2025 Annual

WATER QUALITY REPORT

CHICAGO SUBURBAN
PWS ID: IL0315150

ILLINOIS
AMERICAN WATER

WE KEEP LIFE FLOWING®

Water Quality Report **Summary**

We are proud to share our annual Water Quality Report – also known as a Consumer Confidence Report or CCR.

This report provides important details about your drinking water – like where it comes from and what we detected when we sampled. It also explains the importance of protecting water sources and the extensive effort required to deliver safe, clean, and reliable drinking water service – reminding us that keeping water clean is everyone's responsibility.

We are pleased to report that in 2025, your water met state and federal drinking water requirements.

There is more to it than just sampling!

Dedicated employees.

Our employees care deeply about providing essential water and wastewater services to the customers they serve. From the people collecting samples to those working in the treatment plant to those that keep water flowing through the pipes, our employees strive to be the best at what they do!

Investing in your water.

At Illinois American Water, we know how important it is to keep our water system reliable and resilient. Last year, we invested more than $286 million across the state to upgrade water and wastewater treatment and pipeline systems.

Your Voice Matters.

Illinois American Water welcomes your feedback about your water. If you would like to share your thoughts, ask questions, or receive a copy of this report, call our Customer Service team Monday–Friday, 7 a.m. to 7 p.m., at 1-800-422-2782. You can also visit amwater.com/ilaw and follow us on Facebook, X, LinkedIn, and YouTube.

IMPORTANT: Please share this information with anyone who drinks this water (or their guardians), especially those who may not have received this report directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this report in a public place or distributing copies by hand, mail, email, or another method.

ENGLISH
This report contains important information about your drinking water. Translate it, or speak with someone who understands it at the number listed below.

SPANISH/ESPAÑOL
Este informe contiene información importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien llamando al número de teléfono que aparece debajo.

TRADITIONAL CHINESE/繁體中文
該報告包含有關您的飲用水的重要資訊。請將其翻譯，或撥打以下電話與理解報告內容之人士溝通。

TRADITIONAL CHINESE (HONG KONG)/繁體中文 (香港地區)
該報告載有關乎閣下飲用水之重要資訊。請將報告內容翻譯，或致電下列號碼，與精通報告內容之人士聯絡。

SIMPLIFIED CHINESE/简体中文
本报告包含关于您的饮用水的重要信息。请将其翻译，或拨打以下电话与理解报告内容的人员沟通。

CREOLE/KREYÒL AYISYEN
Rapò sa a gen ladan enfòmasyon enpòtan sou dlo pou bwè a. Tradui li, oubyen pale ak yon moun ki konprann li nan nimewo ki endike anba a.

CROATIAN/HRVATSKI
Ovo izvješće sadrži važne informacije u vezi vaše pitke vode. Dajte ga prevesti, ili razgovarajte s osobom koja ga razumije, a koju osobu možete kontaktirati na donji broj.

GERMAN/DEUTSCH
Dieser Bericht enthält wichtige Informationen zu Ihrem Trinkwasser. Lassen Sie ihn übersetzen oder rufen Sie die unten angegebene Telefonnummer an, um mit jemandem zu sprechen, der Ihnen den Inhalt erklären kann.

GUJARATI/ગુજરાતી
આ રિપોર્ટમાં તમારા પીવાના પાણી વિશે મહત્વપૂર્ણ માહિતી છે. તેનો અનુવાદ કરો અથવા નીચે આપેલ નંબર પર તેને સમજતા કોઈ વ્યક્તિ સાથે વાત કરો.

HINDI/हिन्दी
इस रिपोर्ट में आपके पीने के पानी के बारे में महत्वपूर्ण जानकारी है। इसका अनुवाद करें, या नीचे दिए गए नंबर पर इसे समझने वाले किसी व्यक्ति से बात करें।

HMONG/HMOOB
Daim ntawv tshaj qhia no muaj cov ntaub ntawv tseem ceeb txog koj cov dej haus. Txhais nws, lossis tham nrog ib tus neeg uas nkag siab txog nws ntawm tus nab npawb xov tooj uas teev tseg hauv qab no.

