



2023 Annual  
**WATER QUALITY  
REPORT**

**GLASFORD**  
PWS ID: IL1430350

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



**ILLINOIS  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

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

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

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

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

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

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## A message from Illinois American Water's President



**Rebecca Losli**

President, Illinois  
American Water

Dear Illinois American Water Customer,

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

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

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

A few important facts:

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

We are proud to be your local water company.

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

Sincerely,

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

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



### **ATTENTION: Landlords and Apartment Owners**

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



Mark of  
Excellence



### EVERY STEP OF THE WAY.

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



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

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



### WATER QUALITY. DOWN TO A SCIENCE.

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



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

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



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Illinois American Water's Glasford District source water is 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.

To determine Glasford's susceptibility to groundwater contamination, a Well Site Survey, published in 1991 by the Illinois EPA (IEPA), and Source Water Protection Plan were reviewed. Based on the information contained in these documents, fourteen potential sources of groundwater contamination are present that could pose a hazard to groundwater pumped by the Glasford community water supply wells. These include two stores/sales, a laundry, a below ground fuel storage, two machine shops/sheds, a fire station, a school, a hardware store, a printing, a photographic service, a grain elevator, an auto body, and an above ground fuel storage. Based on information provided by Glasford water supply officials, the following facilities, also indicted as potential sources in the site data table, have changed their status: Glasford Service Center (gone-business office), Illini Discount Auto Parts (gone-building demolished), Timber Hollis Fire Protection (moved to 575 feet from Well #1 and 400 feet from Well 2), and Glasford Grade School (gone-empty building).

Based upon this information, the IEPA has determined that Glasford Wells #1 and #2 are not susceptible to IOC, VOC, or SOC contamination. This determination is based on a number of criteria including: monitoring conducted at the wells; monitoring conducted at the entry point to the distribution system; and the available hydrogeologic data for the wells. In anticipation of the EPA's proposed Ground Water Rule, the IEPA has determined that Glasford's community water supply wells are not vulnerable to viral contamination. This determination is based upon the evaluation of the following criteria during the Vulnerability Waiver Process: the community's wells are properly constructed with sound integrity and proper site conditions; there is a hydrogeologic barrier that restricts pathogen movement; all potential routes and sanitary defects have been mitigated such that the source water is adequately protected; monitoring data did not indicate a history of disease outbreak; and the sanitary survey of the water supply did not indicate a viral contamination threat. However, having stated this, the IEPA is proposing to require States to identify systems in karst, gravel and fractured rock aquifer systems as sensitive. Water systems utilizing these aquifer types would be required to perform routine source water monitoring. Because the community's wells are constructed in a confined aquifer, which should provide an adequate degree of protection to prevent the movement of pathogens into the wells, well hydraulics were not considered to be a significant factor in the vulnerability determination.

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

### DID YOU KNOW?

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

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

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



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



# What are the Sources of Contaminants?

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

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

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

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

**SPECIAL HEALTH INFORMATION**

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

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

<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:** <https://epa.illinois.gov/> or (217) 782-3397.

## FOR MORE INFORMATION

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

## WHAT ARE WE DOING?

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

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



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



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



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



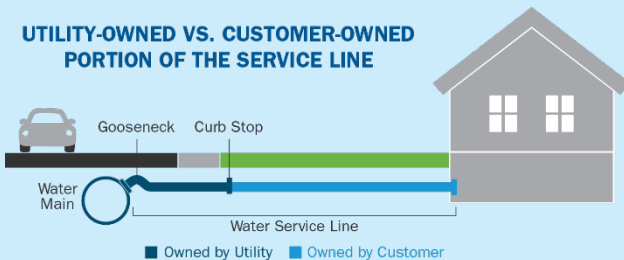
**Protect Our Watersheds Art Contest:** Open to third, fourth, and fifth graders, the contest encourages students to use their artistic skills to express the importance of water service.

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

# About Lead

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

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



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

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

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

### MINIMIZING YOUR POTENTIAL EXPOSURE

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

### CHECK YOUR PLUMBING AND SERVICE LINE

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



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.



