



2023 Annual
**WATER QUALITY
REPORT**

LINCOLN
PWS ID: IL1075030

**QUALITY. ONE MORE WAY
WE KEEP LIFE FLOWING.**



**ILLINOIS
AMERICAN WATER**

WE KEEP LIFE FLOWING®

What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

Illinois American Water is committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-422-2782.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-422-2782.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau pab ntawm 1-800-422-2782.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-800-422-2782** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-800-422-2782** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-800-422-2782.

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-800-422-2782.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-800-422-2782.

TABLE OF CONTENTS

What is a Consumer Confidence Report	2
A message from our President	3
Mark of Excellence	4
About Your Drinking Water Supply	5
What are the Sources of Contaminants?	6
Protecting Your Drinking Water Supply	7
About Lead	8
Determining Your Service Line Material	9
Important Information About Your Water	10-11
Water Quality Results	12
Definitions of Terms Used in Document	13
Water Quality Results: Detailed Charts	14-17
About Us	18
Contact Us	19

A message from Illinois American Water's President

Dear Illinois American Water Customer,

I am proud to report that water provided to you directly by Illinois American Water during 2023 met all quality and regulatory standards. Our team takes great pride in the role we play to provide quality water and quality service to you and your community.

Safe, reliable drinking water is a key, everyday ingredient for your morning coffee, meals, showers, gardens, household chores and more. It is an important tool for local firefighters, manufacturers, hospitals, medical treatment facilities and small business owners. This is why delivering high-quality, reliable water service to keep life flowing remains our top priority.

This 2023 Consumer Confidence Report is a testament to our continued commitment to quality water. I hope our dedication to you shines through in this report detailing the source and quality of your drinking water in 2023. I am proud of our dedicated employees who work tirelessly to deliver quality water and service to you, our valued customers.

A few important facts:

- We monitor and test your water not only at our water treatment plants but at multiple points throughout our water systems in a community. We test for about 100 regulated contaminants as required by Illinois Environmental Protection Agency and federal drinking water standards.
- Statewide, we continue to invest strategically in the water and wastewater infrastructure of the communities we serve in Illinois. These investments focus on water quality, water pressure, system security and service reliability for our customers. Our plan calls for \$421 million in water system infrastructure improvements and \$136 million in sewer system infrastructure improvements to be made over two years, from January 2024 to December 2025.
- Investments include the replacement of approximately 44 miles of aging water and wastewater pipelines and the upgrading of storage tanks, wells, pumping stations, hydrants, meters, wastewater plants, and more across the state. This includes an ongoing replacement of lead water service lines across the state as well as improvements to water treatment facilities.

We are proud to be your local water company.