ITALIAN/ITALIANO
Questo resoconto contiene informazioni importanti sulla sua acqua potabile. Lo traduca oppure ne parli con qualcuno che lo comprende al numero elencato di seguito.

KOREAN/한국어
이 보고서는 귀하가 마시는 물에 관한 중요한 정보를 담고 있습니다. 아래에 기재된 전화번호로 연락하여 번역을 요청하거나, 내용을 이해하는 사람과 상담하십시오.

POLISH/POLSKI
Niniejszy raport zawiera ważne informacje dotyczące wody pitnej. Proszę go przetłumaczyć lub skontaktować się z osobą, która go rozumie, dzwoniąc pod numer podany poniżej.

PORTUGUESE/PORTUGUÊS
Este relatório contém informações importantes sobre sua água potável. Para obter uma tradução ou conversar com alguém que compreenda o conteúdo, ligue para o número fornecido abaixo.

RUSSIAN/РУССКИЙ ЯЗЫК
Этот отчет содержит важную информацию о Вашей питьевой воде. Переведите его или обратитесь к кому-либо, кто его понимает, позвонив по указанному ниже номеру.

TAGALOG
Ang ulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong inuming tubig. Isalin ito, o makipag-usap sa isang taong nakakaunawa nito sa numerong nakalista sa ibaba.

VIETNAMESE/TIẾNG VIỆT
Bản báo cáo này chứa đựng những thông tin quan trọng về nước uống của quý vị. Vui lòng dịch nội dung này hoặc liên hệ với người hiểu được nội dung này tại số điện thoại được liệt kê bên dưới.

العربية/ARABIC
يحتوي هذا التقرير على معلومات مهمة حول مياه الشرب الخاصة بك. يُرجى ترجمته أو التحدث مع شخص يفهمه من خلال الاتصال على الرقم المذكور أدناه.

فارسی/FARSI
این گزارش حاوی اطلاعات مهمی درباره آب آشامیدنی شما است. آن را ترجمه کنید، یا با شخصی که آن را درک می کند از طریق شماره ذکر شده در زیر تماس بگیرید.

1-800-422-2782

Water Quality **Results**

Our team of experts conducts extensive sampling on the quality of your water. The tables on the following pages show the substances that were detected. This includes substances with drinking water limits and some that are not currently regulated. Definitions are also provided to help you understand key terms and acronyms.

Most results come from samples collected last year. Some results are from previous years because less sampling is required if levels remain consistently low. For more information about the results included in these tables, including lead tap sampling, please contact Christopher Castaneda, Water Quality Program Manager, at 630-432-5312.

LEAD AND COPPER MONITORING PROGRAM - At least 30 tap water samples collected at customers' taps every 3 years								
Substance (with units)	**Date Sampled**	**Violation**	**MCLG**	**Action Level**	**90th Percentile**	**Range**	**Sites Above Action Level**	**Likely Source of Contamination**
Copper (ppm)	8/29/23	No	1.3	1.3	0.062	ND to 0.098	0	Corrosion of household plumbing systems; Erosion of natural deposits

Lead Range: ND to 2 ppb

Lead and Copper: Compliance is achieved when at least 90% of samples collected from water standing in contact with plumbing for at least 6 hours are below the Action Level. Complete lead tap sampling data are available for review by emailing leadfreeil@amwater.com

REGULATED CONTAMINANTS							
Substance (with units)	**Collection Date**	**Violation**	**MCLG**	**MCL**	**Highest Level Detected**	**Range of Levels Detected**	**Likely Source of Contamination**
Haloacetic Acids (ppb)	2025	No	NA	60	17	9.5 – 18.1	By-product of drinking water disinfection
Total Trihalomethanes (ppb)	2025	No	NA	80	37	21 – 52.3	By-product of drinking water disinfection
Chlorine (ppm)	2025	No	MRDLG 4	MRDL 4	1.2	1 – 1.4	Water additive used to control microbes

Haloacetic Acids (HAAs) and Total Trihalomethanes (TTHMs): Compliance based on the highest LRAA (locational running annual average) that is calculated quarterly. The highest quarterly LRAA is provided in the table.
Chlorine: A public water system is compliant with the MRDL if the running annual average of monthly averages of samples taken in the distribution system computed quarterly is less than or equal to the MRDL.

