ILLINOIS AMERICAN WATER

1000 Internationale Parkway
Woodridge, Illinois 60517
illinoisamwater.com

# *Important information from Illinois American Water Company!*

***Who:*** *Customers of our Homer Glen service area. The following web link provides a map depicting the area of proposed work in your community:* ***http://arcg.is/2cdbQpW*** *when accessing the project location map via the attached web link, please click "Basemap" and select "Streets" to view City Street reference. Clicking on the magenta location boundary will then provide a general description of the planned work. You can also view this communication and restoration updates associated with this project directly on our website by accessing the following link:* ***http://www.amwater.com/ilaw/alerts/IL-AlertList.html***

***What/Where/Why:*** *As part of Illinois American Water's commitment to support needed infrastructure improvement we will be replacing approximately 1,050 feet of 6-inch water main along Parker Road between Shoshoni Drive and Seminole Terrace. The water main will be installed by both open cut and directionally drilling methods.*

***When:*** *The project is estimated to commence mid to late* ***September, 2016 for the duration of approximately 1 month****. Airy's, Inc. will be the general contractor performing the construction work on this project. Spaceco Inc. will serve as our construction inspector and will have Mr. John Bedrosian available as a field representative to assist with any concerns regarding the project. Please do not hesitate to contact Mr. Bedrosian at 848-696-4060 if there are any questions or concerns regarding the project.*

***How will this affect you?*** *The existing water main will remain active while the new water main is installed and tested. After the newly installed water main has obtained Illinois EPA approval, residential services will be transferred to the new 10" water main. The existing 6" water main will be abandoned. In order to transfer your service to the new main, there will be a temporary disruption in water service.* ***You will receive 48-hour advance notice from the contractor prior to this disruption in service.***

***Lead plumbing:*** *Lead, a metal found in natural deposits, is harmful to human health. The most common exposure to lead is swallowing or breathing in lead paint chips and dust, however, lead in drinking water can also be a source of lead exposure. In the past, lead was used in some water service lines and household plumbing materials. Lead in water usually occurs through corrosion of plumbing products containing lead, however disruption (construction or maintenance) of lead service lines may also temporarily increase lead levels in the water supply.*

*This disruption may sometimes be caused by water main maintenance/replacement. As of June 19, 1986, new or replaced water serviced lines and new household plumbing materials could not contain more than 8% lead. Lead content was further reduced on Jan. 4, 2014, when plumbing materials must now be certified as "lead-free" to be used. While it's not known for certain whether or not this particular project will adversely affect the lead (if present) plumbing in and outside your home, attached is some information with preventative measures you can take to help reduce the amount of lead in drinking water.*

***IF WE ARE REPLACING THE UTILITY-OWNED SERVICE LINE SERVING YOUR PROPERTY, we'll notify you on the day the service line is replaced with further instructions on how to flush your household plumbing prior to using the water. If you're not home, we'll leave the instructions at your front door. The attached fact sheet explains more about lead and how to decrease exposure.***

***Restoration:*** *Once the water main installation and service transfers have been completed, all excavated areas will be restored. Additionally, Illinois American Water Company will ensure the work is coordinated such that driveway and sidewalk access is not restricted during this project.*

***Any questions?*** *Illinois American Water Company is committed to providing high quality water and reliable service to you. We appreciate your cooperation and apologize in advance for any inconvenience this project may cause. If you have any questions or comments, please do not hesitate to contact Delores D. Sanders, Engineer Administrative Assistant, at the number or email listed below.*

**O: 630-739-8836**
**E: delores.sanders@amwater.com**

ILLINOIS AMERICAN WATER

# ANNUALLY, WE INVEST $70–$100 MILLION IN ILLINOIS

## Main Replacement Project to Start Soon

Illinois American Water is preparing to replace aging water main in your neighborhood. The existing pipe has reached the end of its useful life and will be replaced with new pipe. This project may also involve installing new fire hydrants and replacing utility-owned service lines along the pipeline route (see reverse for more information about service lines.) All of these improvements should enhance water service reliability and water flows for household consumption and fire fighting.

### Project Overview

- Main in the street is installed, tested and placed into service
- Utility-owned service lines are installed to connect customers to the new main (we'll notify you if our service line serving your property is replaced and provide you with further flushing instructions)
- Final paving and restoration work is completed

### Service Impacts/Disruptions: What to Expect

**While we interconnect the new main to distribution system:** The existing water main will remain active while the new water main is installed and tested. After the newly installed water main has obtained Illinois Environmental Protection Agency (EPA) approval, residential services will be transferred to the new water mains. Customers may experience a temporary service interruption. Typically it takes about an hour to complete the work. While the new main is placed into service, customers may experience a slight discoloration of water. If this happens, run the water until it is clear.

**Once the new main is installed:**
We'll return to connect customers to the new main. This may involve replacing the utility-owned service lines, which is the portion of pipe that extends from the company's main in the street to the company shut off valve (generally located near the curb).