We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Sincerely,

Rebecca Losli, P.E.
President, Illinois American Water

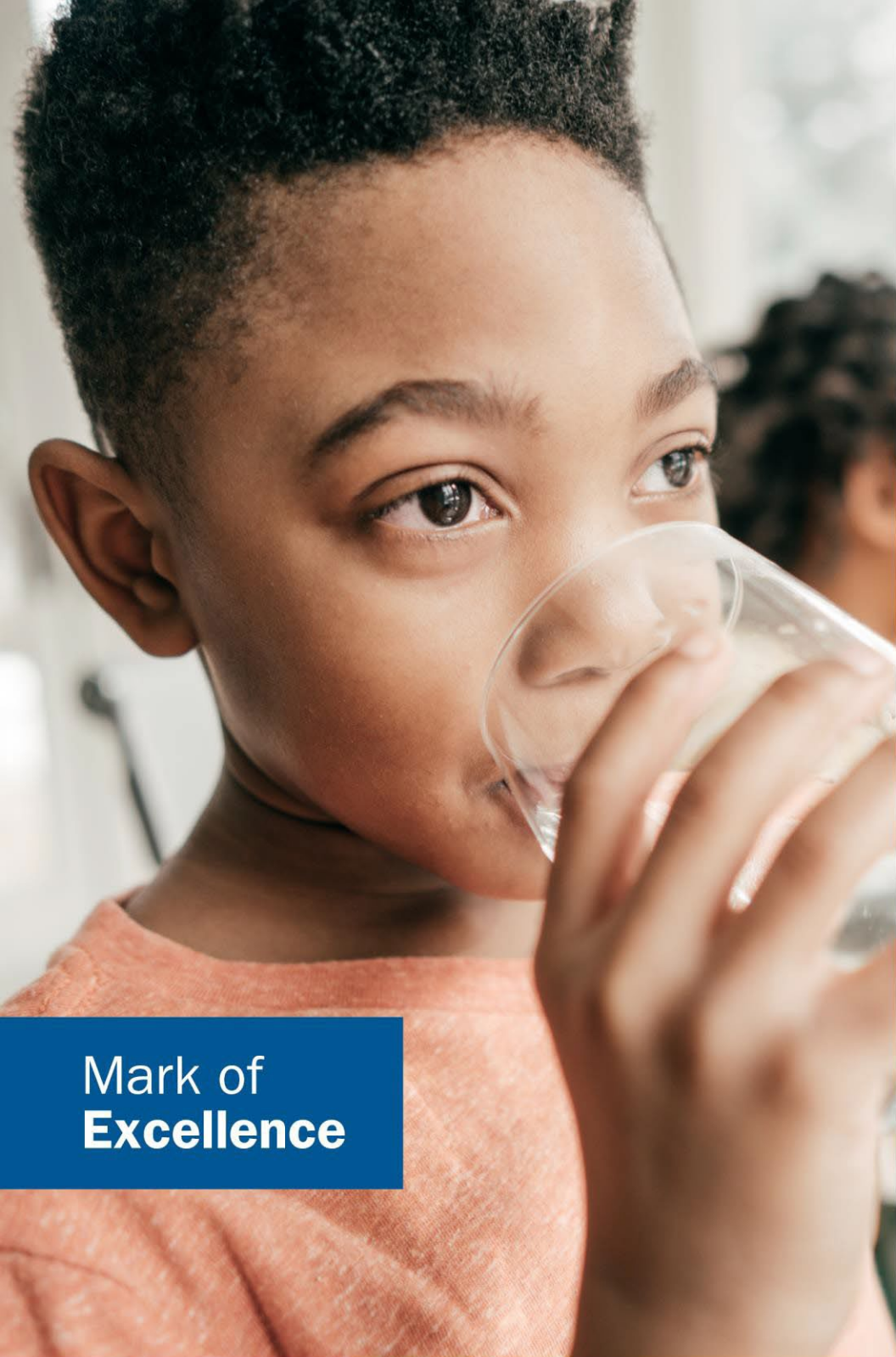


This report contains Important Information about your drinking water. Translate It or speak with someone who understands it at (800) 422-2782, Monday-Friday, 7 a.m. to 7 p.m.



ATTENTION: Landlords and Apartment Owners

Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.



Mark of
Excellence



EVERY STEP OF THE WAY.

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. American Water is recognized as an industry leader in water quality and works cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



WATER QUALITY. DOWN TO A SCIENCE.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Illinois American Water invests in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested approximately \$284 million to improve our water and wastewater treatment and pipeline systems.**

About Your Drinking Water Supply

WHERE YOUR WATER COMES FROM

Illinois American Water's Lincoln District source water is groundwater. Several wells draw water from the Mahomet Teays Valley Aquifer.

Due to local agricultural influence the herbicide atrazine sometimes occurs at levels well below the maximum contaminant level, or MCL. Levels are monitored frequently to ensure that they remain low. The community's source water is susceptible to IOC, VOC, and SOC contamination although no detection of any quantifiable levels of VOCs were detected in the finished water. The susceptibility determination is based on the location of potential sources of contamination, as well as agricultural and non-agricultural land use, within the recharge areas of the facility's wells. However, as a result of monitoring conducted at the wells and entry point to the distribution system, the land use activities and source water protection initiatives by the city, risk to the Illinois-American Water Company Lincoln water supply's source water has been reduced. Through a cooperative effort between the water company, the City of Lincoln, and the Illinois Environmental Protections Agency (IEPA), a local zoning ordinance establishes protective "setback zones" of 1,000 feet around the wells. The US Department of Agriculture has also partnered with landowners to dedicate the ground within the setback zones for non-agricultural use.

The IEPA has completed a source water assessment for this system and a copy is available upon request by calling Heather Weckley Sr Supervisor Water Quality at 309-419-0985. To view a summary version of the completed Source Water Assessments, including: Importance of Source Water; Susceptibility to Contamination; Determination and documentation /recommendation of Source Water Protection Efforts, you may access the IEPA website at <http://dataservices.epa.illinois.gov/swap/factsheet.aspx>

DID YOU KNOW?

that easy-to-fix water leaks account for nearly 1 trillion gallons of water wasted each year in U.S. homes? In fact, the average household leaks nearly 10,000 gallons of water per year, or the amount of water it takes to wash 300 loads of laundry.