Emergency Well Data

INORGANIC CONTAMINANTS							
Substance (with units)	**Collection Date**	**Violation**	**MCLG**	**MCL**	**Highest Level Detected**	**Range of Levels Detected**	**Likely Source of Contamination**
Fluoride (ppm)	04/04/2024	No	4	4.0	1.16	1.16 – 1.16	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Iron (ppm)	04/04/2024	No	NA	1.0	0.41	0.41 – 0.41	This contaminant is not currently regulated by the USEPA. However, the state regulates. Erosion of natural deposits.
Manganese (ppb)	04/04/2024	No	150	150	10	10 - 10	This contaminant is not currently regulated by the USEPA. However, the state regulates. Erosion of natural deposits.
Sodium (ppm)	04/04/2024	No	NA	NA	28.5	28.5 - 28.5	Erosion from naturally occurring deposits. Used in water softer regeneration.

RADIOACTIVE CONTAMINANTS							
Substance (with units)	**Collection Date**	**Violation**	**MCLG**	**MCL**	**Highest Level Detected**	**Range of Levels Detected**	**Likely Source of Contamination**
Combined Radium 226/228 (pCi/L)	04/04/2024	No	0	5	7.31	7.31 -7.31	Erosion of natural deposits.
Gross Alpha Excluding Radon and Uranium (pCi/L)	04/04/024	No	0	15	13.1	13.1 – 13.1	Erosion of natural deposits.

Availability of Monitoring Data for Unregulated Contaminants

Unregulated contaminants are those for which the EPA has not established drinking water standards. Unregulated contaminant monitoring helps EPA to determine where certain contaminants occur and whether the Agency should consider regulating those contaminants in the future. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored. More information is available at https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule Our system participated in the latest round of sampling under the Unregulated Contaminant Monitoring Rule (UCMR 5). There were no detections of these unregulated contaminants. If you are interested in examining the results, please contact Christopher Castaneda, Water Quality Program Manager, at 630-432-5312.

City of Wilmette Plant Information

The Chicago Suburban Distribution System is supplied by the Wilmette Water Treatment Plant. Below is applicable data.

INORGANIC CONTAMINANTS							
Substance (with units)	**Collection Date**	**Violation**	**MCLG**	**MCL**	**Highest Level Detected**	**Range of Levels Detected**	**Likely Source of Contamination**
Barium (ppm)	2025	No	2	2	0.021	0.021 – 0.021	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	2025	No	4	4.0	0.7	0.697 – 0.697	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate [Measured as Nitrogen] (ppm)	2025	No	10	10	0.36	0.36 – 0.36	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	2025	No	NA	NA	12	12 - 12	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 advice from your health care provider.

TURBIDITY				
	Limit (Treatment Technique)	**Level Detected**	**Violation**	**Likely Source of Contamination**
Highest single measurement	1 NTU	0.13 NTU	No	Soil runoff
Lowest monthly % meeting limit	0.3 NTU	100%	No	Soil runoff

Turbidity: Turbidity is a measurement of the cloudiness of the water caused by suspended particles. We monitor it because it is a good indicator of water quality and the effectiveness of our filtration system and disinfectants.

TOTAL ORGANIC CARBON
The percentage of Total Organic Carbon (TOC) removal was measured each month, and the system met all TOC removal requirements set, unless a TOC violation is noted in the violations section.

City of Wilmette Plant Information

The Chicago Suburban Distribution System is supplied by the Wilmette Water Treatment Plant. Below is applicable data.

Availability of Monitoring Data for Unregulated Contaminants

The Village also participated in the Unregulated Contaminant Monitoring Rule (UCMR5) study targeting PFAS. Unregulated contaminants are those that do not yet have a drinking water standard set by the EPA. The purpose of monitoring 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. The results for the one sampling in 2025 UCMR5 study yielded non-detect results for all 29 parameters. If you are interested in examining the results further, please visit the department's website on PFAS https://www.Wilmette.gov/322/PFAS-Information

* : US EPA health advisory level. The level for certain parameters is below the current accredited laboratory method detecting capability.

