



2019 Annual

Water Quality Report

Pontiac District
PWS ID: IL1055030



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

To Our Valued Customer:

Illinois American Water is proud to be your local water service provider. In this report you will find information related to the drinking water we supply to homes and businesses in your community and across Illinois every day. We are proud to provide water that meets or surpasses state and federal drinking water quality standards.



Providing you with safe, clean and reliable drinking water is personal to us. We know you rely on us to complete your daily tasks from making coffee and preparing meals to bathing and other sanitary needs. We utilize state-of-the-art technology to treat and deliver water to more than 1.3 million residents across the state. Our team includes over 70 Class A water operators, the highest level certification awarded in Illinois. These water experts monitor your water service 24/7. In addition, Illinois American Water invests approximately \$70-\$100 million annually to maintain and upgrade critical water infrastructure. Our team is committed to providing safe drinking water for public health and safety today and in the future.

We are also committed to helping shape our future water leaders. Our team volunteers at local schools and community events to educate our young customers about the water cycle, water treatment and wise water use. We encourage you and your family to conserve whenever possible. Wise water use tips are available on our website at www.illinoisamwater.com.

Please also take time to review this annual report, which will provide further detail about the drinking water delivered to your community in 2019. Illinois American Water is proud to serve you, our friends and neighbors.

Sincerely,

Justin L. Ladner
President
Illinois American Water

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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 (EPA) regulations. The purpose of this report is to provide you an overview of last year's (2019) drinking water quality. It includes details about where your water comes from and the results of our testing. We hope the report will raise your understanding of drinking water issues and awareness of the need to protect your drinking water sources.

At the American Water state-of-the-art research laboratory in Belleville, Illinois, we conduct thousands of tests per year, checking drinking water quality at every stage of the water treatment and delivery process. In 2019, we conducted tests for hundreds of contaminants, including those with federal and state maximum contaminant levels. This report provides an overview of last year's (2019) water quality results. It includes details about your water and the results of our testing.

Partnership for Safe Drinking Water Program

Illinois American Water's Pontiac District is a volunteer participant in the EPA's Partnership for Safe Water, a national program designed to achieve operational excellence in water treatment.



In 2015 the Pontiac facility was awarded the prestigious Fifteen Year Director's Award under the Partnership for Safe Water program. The award honors water utilities for achieving operational excellence, by voluntarily optimizing their treatment facility operations and adopting more stringent performance goals than those required by federal and state drinking water standards. We are proud to report that we have maintained those standards throughout 2019.

Source Water Information

Illinois Environmental Protection Agency (IEPA) 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 Pontiac Water Treatment Facility draws surface water for treatment from the Vermillion River. The Vermillion 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 Environmental Protection Agency (IEPA) has completed a source water assessment for the Pontiac system and a copy is available upon request by calling Elizabeth Doellman, Supervisor of Water Quality and Environmental Compliance at 217-373-3273. 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>.

Environmental Stewardship / Protecting Your Drinking Water Supply

Water is one of the earth's most precious natural resources. Protecting the environment helps to ensure adequate water supply for generations. Our efforts include student education, community events, environmental partnerships and internal initiatives. 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:

- Dispose of pharmaceuticals, household chemicals, oils and paints at proper waste collection sites. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground. Contact your county waste authority to find out how to dispose of these materials properly.
- 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 in the trash.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Look for local opportunities to take part in watershed activities.
- Report any spills, illegal dumping or suspicious activity to IEPA.