# Determining Your Service Line Material

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

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

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

## TYPES OF PIPE

	<ul style="list-style-type: none"><li>• Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.</li></ul>
	<ul style="list-style-type: none"><li>• Copper: The color of a copper penny.</li></ul>
	<ul style="list-style-type: none"><li>• 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.</li></ul>
	<ul style="list-style-type: none"><li>• Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.</li></ul>

## YOUR SERVICE LINE MATERIAL

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

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

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

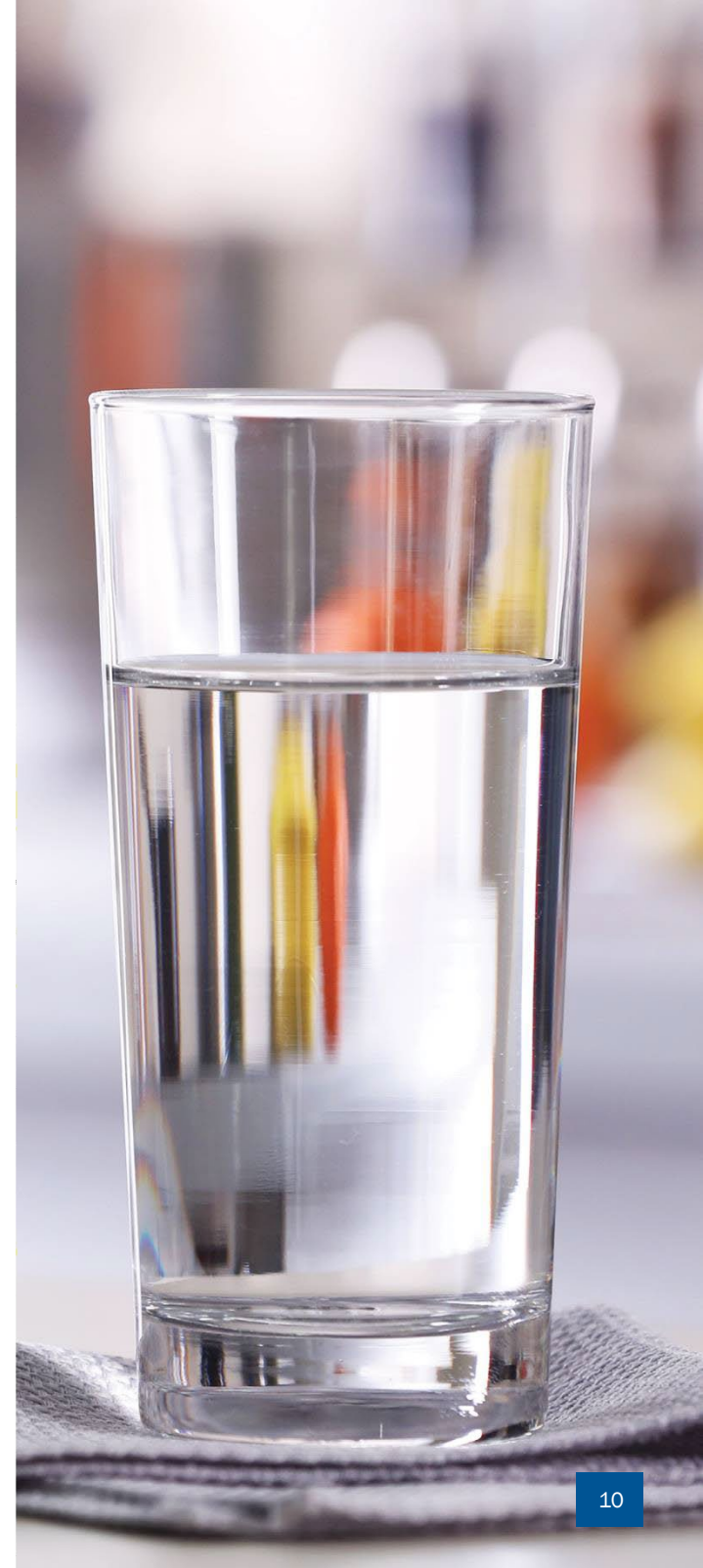
# Important Information About **Drinking Water**

## **IMPORTANT HEALTH INFORMATION**

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

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

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



# Important Information About **Drinking Water**



## **PFAS**

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

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

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

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



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

**Lauren A. Weinrich, Ph.D.**  
Principal Scientist



## Water Quality Results

### **WATER QUALITY STATEMENT**

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

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

# Definition of Terms

These are terms that may appear in your report.

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

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

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

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

**LRAA:** Locational Running Annual Average

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

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

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

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

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

**MFL:** Million fibers per liter.

**NA:** Not applicable

**ND:** Not detected

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

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

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

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

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

**RAA:** Running Annual Average

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

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

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Illinois American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2023, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see previous page “Definition of Terms”.

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

- Starting with **Substance (with units)**, read across.
- **Year Sampled** is usually in 2023, but may be a prior year.
- A **Yes** under **Compliance Achieved** means the amount of the substance met government requirements.
- **MCLG/MRDLG** is the goal level for that substance (this may be lower than what is allowed).
- **MCL/MRDL/TT/Action Level** shows the highest level of substance (contaminant) allowed.
- **Highest, Lowest or Average Compliance Result** represents the measured amount detected.
- **Range** tells the highest and lowest amounts measured.
- **Typical Source** tells where the substance usually originates.

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

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

## LEAD AND COPPER

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	07/21/2022	1.3	1.3	0.077	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
Lead	07/21/2022	0	15	0	1	ppb	N	Corrosion of household plumbing systems; Erosion of natural deposits.

### Regulated Contaminants

Disinfectants and Disinfection By-Products	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Chlorine	2023	1.2	0.87 - 1.59	MRDLG = 4	MRDL = 4	ppm	N	Water additive used to control microbes.
Haloacetic Acids (HAA5)	2023	2	2 - 2	No goal for the total	60	ppb	N	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM)	2023	9	9.3 - 9.3	No goal for the total	80	ppb	N	By-product of drinking water disinfection.

### Inorganic Contaminants

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Arsenic	10/14/2021	4	4 - 4	0	10	ppb	N	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Fluoride	2023	3.21	3.21 - 3.21	4	4.0	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Sodium	10/14/2021	823.9	823.9 - 823.9			ppm	N	Erosion from naturally occurring deposits. Used in water softener regeneration.

While your drinking water meets EPA standards for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

### **PUBLIC NOTIFICATION, SECONDARY MCL Exceedance—FLUORIDE**

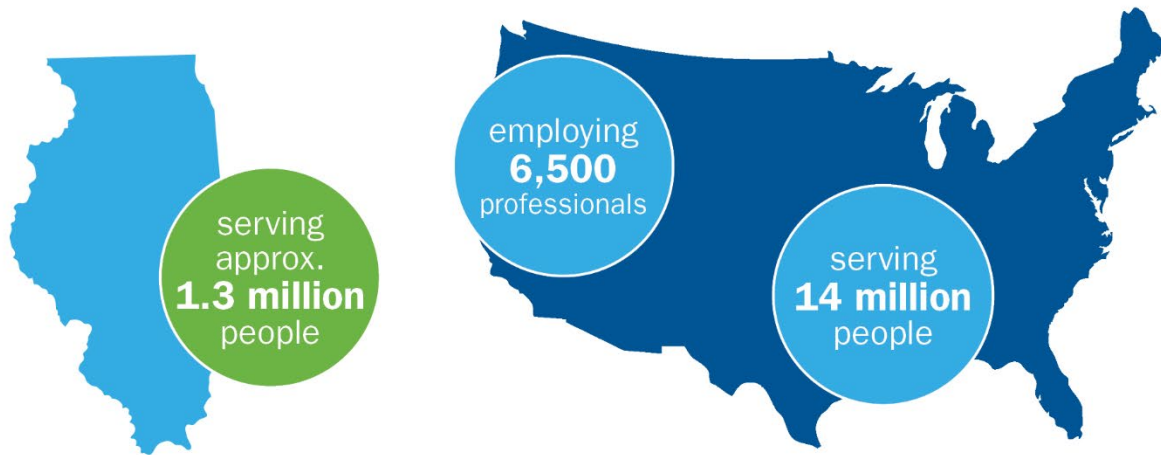
This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 milligrams per liter (mg/L) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). The drinking water provided by Illinois American Water in Glasford was analyzed on 10/10/23 and had fluoride concentrations of 3.21 mg/L. Fluoride occurs naturally in some areas and is found in high concentrations in the aquifer in our source water. Dental fluorosis in its moderate or severe forms may result in a brown staining and or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use of fluoride-containing products for young children. Older children and adults may safely drink the water. Drinking water containing more than 4 mg/L of fluoride (the U.S. Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease. Your drinking water does not contain more than 4 mg/L of fluoride, but we're required to notify you when we discover that the fluoride levels in your drinking water exceed 2 mg/L because of this cosmetic dental problem. Some home water treatment units are also available to remove fluoride from drinking water. To learn more about available home water treatment units, you may call NSF International at 1-877- 8-NSF-HELP.



## About Us

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

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



## ILLINOIS AMERICAN WATER FACTS AT A GLANCE

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



# How to Contact Us

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

## WATER INFORMATION SOURCES

**Illinois American Water**  
[www.illinoisamwater.com](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.