Many common household leaks are quick to find and easy to fix. Worn toilet flappers, dripping faucets, and leaking showerheads all are easily correctable and can save on your utility bill and water in your community.

Remember to look for the WaterSense label when purchasing plumbing products. WaterSense labeled products are independently certified to use at least 20 percent less water.



www.epa.gov/watersense



What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be

obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

SPECIAL HEALTH INFORMATION

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

Microbial Contaminants	such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
Inorganic Contaminants	such as salts and metals, which can be naturally occurring or may result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
Pesticides and Herbicides	which may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.
Organic Chemical Contaminants	including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also, come from gas stations, urban storm water runoff, and septic systems.
Radioactive Contaminants	which can be naturally occurring or may be the result of oil and gas production and mining activities.



Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

Report any spills, illegal dumping or suspicious activity to Illinois Environmental Protection Agency: <https://epa.illinois.gov/> or (217) 782-3397.

FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at illinoisamwater.com. If you would like to provide input on source water protection and related activities, please call 800-422-2782 and ask to be put in contact with the water quality source water protection lead.

WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply.

Here are a few of the efforts underway to protect our shared water resources:



Community Involvement: We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



Environmental Grant Program: Each year, we fund projects that improve water resources in our local communities.



Pharmaceutical Collection: We sponsor drop box locations across the Commonwealth for residents to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies.



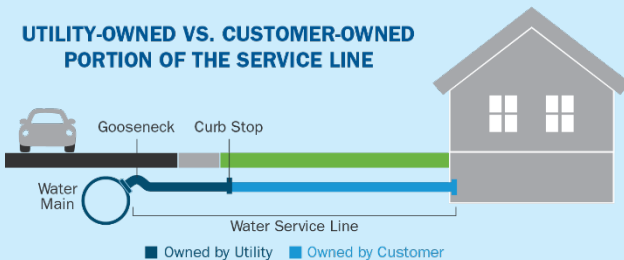
Protect Our Watersheds Art Contest: Open to third, fourth, and fifth graders, the contest encourages students to use their artistic skills to express the importance of water service.

We also take a green approach to our operations. We recycle to reduce waste, use solar to generate power, partner with farmers to apply residuals and biosolids, and more.

About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



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

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

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

MINIMIZING 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.

CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-800-422-2782.



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 six hours, flush the tap with cold water for 30 seconds to two 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. 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.





Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

TYPES OF PIPE

	<ul style="list-style-type: none">• Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.
	<ul style="list-style-type: none">• Copper: The color of a copper penny.
	<ul style="list-style-type: none">• Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	<ul style="list-style-type: none">• Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.

YOUR SERVICE LINE MATERIAL

At Illinois American Water, providing safe, reliable water service is our top priority. In January 2022, the state of Illinois enacted legislation that requires all water providers to share with customers the material of the utility-owned and customer-owned service lines that lead to their property, notify customers with service lines that are lead or galvanized steel, and replace them.

To support this initiative, Illinois American Water has created an interactive map to help our customers learn or identify their service line material and the next steps they can take to support this initiative. To access the inventory map please visit <https://www.amwater.com/ilaw/Water-Quality/Lead-And-Drinking-Water/>

Please note if your service lines contain lead, it does not mean you cannot use water as you normally do. Illinois American Water regularly tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead. For added protection and to comply with the new legislation, we will be removing lead and lead/galvanized piping from service lines over time. For more information on lead in drinking water, please visit <https://www.amwater.com/ilaw/Water-Quality/Lead-And-Drinking-Water/>

Important Information About **Drinking Water**

IMPORTANT HEALTH INFORMATION

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

If you have any questions, please call Illinois American Water's Customer Service Center at (800) 422-2782.



Important Information About **Drinking Water**



PFAS

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Illinois American Water has performed sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to be better prepared as U.S. EPA is currently developing drinking water standards for six PFAS chemicals – PFOA (4 ppt), PFOS (4 ppt) and GenX, PFBS, PFNA, and PFHxS as a group using a Hazard Index of 1. For more information on the proposed PFAS drinking water standards, please visit <https://www.epa.gov/pfas>. Additionally, in 2023 we began testing our drinking water for 29 PFAS chemicals through our participation in the U.S. EPA Unregulated Contaminant Monitoring Rule program, or UCMR. Through the UCMR program, water systems collect data on a group of contaminants that are currently not regulated in drinking water at the federal level. U.S. EPA uses this information when deciding if it needs to create new drinking water limits.