Contaminant	*Collection Date*	*Highest Level Detected*	*Range of Levels Detected*	*Units*	*Maximum Contaminant Level (ng/L or ppt)*
Perfluoroocatanic Acid (PFOA)	2025	**2.2**	<2.0 – 2.2	ng/L	4.0
Perfluorooctanesulfonic Acid (PFOS)	2025	**2.0**	<2.0 – 2.0	ng/L	4.0
Perfluorobutanesulfonic Acid (PFBS)	2025	<2.0	<2.0 - <2.0	ng/L	2,000
HFPO-DA (GenX)	2025	<2.0	<2.0 - <2.0	ng/L	10
Perfluorohexanesulfonic Acid (PFHxS)	2025	<2.0	<2.0 - <2.0	ng/L	10
Perfluorononanoic Acid (PFNA)	2025	<2.0	<2.0 - <2.0	ng/L	10
Perfluorodecanoic Acid (PFDA)	2025	<2.0	<2.0 - <2.0	ng/L	N/A
Perfluorohexanoic Acid (PFHxA)	2025	<2.0	<2.0 - <2.0	ng/L	560,000
Perfluorododecanoic acid (PFDoA)	2025	<2.0	<2.0 - <2.0	ng/L	10
Perfluorotridecanoic Acid (PFTrDA)	2025	<2.0	<2.0 - <2.0	ng/L	N/A
Perfluoroundecanoic Acid (PFUnA)	2025	<2.0	<2.0 - <2.0	ng/L	N/A
N-ethyl Perfluorooctanesulfonamidoacedic Acid	2025	<2.0	<2.0 - <2.0	ng/L	N/A
N-methyl Perfluorooctanesulfonamidoacedic Acid	2025	<2.0	<2.0 - <2.0	ng/L	N/A
ADONA	2025	<2.0	<2.0 - <2.0	ng/L	N/A
PCI-PF3ONS	2025	<2.0	<2.0 - <2.0	ng/L	N/A
11CI-PF3OUdS	2025	<2.0	<2.0 - <2.0	ng/L	N/A
Perfluorotetradecanoic Acid (PFTeDA)	2025	<2.0	<2.0 - <2.0	ng/L	N/A

For more information and the latest PFAS testing results visit the department's website: http://www.wilmette.gov/322/PFAS-Information.

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 which a water system must follow.

Contaminant: Any physical, chemical, biological, or radiological substance or matter in water.

Hazard Index: The Hazard Index is an approach that determines the health concerns associated with mixtures of certain PFAS in finished drinking water. Low levels of multiple PFAS that individually would not likely result in adverse health effects may pose health concerns when combined in a mixture. The Hazard Index MCL represents the maximum level for mixtures of PFHxS, PFNA, HFPO-DA, and/or PFBS allowed in water delivered by a public water system. A Hazard Index greater than 1 requires a system to take action.

Herbicide: Any chemical(s) used to control undesirable vegetation.

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 a 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.

MFL: Million fibers per liter

micromhos per centimeter (µmhos/cm): A measure of electrical conductance.

NA: Not applicable

ND: Not detected

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

parts per billion (ppb): One part substance per billion parts water; equal to micrograms per liter (µg/L)

parts per million (ppm): One part substance per million parts water; equal to milligrams per liter (mg/L)

parts per trillion (ppt): One part substance per trillion parts water; equal to nanograms per liter (ng/L)

Pesticide: Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

pH: A measurement of acidity, 7.0 being neutral.

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

Primary Drinking Water Standard (PDWS): MCLs for contaminants that affect health along with their monitoring and reporting requirements and water treatment requirements.

RAA: Running Annual Average

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

TON: Threshold Odor Number

Total Dissolved Solids (TDS): An overall indicator of the amount of minerals in water.

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

Variances and Exemptions: State or EPA permission not to meet an MCL or utilize a treatment technique under certain conditions.

