

Interurban CodeRED Message
Cold Weather_Conservation and Boil Water Order and Treatment Change
Jan. 3, 2018

This is an important message from Illinois American Water. Due to the impact of frigid temperatures on both our production and distribution systems, it is necessary for customers to both conserve water use and to boil water before using for drinking and cooking. Our team is also making critical changes to our water treatment. Please listen to this entire message for important water information.

The continuous cold weather has caused an increase in water main breaks and resulted in a loss of pressure across our distribution system, resulting in a boil water order. You reside in the affected area. Customers in the affected area should bring their water to a rolling boil for 5 minutes before using water for drinking or cooking. Water is OK for bathing, washing and other common uses.

Customers in the Metro East service area are also required to conserve water and to restrict all non-essential water use until further notice. Customers should refrain from non-critical uses like running dishwashers and washing machines at this time.

In addition, our water quality team will be switching treatment to a form of chlorine known as "free chlorine," which does not contain ammonia. Illinois American Water has used this stronger disinfectant in the past and made a similar, temporary switch in the fall while we were flushing water mains and fire hydrants.

If you have a health care need that requires purified or filtered water, you should reach out to your healthcare provider with any questions. During the temporary treatment change, customers may experience a more noticeable chlorine taste or odor in their water. There is no reason for concern. This is due to the switch in chlorine types.

Please also remember to boil your water. The boil water order is being issued in accordance with Illinois EPA regulations. Anytime water pressure drops below 20 pounds per square inch in any part of a community's distribution system, a boil order must be issued as a precaution to protect customers.

Customers are being notified of this impact to their water service via media outreach, customer calls and Illinois American Water website alerts at www.illinoisamwater.com. Information is also provided to our customer service center representatives. Notification will be completed in the same manner should additional action be required as well as when the boil water order is lifted and when the conservation requirement is lifted. We will also notify when we change our treatment process back.

Thank you in advance for your cooperation.