**If we're replacing the utility-owned service line at your property:** Typically, there is a short interruption of service while the contractor connects the new service line. **We'll notify you on the day the service line is replaced with further instructions on how to flush your household plumbing prior to using water. It is important that you read and follow these instructions.**

**If you're not home, we'll leave the instructions at your front door.**

### Restoration

Once the water main installation and service transfers have been completed, all excavated areas will be restored. Additionally, Illinois American Water will ensure the work is coordinated so that driveway and sidewalk access are not restricted for extended periods during this project.

**Our crews will work as quickly as possible to shorten the length of these temporary inconveniences. We appreciate your patience and understanding during this project.**

**The project represents a critical investment for the company and supports our commitment to provide customers with safe, reliable water service.**

**FOR MORE INFORMATION**
Your safety, as well as the safety of your neighbors and our workers is important to us! Should you have any questions or concerns about this project, please reach out to the contacts included in the attached letter. It is suggested that you hold on to this information until the project is completed.

We can also be reached at our Customer Service Center at 1-800-422-2782 from 7 a.m. to 7 p.m. (24/7 for emergencies)

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WATER: QUALITY, CARE AND VALUE DELIVERED IN EVERY DROP.

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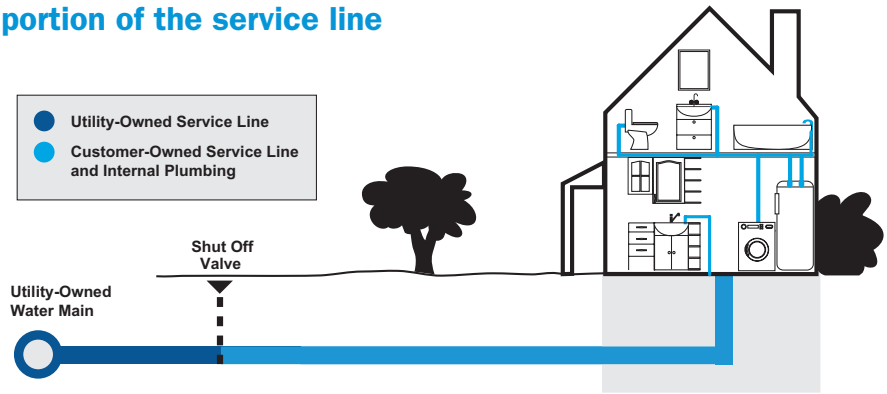
## Utility-owned vs Customer-owned portion of the service line




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

## Traffic and Accessibility

Temporary traffic disruptions may occur. We will make every effort to have at least one traffic lane open on each street and intersection. Motorists should use caution, obey traffic signs and follow any detour routes when driving in the area. Trash collection, mail, emergency vehicles and school buses will not be disrupted over the course of construction.

## Noise

Our employees and contractors will take measures to minimize noise levels; however, there will be some unavoidable noise associated with this project. We appreciate your understanding of any inconvenience that this may cause.

## Site Maintenance

The project site will be maintained and cleaned each day before employees or contractors have completed work.

## How should we reach you in an emergency?

**When we are unable to use door hangers or door-to-door notification, IllinoisAmerican Water uses a high-speed mass notification system called "CodeRED" to keep customers informed about water-related emergencies and notifications.** Log on to our Web self-service portal, My H2O Online (**www.amwater.com/myh2o**) to make sure your contact information is up to date. While you're there, tell us how you prefer to receive your alerts and notifications: Phone; Text and Phone; and/or Email.

** Standard text, data and phone rates may apply.*

## Important Information About Service Lines

There are two components of a service line.

**Utility-owned portion of the service line**: This is the portion of the service line that extends from the company's main in the street to the company shut off valve (generally located near the curb).

**Customer-owned portion of the service line**: This portion of the service line is the responsibility of the property owner. It extends from the company shut off valve to and including the inside plumbing.

**IF WE ARE REPLACING THE UTILITY-OWNED SERVICE LINE SERVING YOUR PROPERTY, we'll notify you on the day the service line is replaced with further instructions on how to flush your household plumbing prior to using the water.**

**If you're not home, we'll leave the instructions at your front door.**

## Do you know what your service line is made of?

Over the years, plumbers have used many different materials, including copper, PVC, lead and others. If you have an older home, you should contact a licensed plumber to identify the material used on your property and in your home plumbing. If lead is found, you should consider replacing the portion you own to reduce your potential exposure to lead. More information about lead can be found online at **www.illinoisamwater.com**. Under Water Quality & Stewardship, select Water Quality Reports.

# LEAD

## The most common source of lead in tap water is the plumbing in your home

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Illinois American Water regularly tests for lead in drinking water and has taken steps to minimize levels through improvements in corrosion control.

Although these tests indicate that lead is not an issue in the treated water leaving our facility, lead and/or copper levels in some homes and businesses might be detected due to customer use of lead pipes, lead solder and molded metal faucets in household plumbing.

### Health effects associated with high levels of lead

The U.S. Environmental Protection Agency (EPA) sets standards related to lead in drinking water. Lead levels that exceed these standards could cause serious damage to the brain, kidneys, nervous system and red blood cells. The greatest risk, even with short-term exposure, is to young children and pregnant women.