µg/L: Micrograms per liter

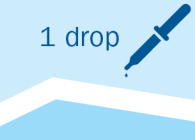
%: Percent

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

Important Information About **Drinking Water**

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) or on EPA's website epa.gov/safewater.

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, immunocompromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immunocompromised 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.

For more information, contact our Customer Service Organization at 1-800-422-2782, M-F, 7 a.m. to 7 p.m.

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 has finalized drinking water standards for six PFAS chemicals. For more information on the PFAS drinking water standards, please visit https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-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://epa.illinois.gov/topics/water-quality/pfas/pfas-healthadvisory.html

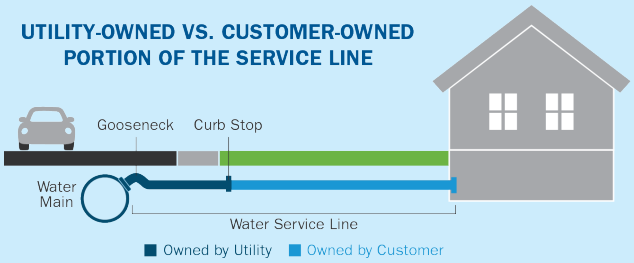
Our scientists and engineers are experts in addressing this important issue and have a long history of researching and addressing contaminants of concern in our water. We continue to focus on water quality and treatment technologies and processes that can effectively remove PFAS from drinking water.

Lauren Weinrich, Ph.D.
Principal Scientist,
Water Research and Development

About **Lead**

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 and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water, you may wish to have your water tested, contact Illinois American Water at leadfreeIL@amwater.com Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at http://www.epa.gov/safewater/lead.

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 leadfreeIL@amwater.com



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.

Steps to Reduce Your Potential Exposure to Lead in Drinking Water

Steps we are taking:

Corrosion of pipes, plumbing fittings and fixtures may cause lead and copper to enter drinking water. To assess corrosion of lead and copper, IL American – Chicago Suburban conducts tap sampling for lead and copper at selected sites every 3 years.

Steps you can take:

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

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

Note: Homeowners are responsible for their in-home plumbing. Plumbing fixtures like faucets, valves and solder can contain small amounts of lead. If lead exists in your internal plumbing or fixtures, we recommend that you follow the above tips to help reduce your potential exposure to lead. If you have concerns about the plumbing in your home, please contact a licensed plumber.

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.

Your Service Line Material

At Illinois American Water, providing safe, reliable water service is our top priority. The Lead and Copper Rule Revisions finalized in 2021 require that all water providers share with customers the material of the utility-owned and customer-owned service lines that provide water to their property.

To support this initiative, Illinois American Water 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 online inventory map, please visit amwater.com/ilaw/leadfacts

Please note: if your service lines contain lead, it does not mean you cannot use water as you normally do. Illinois American Water 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 amwater.com/ilaw/leadfacts

If you visit our interactive map and the customer-owned portion of the service line material is listed as unknown, help us identify the material.

Due to age or lack of records, your service line material may be unknown. Help us by identifying and reporting your service line material online:

- **Visit** amwater.com/ilaw/leadfacts and search for your address.
- **Follow the instructions,** answer a few questions and upload a photo of your service line material.
- **CLICK "SUBMIT!"**

Types of Pipe

	• Galvanized: A dull, silver-gray color. Use a magnet—strong magnets will typically cling to galvanized pipes.
	• Copper: The color of a copper penny.
	• 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.
	• Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet—strong magnets will not cling to lead pipes.

What are the **Sources of Contaminants?**

To protect public health, the Environmental Protection Agency prescribes regulations which limit the amount of certain contaminants in tap water provided by public water systems. The Food and Drug Administration 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 mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by contacting the Environmental Protection Agency by calling the Safe Drinking Water Hotline (800-426-4791) or visiting the website epa.gov/safewater.

Both tap water and bottled water come from rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material. The water can also pick up and transport substances resulting from the presence of animals or from human activity. These substances are also called contaminants.