What Are We Doing? Our vision is Clean Water for Life. Our priority is to provide reliable, high quality drinking water for our 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:

- **Student Education:** Illinois American Water reaches thousands of students each year through educational efforts. Our water quality team visits local schools to demonstrate the water treatment process. Our Mobile Education Center (MEC), an 18-foot learning center, offers hands-on water testing and fun lesson plans. We partner with Illinois leaders on Science, Technology, Engineering, Mathematics (STEM) education efforts. Students participate in annual community events like the Clean Water Celebration held in Peoria and the Water Festival in Godfrey.
- **Community Involvement:** We participate in the “It’s Our River Day” celebrations each September across the state. These events promote education, recreation and conservation within Illinois watersheds. Illinois American Water employees volunteer at the Two Rivers Family Fishing Fair in Grafton. We also contribute to river cleanup efforts with the Illinois River Sweep, Vermillion River Clean Up, Living Lands and Waters Great Mississippi River Clean Up, and more.
- **Environmental Partnerships:** As a part of our Environmental Grant Program over \$200,000 has been awarded to over 51 Illinois water source protection projects since 2009. In 2019, we presented over \$20,000 for seven environmental projects focused on the improvement, restoration and protection of water sources in our communities. We also partner across the state with the Great Rivers Land Trust, Mahomet Aquifer Consortium, Living Lands and Water, The Sun Foundation, Illinois River Sweep, Livingston County Soil and Water Conservation District and others on water source protection initiatives.
- **Pharmaceutical Disposal Programs:** Illinois American Water has collaborated with communities to implement over 35 pharmaceutical disposal programs across the state. These efforts have led to the prevention of flushing medications and the proper disposal of hundreds of thousands of pounds of unwanted medications. To learn more or to find a disposal location near you, please visit www.illinoisamwater.com under Water Quality.
- **Internal Initiatives:** On a daily basis, our facilities utilize technologies such as variable frequency motors and motion sensor lighting to ensure efficient energy use. Recycling programs at company facilities also help to reduce waste and protect the environment. Illinois American Water incorporates native and prairie plantings on company property whenever possible to reduce water use and mowing costs.

The company’s water treatment plant in Champaign County earned the first LEED® certification for a water treatment facility in Illinois. LEED is the nation’s leading program for the design, construction and operation of high-performance green buildings. In addition, an upgrade at the water treatment plant in Peoria includes the incorporation of ultraviolet (UV) technology to enhance water quality.

Illinois American Water’s Pontiac and Streator Districts installed ultrasonic units to effectively control algae and reduce the use of treatment chemicals. Illinois American Water also implemented solar power in the Peoria and Interurban (Metro East) Districts, decreasing electricity costs and benefiting our customers.

American Water

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,800 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. For more information, visit amwater.com and follow American Water on Twitter, Facebook and LinkedIn.

Illinois American Water

Illinois American Water, a subsidiary of American Water Works Company, Inc. (NYSE: AWK), 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. American Water also operates a customer service center in Alton and a quality control and research laboratory in Belleville.

Questions?

To learn more about water quality, visit our website at: www.illinoisamwater.com. For questions or copies, contact Elizabeth Doellman, Supervisor of Water Quality and Environmental Compliance at elizabeth.doellman@amwater.com or 217-373-3273.

Illinois American Water
www.illinoisamwater.com

Centers for Disease Control and Prevention
www.cdc.gov

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

American Water Works Association
www.drinktap.org

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

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

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

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

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, 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, EPA 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.

Cryptosporidium

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.

Important 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 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).

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 <https://www.epa.gov/lead>. There are steps that you can take to reduce your household's exposure to lead in drinking water. For more information, please review our Lead and Drinking Water Fact Sheet at <https://amwater.com/ilaw/water-quality/lead-and-drinking-water>

How to Read the Data Tables

Illinois American Water conducts extensive monitoring to determine whether your water meets all drinking water quality standards. The results of our monitoring are reported in the data tables. While most monitoring was conducted in 2019, 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 (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **Action Level Goal (ALG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. ALGs allow for a margin of safety.
- **Avg:** Regulatory compliance with some MCLs are based on running annual average of monthly samples.
- **Compliance Achieved:** Indicates that the levels found were all within the allowable levels as determined by the USEPA.
- **Highest Level Detected:** In most cases this column is the highest detected level unless compliance is calculated on a Running Annual Average or Locational Running Annual Average. If multiple entry points exist, the data from the entry point with the highest value is reported.
- **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.
- **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 a 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 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 contamination.
- **mrem/year:** millirems per year (a measure of radiation absorbed by the body).
- **NA:** Not applicable.
- **ND:** Not detectable at testing limits.
- **NTU:** Nephelometric Turbidity Units.
- **pCi/L (picocuries per liter):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).
- **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.
- **Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.