The science and regulation of PFAS and other contaminants is always evolving, and Illinois American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

IL EPA established Health Advisory Levels for several PFAS analytes. For more information about PFAS health advisories <https://www2.illinois.gov/epa/topics/water-quality/pfas/Pages/pfas-healthadvisory.aspx>



American Water has a history of leading research to understand contaminants that can make their way through the environment. Our dedicated scientists work with leaders in the water community to develop methods to detect, sample, measure and address these contaminants. Because investment in research is critical to address PFAS, American Water actively assesses treatment technologies that can effectively remove PFAS from drinking water.

Lauren A. Weinrich, Ph.D.
Principal Scientist



Water Quality Results

WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2023, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2023. The Illinois Environmental Protection Agency allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

Definition of Terms

These are terms that may appear in your report.

Action Level (AL): The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, that a water system must follow.

Compliance Achieved: Indicates that the levels found were all within the allowable levels as determined by the USEPA.

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

LRAA: Locational Running Annual Average

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. See also Secondary Maximum Contaminant Level (SMCL).

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL): The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

MREM/year: Millirems per year (a measure of radiation absorbed by the body).

MFL: Million fibers per liter.

NA: Not applicable

ND: Not detected

Nephelometric Turbidity Units (NTU): Measurement of the clarity, or turbidity, of the water.

picocuries per liter (pCi/L): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

parts per billion (ppb): One part substance per billion parts water, or micrograms per liter.

parts per million (ppm): One part substance per million parts water, or milligrams per liter.

parts per trillion (ppt): One part substance per trillion parts water, or nanograms per liter.

RAA: Running Annual Average

Range of Detections: The range of individual sample results, from lowest to highest, that were collected during the sample period.

Secondary Maximum Contaminant Level (SMCL): Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

%: Percent

MEASUREMENTS

Parts Per Million



in a 10 gallon fish tank

Parts Per Billion



in a 10,000 gallon swimming pool

Parts Per Trillion



in 35 junior size Olympic pools

Water Quality Results

Illinois American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2022, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see previous page “Definition of Terms”.

HOW TO READ THIS TABLE (FROM LEFT TO RIGHT)

- Starting with **Substance (with units)**, read across.
- **Year Sampled** is usually in 2022, but may be a prior year.
- A **Yes** under **Compliance Achieved** means the amount of the substance met government requirements.
- **MCLG/MRDLG** is the goal level for that substance (this may be lower than what is allowed).
- **MCL/MRDL/TT/Action Level** shows the highest level of substance (contaminant) allowed.
- **Highest, Lowest or Average Compliance Result** represents the measured amount detected.
- **Range** tells the highest and lowest amounts measured.
- **Typical Source** tells where the substance usually originates.

Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.

LEAD AND COPPER

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90 th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	2023	1.3	1.3	1.619	12	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
Lead	2023	0	15	2	0	ppb	N	Corrosion of household plumbing systems; Erosion of natural deposits.

Regulated Contaminants

Disinfectants and Disinfection By-Products	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Chlorine	2023	1.8	0 - 2	MRDLG = 4	MRDL = 4	ppm	N	Water additive used to control microbes.
Haloacetic Acids (HAA5)	2023	24	10.7 - 27.1	No goal for the total	60	ppb	N	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM)	2023	32	15.6 - 41.8	No goal for the total	80	ppb	N	By-product of drinking water disinfection.

Inorganic Contaminants

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Fluoride	2023	0.75	0.68 - 0.75	4	4.0	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Manganese	2023	32	0 - 32	150	150	ppb	N	This contaminant is not currently regulated by the USEPA. However, the state regulates. Erosion of natural deposits.
Nitrate [measured as Nitrogen]	2023	1	0 - 1.26	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
Sodium	2023	12.7	12.2 - 12.7			ppm	N	Erosion from naturally occurring deposits. Used in water softener regeneration.

Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your health care provider.

