



August 23, 2019

Dear Valued Aqua Illinois Customer,

Thank you for your patience as we continue working to restore safe drinking water for all our customers in University Park. We apologize for the inconvenience and uncertainty this situation has caused you and your family, and I assure you we're working with nationally recognized experts, under regulatory guidance, to resolve it as soon as possible. In the meantime, we're committed to minimizing the impact to customers and ensuring you have the best information to feel comfortable and safe using your water at home.

Enclosed you will find Illinois Environmental Protection Agency-mandated documents notifying you that:

- Based on tap water samples, lead levels in certain homes in University Park exceed the lead action level set by regulation, and
- a sampling protocol from 2018 included several homes that did not meet the regulatory required sampling criteria, and Aqua notified the IEPA of this situation.

**Please read these notices** but also be aware that these notices describe issues that Aqua Illinois is *already* working to resolve: Aqua Illinois continues to make progress toward fixing the lead issue in University Park, and we have already worked proactively with the IEPA to revise our sampling protocols and, in fact, doubled the number of sampling locations.

We're required to send this information to *all* customers in the University Park water system, even if you're no longer under the lead advisory. **If you have been removed from the advisory, you can use your water normally for consumption and non-consumption uses.** Although it is not a requirement, even if your home has been lifted from the advisory, we recommend that you run your faucet until the temperature changes before using it to ensure you're getting the freshest water, rather than water that has sat stagnant in your home's plumbing for a while.

As you will see in the enclosed documents, **if you remain under the advisory, you *can* consume your tap water if you take the following protective steps:**

1. Run your cold tap water for 2-3 minutes when water has sat stagnant in internal plumbing, AND
2. Filter cold tap water through faucet and pitcher filters that are certified by the NSF to remove lead before consuming tap water, like those Aqua Illinois provided and continues to offer to impacted customers.

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

Upon your request, Aqua Illinois will deliver to your home a free water filter certified by the NSF to remove lead. You can request a filter at [WaterFactsIL.com](http://WaterFactsIL.com) or by calling 877.987.2782.

You could always and can continue to use unfiltered tap water (hot or cold) for non-consumption daily uses, such as bathing, washing your hands, washing dishes and doing laundry. It's critical that you use your water daily because regular use helps keep fresh water flowing through your pipes and helps the treatment process take effect in your home.

The new water treatment takes time to take effect, and we believe it could be several months before this issue is resolved. In the meantime, we've put in place a more robust sampling process, including more frequent sampling and more than doubling our number of sample sites, to better understand what's happening in customers' homes and monitor the treatment's progress. We've collected more than 2,000 samples so far and will continue sampling as we work to resolve this issue.

We've removed 841 properties from the advisory so far, and to protect our customers who remain under the advisory, we've distributed bottled water, pitcher filters and faucet filters (along with replacement filters) certified by the NSF to remove lead.

If you have any questions after reading the information in this public education packet, please call our customer service center at 877.987.2782, and a representative will connect you with a subject-matter expert.

We believe science and the work of our water experts, with regulatory guidance, is the pathway toward fixing this situation. We will continue to provide updated information to our customers in real time and in a way that allows you to ask questions and interact directly with our experts and company representatives.

We're doing everything we can to bring you the clean, safe water you expect and deserve. Thank you for your patience and cooperation.

Sincerely,

A handwritten signature in black ink that reads "C Blanchette". The signature is written in a cursive, flowing style.

Craig Blanchette  
President, Aqua Illinois