2019 Water Quality Information

We are pleased to report that during the past year, the water delivered to your home or business met or surpassed state and federal drinking water requirements.

For your information, we have compiled a table showing what substances were detected in your drinking water during 2019.

Water Quality Results

2019 Regulated Substances Detected

The next several tables summarize contaminants detected in your drinking water supply.

Coliform Bacteria	Date Sampled	Maximum Contaminant Level Goal	Total Coliform Maximum Contaminant Level	Highest No of Positive	Fecal Coliform or E. Coli Maximum Contaminant Level	Total No. of Positive E. Coli or Fecal Coliform Samples	Violation	Likely Source of Contamination
Coliform Bacteria ¹	2019	0	1 positive monthly sample	2	Fecal coliform or E. Coli MCL: a routine sample and a repeat sample are total coliform positive, and one is also fecal coliform or E. Coli positive	0	N	Naturally present in the environment.

¹ Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessments to identify problems and to correct any problems that were found during the assessment. During the past year we were required to conduct one Level 1 Assessment. One Level 1 assessment was completed. In addition, no corrective actions were required. We are reporting the highest percentage of positive samples in any month. For the entire year, 1% of all samples collected were positive for total coliform.

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90 th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	2017	1.3	1.3	0.506	2	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
Lead ²	2017	0	15	4	1	ppb	N	Corrosion of household plumbing systems; Erosion of natural deposits.

² 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. We are 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 (800-426-4791) or at <https://www.epa.gov/lead>.

Disinfectants & Disinfection Byproducts	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Chloramines ³	2019	2.5	2 - 2.5	MRDLG = 4	MRDL = 4	ppm	N	Water additive used to control microbes.
Haloacetic Acids (HAA5)	2019	16	0 - 28.6	No goal for the total	60	ppb	N	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM)	2019	16	0 - 25.1	No goal for the total	80	ppb	N	By-product of drinking water disinfection.

3 Chlorine and chloramines are disinfecting agents added to control microbes that otherwise could cause waterborne diseases or other water quality concerns. Most water systems in Illinois are required by law to add either chlorine or chloramines. Levels well in excess of the MRDL could cause irritation of the eyes or nose in some people. The values reported reflect multiple locations in the service area.

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Arsenic	2019	1	1 - 1	0	10	ppb	N	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes.
Fluoride ⁴	2019	0.7	0.74 - 0.74	4	4.0	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate (measured as nitrogen) ⁵	2019	8	0 - 8	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.

4 Fluoride is added to the water supply to help promote strong teeth. The Illinois Department of Public Health recommends a fluoride level of 0.7 mg/L.

5 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.

State Regulated Contaminants	Date Sampled	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Sodium ⁶	2019	16	15.5 - 15.5			ppm	N	Erosion from naturally occurring deposits: Used in water softener regeneration.

6 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.

Turbidity ⁷	Limit (Treatment Technique)	Level Detected	Violation	Likely Source of Contamination
Highest Single Measurement	1 NTU	0.54 NTU	N	Soil Runoff.
Lowest monthly % meeting limit	0.3 NTU	100%	N	Soil Runoff.

7 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.

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.

Note: The state requires monitoring of certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Therefore, some of this data in the table above, though accurate, may be more than one year old.

Violation Summary Table

We are happy to announce that no monitoring, reporting, treatment technique, maximum residual disinfectant level, or maximum contaminant level violations were recorded during 2019.