

WATER QUALITY RESTORED IN UNIVERSITY PARK

We will continue working with regulators as we enter our **fourth and final phase of progress!**



Thank You to Our Valued Customers

This is a significant water quality milestone that we have been striving towards since day one and it reaffirms that the treatment is working. Thank you for partnering with us to make this achievement possible. As we move forward, we will continue to keep our customers informed and rebuild trust in the community.

Visit WaterFactsIL.com for updates or call **877.987.2782** with questions.

Updated 12/22/2020

AQUASM
An Essential Utilities Company

What Does This Mean For Our Customers?

What does it mean that water in University Park is restored?

State and federal drinking water regulations require that 90 percent of regularly sampled homes have water lead levels of 15 micrograms per liter (ug/L) or less as measured over six-month monitoring periods. In addition to meeting the sampling requirements under the regulations, we also performed additional sampling as required by the State and to validate our results. Data show that the 90th percentile met the benchmark for the July to December period.

Should I continue to flush and filter before consuming tap water?

It is always a best practice in any water system to run tap water for a few minutes if it has not been used for several hours. This ensures that you are getting the freshest water from the main.

We remain committed to rebuilding trust in the community. If you are concerned about internal lead plumbing in your home, you can request free water sampling by calling our customer service team at 877.987.2782. At your discretion, you can continue to flush and filter tap water before consumption by following these steps:

1. First, run cold tap water for two to three minutes when water has sat stagnant in internal plumbing, and
2. Filter cold tap water through faucet or pitcher filters that are certified to remove lead, like those Aqua Illinois continues to offer.

After filtering cold tap water, you can heat it up before consumption (for example, on the stove or in the microwave).

Is Aqua Illinois still providing resources to customers?

We continue to offer resources — including bottled water, NSF-certified faucet and pitcher filters and filter replacements — at this time to eligible University Park customers through our local distribution center. Additionally, customers may request free water sampling by calling 877.987.2782.

How will Aqua Illinois maintain the water quality moving forward?

We will continue to diligently monitor and safeguard the water quality, which will include routine water sampling consistent with Illinois regulations. As we continue using the water treatment that has restored water quality, we look forward to ongoing collaboration with nationally renowned water chemistry experts and regulators.

Together, we have achieved high water quality in your community, and we will continue to be here for you as we work with state regulators on next steps.

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