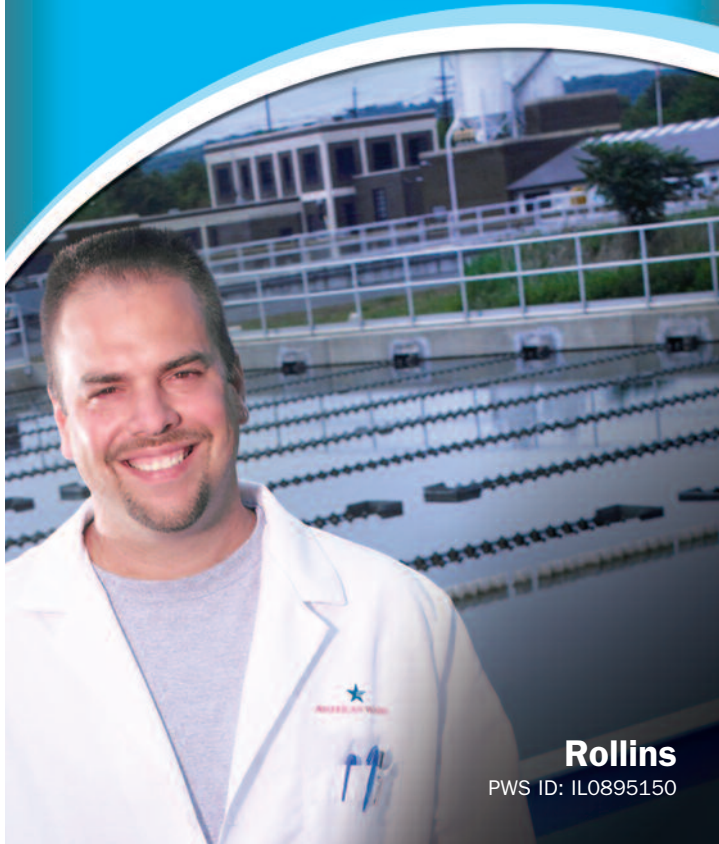


2008 Annual Water Quality Report



Rollins

PWS ID: IL0895150

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

A Message from Illinois American Water President

As a trusted leader in the industry, Illinois American Water places a strong emphasis on sharing information about the quality of the water we provide with our customers.

One way we do this is by reporting to you annually the results of our tests on the water we deliver to your home. Please review this Consumer Confidence Report (CCR), which outlines information applicable to your local water system for testing completed through December, 2008. You'll find that we provide water that surpasses or meets all federal and state water quality regulations. In fact, we often address regulations well before they go into effect.

Just as important, Illinois American Water makes the necessary investments to maintain and upgrade its facilities, so that we can deliver quality water directly to your tap 24 hours a day, seven days a week.

Our customers are our top priority, and we are committed to providing them with the highest quality drinking water and service possible now and in the years to come. In addition to this written report, you can view information about Illinois American Water and your water system on our website www.illinoisamwater.com. For more information or for more copies of this report relating to your drinking water, please contact Tom Chinske at 630-739-8849 or at thomas.chinske@amwater.com.

Sincerely,

*Karla Olson Teasley
President of Illinois American Water*

What is a Water Quality Report?

Illinois American Water issues a report annually describing the quality of your drinking water in compliance with state and United States Environmental Protection Agency (USEPA) regulations. The purpose of this report is to increase understanding of drinking water and raise awareness of the need to protect your drinking water sources.

At our state-of-the-art research laboratory in Belleville, Illinois, we conduct over 57,000 tests per year, checking drinking water quality at every stage of the water treatment and delivery process. In 2008, we conducted tests for hundreds of contaminants, all of which were federal and state maximum allowable levels. This report provides an overview of last year's (2008) water quality. It includes details about your water source and what it contains.

Source Water Information

The source of water for the Rollins community of our Chicago Metro District is groundwater. A single well draws water from an aquifer. An aquifer is a porous underground formation (such as sand or gravel) that is saturated with water.

Due to a favorable monitoring history, aquifer characteristics and inventory for potential sources of contamination, the Illinois Environmental Protection Agency (EPA) has granted Rollins a monitoring waiver that reduces the frequency of required monitoring for cyanide as well as volatile and synthetic organic chemicals.

The Illinois EPA has completed a source water assessment for this system and a copy is available. Based on the geologic characteristics of the well, the Illinois EPA has determined that the Rollins well is not susceptible to contamination.

Environmental Stewardship

Illinois American Water is committed to protecting the environment and our water resources to maintain water supply for future generations. A few of our community programs include:

Pharmaceutical disposal programs: As a member of the Illinois EPA's Medication Education Disposal Solution program, Illinois American Water collaborates with environmentalists, pharmacists, water utilities and healthcare providers to develop local pharmaceutical disposal programs. The group also works together to promote proper pharmaceutical disposal practices. To learn more or to find a disposal location near you, please visit <http://www.epa.state.il.us/medication-disposal/>.

Water conservation: Illinois American Water offers free National Theatre for Children programs for elementary schools to teach students about wise use of our water resources.

Environmental grant program: Our nation-wide environmental grant program presented 18 grants in 2008, totaling more than \$100,000 for programs that improve, restore and protect our watersheds.

About American Water

Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs more than 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in 32 states and Ontario, Canada.

Illinois American Water, a wholly owned subsidiary of American Water (NYSE:AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to more than 1.2 million people. We own and maintain approximately 4,393 miles of main, 284,743 water meters, and 28,317 hydrants in over 100 Illinois communities, from Cairo to the Chicago suburbs.

Questions?

To learn more about water quality, visit our website at: www.illinoisamwater.com. For questions or copies contact Tom Chinske, water quality supervisor, at thomas.chinske@amwater.com or at 630-739-8849.

Water Information Sources

- **Illinois American Water**
www.illinoisamwater.com
- **United States Environmental Protection Agency (USEPA)**
www.epa.gov/safewater
- **Safe Drinking Water Hotline:** 800-426-4791
- **Illinois Environmental Protection Agency (EPA)**
www.epa.state.il.us
- **Surf Your Watershed**
Locate your watershed and a host of information.
<http://cfpub.epa.gov/surf/locate/index.cfm>
- **Envirofacts**
Access to U.S. environmental data.
www.epa.gov/enviro

Substances Expected to be in Drinking Water

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

Substances 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, or 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, 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.

To ensure that tap water is of high quality, USEPA prescribes regulations limiting the amount of certain substances in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. Illinois American Water's advanced water treatment processes are designed to reduce any such substances to levels well below any health concern.

Radon

Illinois American Water has monitored for radon for years. Radon is a radioactive gas that has been linked to lung cancer. The contribution from drinking water is usually small compared to normal indoor levels. The Rollins well and finished water were sampled for radon in 2005. The finished water level was 140 pCi/L, less than the limit currently proposed by the United States Environmental Protection Agency (there is presently no Federal limit on radon in drinking water). For information on radon in indoor air, call your local health department or the National Radon Hotline at 1-800-SOS RADON.

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. Illinois 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>.

A Message For People With Severely Weakened Immune Systems

Cryptosporidium is a protozoan found in untreated surface waters throughout the United States (the organism is generally not present in a ground water source). Although filtration removes Cryptosporidium, the most commonly used filtration methods cannot guarantee 100% removal. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, people with severely weakened immune systems have a risk of developing life-threatening illness. We encourage such people to consult their doctors regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it is spread through means other than drinking water.

Special Health Information

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

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

USEPA/CDC (Centers for Disease Control and Prevention) 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.

How to Read the Data Tables

Illinois American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The monitoring results are reported in the data tables. While most monitoring was conducted in 2008, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting these tables, see the "Table Definitions" section and footnotes.

Table Definitions and Abbreviations

- **Action Level:** The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.
- **Amount Detected:** Unless otherwise noted in the footnotes, an average of all sample results for the year, or results from a single sample if only one was collected. If multiple entry points exist, the data from the entry point with the highest value is reported.
- **Compliance Achieved:** Indicates that the levels found were all within the allowable levels as determined by the EPA.
- **MCL (Maximum Contaminant Level):** 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.
- **MCLG (Maximum Contaminant Level Goal):** 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.
- **MRDL (Maximum Residual Disinfectant Level):** The highest level of disinfectant routinely allowed in drinking water. Addition of a disinfectant is necessary for control of microbial contaminants.
- **MRDLG (Maximum Residual Disinfectant Level Goal):** The level of 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 contamination
- **NA:** Not applicable
- **ND:** Not detected
- **ppm (parts per million):** One part substance per million parts water, or milligrams per liter.
- **ppb (parts per billion):** One part substance per billion parts water, or micrograms per liter.
- **Range of Detections:** The range of individual sample results, from lowest to highest, that were collected during the sample period.
- **S:** Single sample

2008 Water Quality Information

We are pleased to report that during the past year, the water delivered to your home or business complied with, or was better than, all state and federal drinking water requirements. For your information, we have compiled a table showing what substances were detected in your drinking water during 2008. Although all of the substances listed are under the Maximum Contaminant Level (MCL) set by the USEPA, we feel it is important that you know exactly what was detected and how much of the substance was present in the water.