Contaminants are any physical, chemical, biological, or radiological substance or matter in water. 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 occur naturally in the soil or groundwater or may result from urban stormwater 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 stormwater runoff, and residential uses.
Organic Chemical Contaminants	including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
Radioactive Contaminants	which can occur naturally or be the result of oil and gas production and mining activities.

About Your **Drinking Water Supply**

Where Your Water Comes From

The source of water for the Chicago Suburban District is surface water originating in Lake Michigan and purchased from the Village of Wilmette, through the Village of Glenview, which is surface water. In March 2016, our Chicago Suburban District acquired Plum Creek Condominiums, switching their source from groundwater to purchased surface water originating from Lake Michigan.

Illinois EPA considers all surface water sources of public water supply susceptible to potential pollution problems. Hence the reason for mandatory treatment of all public water supplies in Illinois. Mandatory treatment includes coagulation, sedimentation, filtration, and disinfection. Primary sources of pollution in Illinois lakes can include agricultural runoff, land disposal (septic systems), and shoreline erosion.

The IEPA has completed a source water assessment for the Village of Wilmette and a copy is available. A workgroup from the Great Lakes States was organized to develop a protocol for assessing the Great Lakes. The mission of the Great Lakes Protocol was to develop a consistent procedure allowing the flexibility necessary to properly conduct source water assessments of the Great Lakes as a drinking water source. This flexibility takes into account the variability of these sources and site-specific concerns for determination of source sensitivity and susceptibility (Illinois EPA, 1999). Sensitivity is defined as the intrinsic ability of surface water to be isolated from contaminants by the physical attributes of the hydrologic or geologic setting. With this in mind, the degree of sensitivity becomes the prevailing factor in the susceptibility determination for intakes on the Great Lakes.

Intakes located close to shore, or close to a major shipping lane will be more sensitive and thus more susceptible to potential contamination. The sensitivity analysis of both Wilmette's intakes are located far enough offshore that shoreline impacts are not considered a factor on water quality. However, at certain times of the year the potential for contamination exists due to wet-weather flows from the North Shore Channel. If currents are flowing in a northerly direction, contaminants from these flows could migrate to Wilmette's intakes and compromise water quality. Correlation between Evanston's rainfall data, North Shore Channel discharge dates and Wilmette's coliform data show the potential effect of these flows on Wilmette's water quality. In addition, the proximity to a major shipping lane adds to the susceptibility should there be a spill near the intakes.

Water supply officials from Wilmette are active members of the West Shore Water Producers Association. Coordination regarding water quality situations (i.e., spills, tanker leaks, exotic species, etc) is frequently discussed during the association's quarterly meetings. Lake Michigan, as well as all the Great Lakes, has many different organizations and associations that are currently working to either maintain or improve water quality. Since the predominant land use within Illinois' boundary of Lake Michigan watershed is urban, a majority of watershed protection activities in this document is aimed at this purpose.

The Illinois Environmental Protection Agency (IEPA) has completed a source water assessment for the Chicago Suburban system and a copy is available upon request by calling Christopher Castaneda, Water Quality Program Manager, at 630-432-5312. 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

About Your **Drinking Water Supply**

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 We're 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. We have evaluated our source waters and have developed Source Water Protection Plans as needed with the support of the Illinois Environmental Protection Agency. This is a voluntary program to identify and address potential threats to drinking water supplies. Stakeholder involvement is an important part of the program. **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 Sponsorships: Each year, we fund projects that improve water resources in our local communities.

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.
- Check for leaks from automobiles and heating fuel tanks. 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.

Every Drop **Counts**

Six Simple Steps to **Save Water**

Fix any leaking faucets.
One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.

Don't let faucets run when brushing, shaving, or washing the dishes. Just turning off the water while you brush can save 200 gallons a month.

Run washing machines and dishwashers only when they are full, or select the properly-sized wash cycle for the current laundry load.

Install water-saving shower heads and faucet aerators in the bathroom and kitchen (available at most home improvement stores and some supermarkets).

Don't wash your car at home. A car wash uses much less water and often recycles it, too.

Turn off automatic lawn and garden sprinklers when it's raining outside and at the end of the growing season.