UNREGULATED CONTAMINANT MONITORING RULE

Our system has sampled for a series of unregulated contaminants. Unregulated contaminants are those that don't yet have a drinking water standard set by EPA. The purpose of monitoring for these contaminants is to help EPA decide whether the contaminants should have a standard. As our customers, you have a right to know that these data are available. If you are interested in examining the results, please contact Heather Weekley at 309-419-0985 or Heather.Weekley@amwater.com. This notice is being sent to you by Illinois American Water. State Water System ID#: IL1075030 Date Distributed: May 2024

Unregulated Contaminants – 2023 Results

Parameter	Units	Year	Average Result	Range Detected	Typical Source
Perfluorobutanoic Acid (PFBA)	ppt	2023	116.6	0 to 233.2	PFAS are a group of synthetic chemicals used in a wide range of consumer products and industrial applications including: non-stick cookware, water-repellent clothing, stain resistant fabrics and carpets, cosmetics, firefighting foams, electroplating, and products that resist grease, water, and oil. PFAS are found in the blood of people and animals and in water, air, fish, and soil at locations across the United States and the world.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST

Parameter	Units	Year	Average Result	Range Detected	Typical Source
Total Haloacetic Acids	ppb	2019	12	9 to 14	By-product of drinking water disinfection
Total Haloacetic Acids - Br	ppb	2019	7.2	5.5 to 9.3	By-product of drinking water disinfection
Total Haloacetic Acids-UCMR4	ppb	2019	18	16 to 21	By-product of drinking water disinfection
Manganese*	ppb	2019	4.8	0 to 12	Naturally-occurring elemental metal; largely used in aluminum alloy production. Essential dietary element.

* Manganese has a Secondary MCL of 150 ppb.

PER- AND POLYFLUOROALKYL SUBSTANCES

Per- or polyfluoroalkyl substances (PFASs) are synthetic substances used in a variety of products, such as: stain resistant fabric, non-stick coatings, firefighting foam, paints, waxes, and cleaning products. They are also components in some industrial processes like electronics manufacturing and oil recovery. While the EPA has not developed drinking water standards for PFAS, Illinois American Water recognizes the importance of testing for these contaminants. Compounds detected are tabulated below, along with typical sources.

Follow up monitoring is being conducted. For more information about PFAS health advisories <https://www2.illinois.gov/epa/topics/water-quality/pfas/Pages/pfas-healthadvisory.aspx>

PERFLUORINATED COMPOUNDS

Parameter	Year Sampled	Units	Health-Based Guidance Level	Highest Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	2023	ppt	2	4.8	0 to 4.8	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance.
Perfluorohexanoic Acid (PFHxA)	2023	ppt	3,500	6.1	2.2 to 6.1	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance.
Perfluoroheptanoic Acid (PFHpA)	2023	ppt	NA	3.9	0 to 3.9	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance.

The health-based guidance levels are intended to be protective of all people consuming the water over a lifetime of exposure. It is important to understand that guidance levels are not regulatory limits for drinking water. Rather, the guidance levels are benchmarks against which sampling results are compared to determine if additional investigation or other response action is necessary.

Tier 1 Turbidity Single Exceedance

DRINKING WATER ALERT

Illinois American Water Lincoln has high turbidity levels

BOIL YOUR WATER BEFORE USING

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. A water sample taken March 5, 2024 showed turbidity levels of 2.9 turbidity units. This is above the standard of 1 turbidity units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.

What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for three to five minutes, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and food preparation until further notice
- *Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.* People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers.
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What happened? What is being done?

Due to a mechanical malfunction of a valve at the water treatment plant, the turbidity exceeded the 1turbidity unit limit. We are evaluating our valve operation to prevent this in the future. Turbidity has returned to appropriate levels.

For more information, please contact Rachel Bretz at Rachel.bretz@amwater.com or 300 N Water Works Drive Belleville IL 62223. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1(800) 426-4791.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by Illinois American Water Lincoln.

Water System ID#

IL 1075030

Date distributed

March 6, 2024

Tier 1 Turbidity Single Exceedance

DRINKING WATER ALERT

Illinois American Water Lincoln has high turbidity levels

BOIL YOUR WATER BEFORE USING

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. A water sample taken March 6, 2024 showed turbidity levels of 11.1 turbidity units. This is above the standard of 1 turbidity units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.

What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for three to five minutes, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and food preparation until further notice
- *Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.* People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers.
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This notice is being sent to you by Illinois American Water Lincoln.

