household plumbing will need to be flushed to remove debris and any pipe scale that may have come loose during construction.

This step should be completed **BEFORE** you consume tap water or use hot water. This also is a good time to clean aerators.

We'll provide you with printed instructions for initial and ongoing maintenance flushing. Our contractor will coordinate with you to perform the initial flush.

It is very important to complete proper flushing following the replacement.



USE PITCHER FILTER/COLLECT A SAMPLE

When the work is completed, we will provide a pitcher filter rated to remove lead with replacement cartridges for you to use for the six months following replacement of your lead service line.

Three months after the service line replacement, we'll send you a postcard with information on how to arrange to have your water tested for lead at no additional cost to you. Your test results will be provided once they are available.

ABOUT LEAD

Illinois American Water tests for lead in drinking water at our treatment facilities and at representative sites in the distribution system, and we comply with drinking water standards.

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.

Note: We are not selling any services in this program.



LEARN MORE

- **ONLINE:** To learn more about lead, our lead service line replacement program or tips on what you can do to reduce the potential exposure to lead, scan the QR code or visit us online at illinoisamwater.com/leadfacts.
- **CONTACT US:** For questions about the service line replacement project in your area, contact the project manager provided on the front page. General questions about the program can be sent to leadfreeil@amwater.com.
- **FOR MORE INFORMATION ON DRINKING WATER IN GENERAL:** Call the USEPA's Safe Drinking Water Hotline at 1-800-426-4791.



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

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

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.

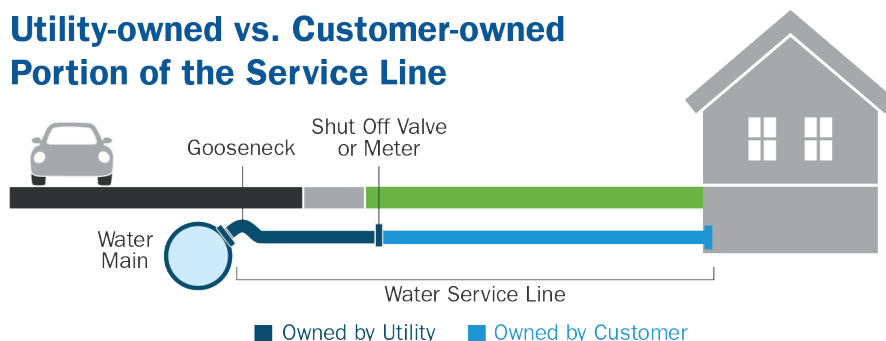
Homes built before 1930 are more likely to have lead plumbing systems. Lead pipes are dull grey color and scratch easily revealing a shiny surface. If your house was built before April 1986, you are more likely to have lead-soldered joints on copper piping. Lead solder is a silver or grey color. If you 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.

WATER QUALITY REPORTS ONLINE

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



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.

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

LEAD WATER SERVICE LINE REPLACEMENT



The Customer elects for the Company to replace the Customer’s lead or galvanized water service line:

CHECK HERE

The undersigned customer(s), whose name(s) appear in the signature block at the bottom of this page (the “Customer”) grants to Illinois-American Water Company (the “Company”) and to its approved contractors and/or subcontractors a license to enter upon the Customer’s property at the address shown below (“Property”) for the purpose of connecting the Customer’s residence to the Company water service line adjacent to the Property, at no cost to the Customer.

PROPERTY ADDRESS: _____ City _____ State _____ Zip _____

The Customer represents that the Customer is/are the sole owner(s) of the Property at the address shown above and has/have sole authority to agree to this License.

The term of this license shall be six (6) months following the date set forth below.

The Company or its approved contractors and/or subcontractors will replace the Company service line from the water main to a Company meter or valve installation (“Installation”) at the Customer’s Property line at no cost to the customer. The Company will determine the location of the Installation. The Company’s service line and the Installation will be owned and maintained by the Company.

The Company or its approved contractors and/or subcontractors will install a Customer connecting line from the Installation to the Customer’s residence. Be present during construction, or designate somebody else at least 18 years old to be present. The Customer connecting line is currently and will continue to be owned and maintained by the Customer.

CUSTOMER ACKNOWLEDGES THAT IF ANY UPGRADES TO THE CUSTOMER’S INTERNAL PLUMBING ARE REQUIRED, IT WILL BE AT THE SOLE COST OF THE CUSTOMER. THIS INCLUDES, BUT IS NOT LIMITED TO, ANY REQUIREMENT BY A GOVERNMENTAL ENTITY TO MEET APPLICABLE PLUMBING CODE(S).

Upon completion of the work necessary to effect the new connection, the Company will restore the Customer’s Property as nearly as practicable to its former condition. The Company warrants the workmanship of its installation of the Customer service line for a period of 12 months following the date set forth below, with the Company’s liability limited to the cost of repairing or replacing the Customer service line.

THE CUSTOMER ACKNOWLEDGES THAT THE CUSTOMER HAS RECEIVED THE “IMPORTANT NOTICE ABOUT YOUR WATER SERVICE AND LEAD” AND “LEAD” INFORMATION SHEETS PROVIDED BY THE COMPANY.

IN CONSIDERATION FOR PERFORMING THE WORK TO INSTALL THE CUSTOMER SERVICE LINE AT THE COMPANY’S COST AND THE COMPANY’S AGREEMENT TO PROVIDE A 12-MONTH LIMITED WORKMANSHIP WARRANTY, THE CUSTOMER AGREES TO INDEMNIFY, RELEASE AND HOLD HARMLESS THE COMPANY AND ITS AFFILIATES AND AGENTS FROM AND AGAINST ALL CLAIMS, LIABILITY AND COSTS (“CLAIMS”) RESULTING FROM ACTS AND OMISSIONS OF THE COMPANY AND/OR ITS APPROVED SUBCONTRACTORS IN INSTALLING THE CUSTOMER SERVICE LINE.

CUSTOMER

Signature _____

Signature _____

Print Name _____

Print Name _____

Date _____

Date _____

Email _____

Email _____

Phone _____

Phone _____

ILLINOIS-AMERICAN WATER COMPANY

Signature _____

Print Name _____

Date _____

Phone _____

PLEASE RETURN TO:

LEAD WATER SERVICE LINE REPLACEMENT



The Customer does NOT elect for the Company to replace Customer's lead or galvanized water service line: CHECK HERE

Customer Acknowledgement

The undersigned customer(s), whose name(s) appear(s) in the signature block shown below (the "Customer"), who receives water service provided by the Company to the residence at the Property address listed below, acknowledges that the Customer has been informed by the Company that the Customer-owned water service line is made of lead pipe. The Customer acknowledges that it elects not to permit the Company to replace the Customer-owned water service line. The Customer acknowledges that it has received and read the "Important Notice About Your Water Service and Lead," "Lead," and "Flushing After Partial Replacement" information sheets provided by the Company.

PROPERTY ADDRESS: _____ City _____ State _____ Zip _____

CUSTOMER

Signature _____

Signature _____

Print Name _____

Print Name _____

Date _____

Date _____

Email _____

Email _____

Phone _____

Phone _____

PLEASE RETURN TO: