



2020 Annual  
**WATER QUALITY  
REPORT**

**EAST ST. LOUIS**  
PWS ID: IL1635040



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



**ILLINOIS  
AMERICAN WATER**

**WE KEEP LIFE FLOWING™**



## A message from Illinois American Water's President



**JUSTIN LADNER**

President, Illinois  
American Water

Dear Illinois American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Illinois American Water, it's our top priority.

I am pleased to share with you our 2020 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees. As you read through this annual water quality information, you will see that we continue to supply high-quality drinking water service to keep your life flowing.

We monitor and test 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, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that 7 of our water treatment plants have been nationally recognized with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** Last year, we invested approximately \$187 million to upgrade our water and wastewater treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, water pressure, system security and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high-quality water service that remains an exceptional value for such an essential service.

We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2020. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in black ink that reads "Justin L. Ladner". The signature is written in a cursive, flowing style.

Justin Ladner  
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.**

# 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.

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## 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 more than \$187 million to improve our water and wastewater treatment and pipeline systems.**

## NOT JUST MEETING DRINKING WATER STANDARDS— SURPASSING THEM.

The EPA regulates about 100 potential contaminants and sets stringent standards for each one. **Illinois American Water takes water quality so seriously that:**

- **7 of our water treatment plants, including the treatment plant serving your area, have been nationally recognized with Directors Awards** from the EPA's Partnership for Safe Water program for surpassing federal and state drinking water standards.



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Illinois EPA considers all surface water sources of community water supply to be susceptible to potential pollution problems, hence, the reason for mandatory treatment for all surface water supplies in Illinois. Mandatory treatment includes coagulation, sedimentation, filtration, and disinfection.

The East St. Louis Water Treatment Facility draws surface water for treatment from the Mississippi River. The Mississippi River is subject to a variety of influences including agricultural, municipal, and industrial activities. Farm chemicals may be seasonally elevated in the river. Extensive monitoring and treatment ensure high-quality water service regardless of variations in the source water.

The Illinois EPA has completed a source water assessment for the East St. Louis system and a copy is available upon request by calling Sam Saucier, Water Quality Supervisor at 618-707-1913.

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 Illinois EPA website at <http://dataservices.epa.illinois.gov/swap/factsheet.aspx>



EPA  
WaterSense

[www.epa.gov/watersense](http://www.epa.gov/watersense)

## 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.



# 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:

<b>Microbial Contaminants</b>	such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
<b>Inorganic Contaminants</b>	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.
<b>Pesticides and Herbicides</b>	which may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.
<b>Organic Chemical Contaminants</b>	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.
<b>Radioactive Contaminants</b>	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:** [www.epa.illinois.gov](http://www.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](http://illinoisamwater.com).

## 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 Illinois for residents to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies.



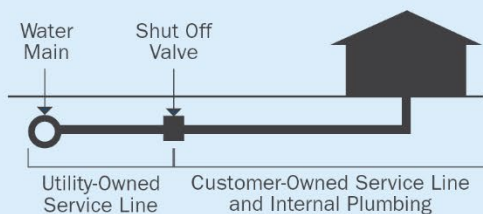
**Protect Our Watersheds Art Contest:** Open to third, fourth, and fifth graders, the contest encourages students to use their artistic skills to express the importance of water service.

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.

Our 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.



# 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.

## **CRYPTOSPORIDIUM**

*Cryptosporidium* is a microbial pathogen found in surface water throughout the U.S. Although filtration removes *Cryptosporidium*, the most commonly-used filtration methods cannot guarantee 100 percent removal. Our monitoring indicates the presence of these organisms in our source water and/or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. 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, immuno-compromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. *Cryptosporidium* must be ingested to cause disease, and it may be spread through means other than drinking water.





## UNREGULATED CONTAMINANT MONITORING RULE (UCMR)

The EPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the EPA. Unregulated contaminants are those for which the EPA has not established drinking water standards. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring was conducted between January 2013 and December 2016. The fourth list of contaminants to monitor as part of the UCMR was published by the EPA in December 2016. UCMR4 testing began in 2018 and will continue until 2020. The results from the UCMR monitoring are reported directly to the EPA. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our Customer Service Center at 1-800-422-2782.

## PFAS Monitoring

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, manufactured for industrial applications and commercial household products such as: non-stick cookware; waterproof and stain resistant fabrics and carpets; firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

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.

Illinois American Water is currently performing voluntary sampling to better understand certain occurrence of PFAS levels in drinking water sources. This testing allows us to understand how our water compares against the non-enforceable Health Advisory Level set by USEPA of 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS. Testing also allows Illinois American Water to be better prepared if the USEPA or state environmental regulator develop a drinking water standard for those PFAS for which we have USEPA approved testing methods.

IL EPA established Health Advisory Levels for PFBS, PFHxS, PFOA, and PFHxA on January 28, 2021. IL American Water will provide customers with additional information on this as we proceed moving forward. For more information about PFAS health advisories <https://www2.illinois.gov/epa/topics/water-quality/pfas/Pages/pfas-healthadvisory.aspx>

This is one of the most rapidly changing landscapes in drinking water contamination. We have invested time and effort on our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence, fate and transport 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 critical for addressing this issue.

**Lauren Weinrich**  
Principal Scientist,  
Water Research and Development



## Water Quality Results

### **WATER QUALITY STATEMENT**

We are pleased to report that during calendar year 2020, 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 2020. 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 2020, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms Used in This Report” on the previous page.

## HOW TO READ THIS TABLE (FROM LEFT TO RIGHT)

- Starting with **Substance (with units)**, read across.
- **Year Sampled** is usually in 2020, 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 MONITORING PROGRAM - At least 50 tap water samples collected at customers' taps every 3 years.

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2019	Yes	0	15	2	50	0	Corrosion of household plumbing systems; erosion of natural deposits.
Copper (ppm)	2019	Yes	1.3	1.3	0.223	50	0	Erosion of natural deposits; leaching from wood preservatives; corrosion of household plumbing systems.

### TOTAL COLIFORM RULE - At least 120 samples collected each month in the distribution system

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Percentage	Typical Source
Total Coliform	2020	Yes	NA	MCL = Less than 5%	2.3%	Naturally present in the environment.
E. Coli	2020	Yes	0	TT = No confirmed samples	0	Human and animal fecal waste.

NOTE: Coliforms are bacteria that are naturally present in the environment and are used as an indicator of the general bacteriological quality of the water. We are reporting the highest percentage of positive samples.

### DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2020	Yes	NA	80	29	12.4 to 33.7	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	28	8.6 to 19.4	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location. The Highest Compliance Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average.

### DISINFECTANTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chloramines (ppm)	2020	Yes	MRDLG = 4	MRDL = 4	2.8	2.0 to 3.0	Water additive used to control microbes.

### Total Organic Carbon

The percentage of Total Organic Carbon (TOC) removal was measured each month and the system met all TOC removal requirements set by IEPA. TOC has no health effects but contributes to the formation of disinfection by-products. Reduction of TOC can help to minimize disinfection by-product formation.

### TURBIDITY - Collected at the Treatment Plant

Substance (with units)	Requirement	Limit (Treatment Technique)	Level Detected	Compliance Achieved	Likely Source of Contamination
Turbidity (NTU)	Highest single measurement	1 NTU	0.19 NTU	Yes	Soil runoff.
	Lowest monthly % meeting limit	0.3 NTU	100%	Yes	Soil runoff.

Turbidity is a measure of the cloudiness of the water caused by suspended particles. We monitor it because it is a good indicator of the effectiveness of our filtration system, water quality, and disinfectants. The treatment technique requires that at least 95% of routine samples are less than or equal to 0.3 NTU, and no sample exceeds 1 NTU. We are reporting the percentage of all readings meeting the standard of 0.3 NTU, plus the single highest reading for the year.

### REGULATED SUBSTANCES - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Arsenic (ppb)	2020	Yes	0	10	2	0 to 2	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes.
Fluoride (ppm)	2020	Yes	4	4.0	0.7	0.67 to 0.67	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Nitrate measured as nitrogen (ppm)	2020	Yes	10	10	4	1.62 to 3.96	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
Combined Radium 226/228 (pCi/L)	2020	Yes	0	5	1.29	0.977 to 1.29	Erosion of natural deposits.
Gross alpha excluding radon and uranium (pCi/L)	2020	Yes	0	15	2.84	0.24 to 2.84	Erosion of natural deposits.
Atrazine (ppb)	2020	Yes	3	3	1.1	0 to 1.1	Runoff from herbicide used on row crops.

Nitrate in drinking water at levels above 10ppm 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 advice from your health care provider.

### OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Highest Result	Range Detected	Comments
Sodium (ppm)	2020	NA	NA	NA	26	22.3 to 25.7	Erosion from naturally occurring deposits. Used in water softener regeneration.

- For healthy individuals the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

### UNREGULATED CONTAMINANT MONITORING RULE

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored.

### ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST

Parameter	Units	Year	Average Result	Range Detected	Typical Source
Total Haloacetic Acids	ppb	2019	18	9.4 to 38	By-product of drinking water disinfection
Total Haloacetic Acids - Br	ppb	2019	2.9	0.9 to 12	By-product of drinking water disinfection
Total Haloacetic Acids-UCMR4	ppb	2019	21	11 to 49	By-product of drinking water disinfection
Manganese*	ppb	2019	7.3	2.5 to 17	Naturally-occurring elemental metal; largely used in aluminum alloy production. Essential dietary element.

\* Manganese has a Secondary MCL of 50 ppb.



# Concordia Water Cooperative

Concordia Water Cooperative was purchased by Illinois American Water in 2021. Below are results for 2020.

## LEAD AND COPPER MONITORING PROGRAM - At least 20 tap water samples collected at customers' taps every 6 months.

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Copper (ppm)	2020	Yes	1.3	1.3	0.861	20	1	Erosion of natural deposits; leaching from wood preservatives; corrosion of household plumbing systems.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2020	Yes	NA	80	41	41 to 41	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	20	20.2 to 20.2	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location. The Highest Compliance Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average.

## DISINFECTANTS - Collected in the Distribution System

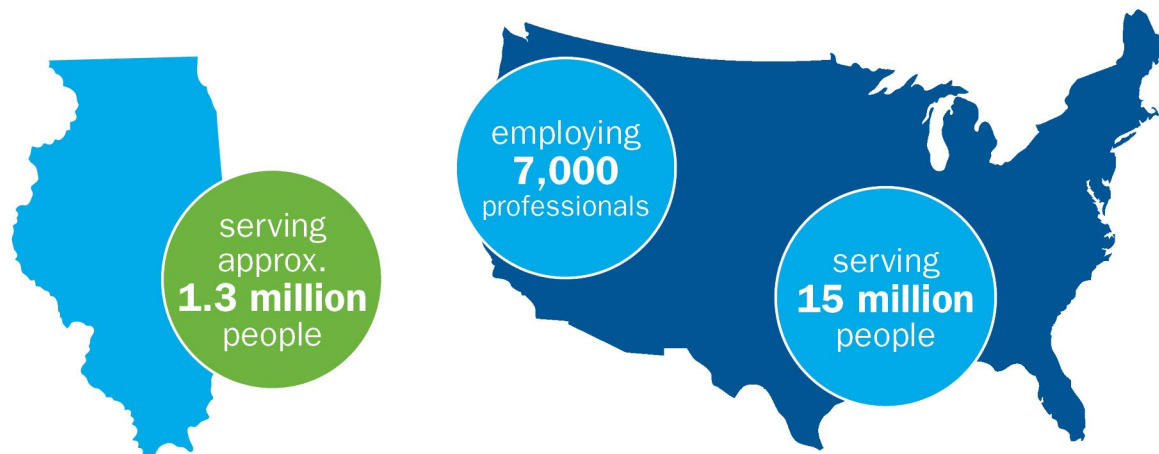
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chloramines (ppm)	2020	Yes	MRDLG = 4	MRDL = 4	1.4	1.1 to 2.2	Water additive used to control microbes.



## About Us

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 more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to help make sure we keep their lives flowing. American Water also operates a customer service center in Alton, Ill, and a quality control and research laboratory in Belleville, Ill.

**Illinois American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 1.3 million people. For more information, visit [illinoisamwater.com](http://illinoisamwater.com) and follow us on Twitter, Facebook, and YouTube.



## ILLINOIS AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
140 communities in  
30 counties
- **PEOPLE SERVED**  
Approximately 1.3 million people
- **EMPLOYEES**  
Approx. 495
- **TREATMENT FACILITIES**  
Seven surface water treatment plants,  
eight active groundwater treatment  
plants, and 104 well sources (average  
daily delivery including surface water,  
groundwater and purchased water is  
107 million gallons per day (MGD))
- **MILES OF PIPELINE**  
5,672 miles of water  
and wastewater pipe
- **STORAGE AND TRANSMISSION**  
114 water storage facilities;  
214 water and wastewater pumping  
stations
- **SOURCE OF SUPPLY**  
54% surface water  
35% groundwater  
11% 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](http://www.illinoisamwater.com)

Centers for Disease Control and Prevention  
[www.cdc.gov](http://www.cdc.gov)

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

American Water Works Association  
[www.drinktap.org](http://www.drinktap.org)

Illinois Environmental Protection Agency (IEPA)  
[www.epa.illinois.gov](http://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.