### Assessing your exposure to lead

Lead levels in drinking water are more likely to be higher if:

- your home or water system has lead pipes or has a lead service line
- your home has copper pipes with lead solder
- your home was built before 1986 AND
- you have soft or acidic water
- water sits in the pipes for several hours

### Minimizing your exposure

You cannot see, smell or taste lead, and boiling water will not remove lead. Although our water is treated to minimize the risk of lead, you can reduce your household's exposure to lead in drinking water by following these simple steps:

- **Flush your tap before drinking or cooking with water if the water in the faucet has gone unused for more than six hours.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. Flush your tap with cold water for 30 seconds to two minutes before using. To conserve water, catch the running water and use it to water your plants.
- **Try not to cook with or drink water from the hot water faucet.** Hot water has the potential to contain more lead than cold water. When you need hot water, heat cold water on the stove or in the microwave.
- **Remove loose lead solder and debris from plumbing.** In newly-constructed homes or homes in which the plumbing was recently replaced, remove the strainers from each faucet and run the water for 3 to 5 minutes. When replacing or working on pipes, be sure to use materials that are lead-free. Use of lead-based solders has been banned.
- **Look for the "Lead Free" label.** When replacing or installing fixtures, look for the "lead free" label. Under the 2011 Reduction of Lead in Drinking Water Act, fixtures must have 0.25% lead or less to be considered "lead free."
- **See also information on the reverse** related to home treatment devices.

*(Continued)*

### For more information

**Illinois American Water Customer Service Center**:
1-800-422-2782
M-F, 7 a.m. – 7 p.m.

**Check us out online:**
illinoisamwater.com

**For more information on drinking water standards:**
Contact the EPA Hotline at 1-800-426-4791

ILLINOIS AMERICAN WATER

If you are still concerned about elevated levels and want to find out where you can have your water tested by a certified laboratory, contact the EPA's Safe Drinking Water Act Hotline at 1-800-426-4791 or visit the Illinois EPA website at www.epa.illinois.gov.

# FREQUENTLY ASKED Q AND A

## Is lead in water regulated and does Illinois American Water comply with standards?

Yes and yes. The EPA's lead standard is an action level that requires treatment modifications if lead test results exceed 15 parts per billion (ppb) in more than 10 percent of first draw samples taken from household taps.

Illinois American Water regularly tests for lead at the end of its treatment process. Testing has shown that lead is not an issue in the water exiting any of our water treatment facilities.

We also conduct tests in our distribution system in accordance with the EPA regulatory requirements. For more information on your system, visit **illinoisamwater.com** to view the latest consumer confidence report. Under the **Water Quality & Stewardship** menu, select **Water Quality Reports**.

## Does that mean I do not have lead in my water?

Not necessarily. You might have lead in your drinking water if your household plumbing system has lead pipes or if lead solder was used in the joints of copper pipes.

Homes built before 1930 are more likely to have lead plumbing systems. Lead pipes are dull grey color and scratch easily revealing a shiny surface.

Lead solder used to join copper pipes is a silver or grey color. If your house was built before January 1986, you are more likely to have lead-soldered joints. If you do, the chance of the lead leaching into your drinking water is greater when water has been standing in the pipes for many hours, overnight for example.

Lead kits that test for the presence of lead in solder are available at some hardware stores.

## Should I flush my faucets every morning before using it to drink or use for food prep?

Yes. If you know you have lead pipes or lead solder was used on your copper piping, **flush your tap before drinking or cooking with water, if the water in the faucet has gone unused for more than six hours.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. Flush your tap with cold water for 30 seconds to two minutes before using.

## How can I tell if my water contains too much lead?

You can have your water tested for lead. Since you cannot see, taste or smell lead dissolved in water, testing is the only sure way of knowing.

## Will electrical grounding increase my lead levels?

Possibly. If grounding wires from electrical systems are attached to household plumbing, corrosion and lead exposure may be greater. Customers can choose to pay to have an electrician check the house wiring.

## Getting your water tested for lead

Illinois American Water does not provide testing for lead for individual customers who request it. Customers can choose to have their water tested at their cost at a certified laboratory.

**For more information**

- Contact EPA's Safe Drinking Water Act Hotline: 1-800-426-4791
- Visit Illinois EPA online at www.epa.illinois.gov

## Do I need a home treatment device for lead?

The need for a home treatment device is a customer-specific decision. Illinois American Water takes steps to reduce the potential for lead to leach from your pipes into the water. This is accomplished by adding a corrosion inhibitor or by reducing the acidity of the water leaving our treatment facilities. Certain home treatment devices, such as water softeners for example, might increase lead levels in your water. Always consult the device manufacturer for information on potential impacts to your drinking water or household plumbing.

NSF International created a Consumer Guide to NSF Certified Lead Filtration Devices for Reduction of Lead in Drinking Water. Visit www.nsf.org/info/leadfiltrationguide for more information.

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