Regulated Substances (Measured in the water leaving the treatment facility)								
Substance (units)	Year Sampled	MCLG	MCL	Amount Detected	Range of Detections	Compliance Achieved	Typical Source	
Barium (ppm)	2008	2	2	0.1	S	Yes	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits	
Fluoride (ppm) ¹	2008	4	4	1.1	0.9 - 1.2	Yes	Water additive that promotes strong teeth	
Selenium	2008	50	50	2	S	Yes	Selenium is an essential nutrient. However, some people who drink water containing selenium in excess of the MCL over many years could experience hair or fingernail losses, numbness in fingers or toes, or problems with their circulation.	
Beta/photon emitters (pCi/L) ²	2008	0	50	1.3	S	Yes	Decay of natural and man-made deposits	
Combined radium (pCi/L)	2008	0	5	1.0	S	Yes	Erosion of natural deposits	
Other Compounds (Measured in the distribution system)								
Substance (units)	Year Sampled	MCLG/MRDLG	MCL/MRDL	Amount Detected	Range of Detections	Compliance Achieved	Typical Source	
TTHMs [Total trihalomethanes] (ppb)	2007	NA	80	26.2	S	Yes	By-product of drinking water chlorination	
HAA5 [Haloacetic acids] (ppb)	2007	NA	60	4.5	S	Yes	By-product of drinking water chlorination	
Chlorine (ppm)	2008	4	4	0.7	0.2 - 0.9	Yes	Water additive used to control microbes	
Lead and Copper ³ (Collected at customers' taps)								
Substance (units)	Year Sampled	MCLG	Action Level	90th Percentile	Number of Samples Collected	Number of Samples Above Action Level	Compliance Achieved	Typical Source
Copper (ppm)	2006	1.3	1.3	0.143	10	0	Yes	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb) ⁴	2006	0	15	3	10	1	Yes	Corrosion of household plumbing systems; Erosion of natural deposits
State Regulated Substances								
Substance (units)	Year Sampled	MCLG	MCL	Amount Detected	Range of Detections	Compliance Achieved	Typical Source	
Iron (ppb) ⁵	2008	NA	1000	1120	950 - 1040	Yes	Erosion of naturally occurring deposits	
Manganese (ppb) ⁶	2008	NA	150	37	S	Yes	Erosion of naturally occurring deposits	
Sodium (ppm) ⁷	2008	NA	NA	28	S	Yes	Erosion of naturally occurring deposits; By-product of home water softening	
Unregulated Substances ⁸								
Substance (units)	Year Sampled	Amount Detected	Range of Detections	Typical Source				
Sulfate (ppm)	2008	99.6	S	Erosion of naturally occurring deposits				

¹ Fluoride is added to the water supply to help promote strong teeth. The Illinois Department of Public Health recommends an optimal fluoride level of 0.9 mg/L to 1.2 mg/L.

² The MCL for Beta/photon emitters is often written as 4 millirem/year (measure of rate of radiation absorbed by the body). Laboratory results are reported in pCi/L as we have on the table above. EPA considers 50 pCi/L as the level of concern for beta emitters.

³ Compliance with the Lead and Copper Rule (LCR) is determined by the levels of lead and copper found in samples taken from customers' taps. LCR requirements are met if the 90th percentile of all samples taken does not exceed the action level of 15 ppb for lead or 1,300 ppm for copper.

⁴ Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated levels of lead in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to two minutes before using tap water. Additional information is available from the EPA's Safe Drinking Water Hotline 800-426-4791.

⁵ Iron is currently not regulated by USEPA. However, the state has set an MCL for iron for supplies serving a population of 1000 or more. Iron is not a health concern but can cause staining of plumbing and fixtures. Rollins adds a phosphate based sequestering agent to control the aesthetic impacts of iron.

⁶ Manganese is currently not regulated by USEPA. However, the state has set an MCL for manganese for supplies serving a population of 1000 or more. Manganese is not a health concern but can cause staining of plumbing and fixtures.

⁷ There is no state or federal MCL for sodium. Monitoring is required to provide information to consumers and health officials that are concerned about sodium intake due to dietary precautions. If you are on a sodium-restricted diet, you should consult a physician about this level of sodium in the water.

⁸ A maximum contaminant level (MCL) for this substance has not been established by either state or federal regulations, nor has mandatory health effects language. The purpose for monitoring this substance is to assist USEPA in determining the occurrence of unregulated contaminants in drinking water, and whether future regulation is warranted.