Water System ID#

IL 1075030

Date distributed

March 7, 2024

* There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, the 1989 SWTR, and the 1998 IESWTR. Systems subject to the SWTR (both filtered and unfiltered) may not exceed 5 NTU. In addition, in filtered systems, using slow sand or diatomaceous earth filtration or other filtration technologies approved by the primacy agency must not exceed 1 NTU. For systems subject to the IESWTR (systems serving at least 10,000 people, using surface water or ground water under the direct influence of surface water), that use conventional filtration or direct filtration, after January 1, 2002 the turbidity level of a system’s combined filter effluent must not exceed 1 NTU at any time.

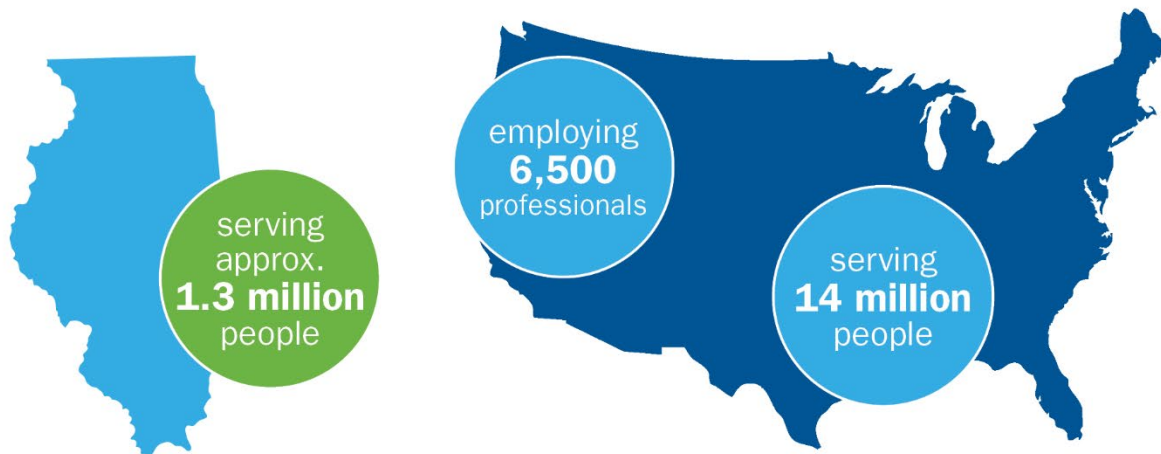
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About Us

Illinois American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and wastewater services to approximately 1.3 million people. American Water also operates a quality control and research laboratory in Belleville. For more information, visit illinoisamwater.com and follow us on Twitter, Facebook, and YouTube.

With a history dating back to 1886, **American Water (NYSE: AWK)** is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs approximately 6,500 dedicated professionals who provide regulated and regulated-like drinking water and wastewater services to an estimated 14 million people in 24 states. American Water provides safe, clean, affordable, and reliable water services to our customers to help keep their lives flowing.



ILLINOIS AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**
148 communities in
30 counties
- **PEOPLE SERVED**
Approximately 1.3 million people
- **EMPLOYEES**
Approximately 550
- **WATER TREATMENT FACILITIES**
Six surface water treatment plants,
34 active groundwater treatment
plants, and 139 well sources (average
daily delivery including surface water,
groundwater and purchased water is
113 million gallons per day (MGD))
- **MILES OF PIPELINE**
5,858 miles of water
and wastewater pipe
- **STORAGE AND TRANSMISSION**
122 water storage facilities;
254 water and wastewater pumping
stations
- **SOURCE OF SUPPLY**
55% surface water
35% groundwater
10% purchased water
- **PARTNERSHIP FOR
SAFE WATER AWARDS**
Seven Directors Awards

How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Illinois American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-800-422-2782.

WATER INFORMATION SOURCES

Illinois American Water
www.illinoisamwater.com

Centers for Disease Control and Prevention
www.cdc.gov

United States Environmental Protection Agency
<https://www.epa.gov/ground-water-and-drinking-water>

American Water Works Association
www.drinktap.org

Illinois Environmental Protection Agency (IEPA)
www.epa.illinois.gov

Safe Drinking Water Hotline: 800-426-4791
<https://www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline>

Envirofacts
Access to U.S. environmental data
<https://www3.epa.gov/enviro>

Surf Your Watershed
Locate your watershed and a host of information
<http://cfpub.epa.gov/surf/locate/index.cfm>

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-422-2782.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-422-2782.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-422-2782.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-800-422-2782.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-800-422-2782** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-800-422-2782** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-800-422-2782.

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-800-422-2782.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-800-422-2782.