APRIL 2025

Lead Service Line Replacement Plan

Draft Report

Prepared for:

Aqua Illinois Rockwell

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Acronyms and Abbreviations

AL	Action Level (for the federal Lead and Copper Rule)
AWWA	American Water Works Association
CDC	Centers for Disease Control and Prevention
CIP	Capital Improvement Plan
EPA	Environmental Protection Agency
FAQ	Frequently Asked Questions
GIS	Geographic Information System
GRR	Galvanized Requiring Replacement
HDD	Horizontal Directional Drilling
ICC	Illinois Commerce Commission
IDPH	Illinois Department of Public Health
IEPA	Illinois Environmental Protection Agency
LCR	Lead and Copper Rule
LCRI	Lead and Copper Rule Improvements
LCRR	Lead and Copper Rule Revisions
LSL	Lead Service Line
LSLR	Lead Service Line Replacement
MHI	Median Household Income
ppb	Parts Per Billion, units for lead in water (equivalent to micrograms per liter [µg/L])
Public Act 102-0613	Illinois's Lead Service Line Replacement and Notification Act
PVC	Polyvinyl Chloride
SB	Senate Bill
SRF	State Revolving Fund
WIFIA	Water Infrastructure Financing and Innovation Act
WIIN	Water Infrastructure Improvements for the Nation

State and Federal LSLR Plan Requirements

IL State Listed LSLR Plan Requirements

Location in Report	Required Section
Section 1.1	The name and identification number of the community water supply. *415 ILCS 5/17.12 (q)(1)*
Section 2.2	The number of service lines connected to the distribution system of the community water supply. *415 ILCS 5/17.12 (q)(2)*
Section 2.2	The total number and location of suspected lead service lines connected to the distribution system of the community water supply. *415 ILCS 5/17.12 (q)(3)*
Section 2.2	The total number and location of known lead service lines connected to the distribution system of the community water supply. *415 ILCS 5/17.12 (q)(4)*
Table 3-3	The total number and locations of lead service lines connected to the distribution system of the community water supply that have been replaced since 2020. *415 ILCS 5/17.12 (q)(5)*
Table 3-2	A proposed lead service line replacement schedule that includes one-year, 5-year, 10-year, 15-year, 20-year, 25-year, 30-year goals. *415 ILCS 5/17.12 (q)(6)*
Section 4	An analysis of costs and financing options for replacing the lead service lines connected to the community water supply's distribution system. *415 ILCS 5/17.12 (q)(7)*
Section 4.1	A detailed accounting of costs associated with replacing lead service lines and galvanized lines requiring replacement. *415 ILCS 5/17.12 (q)(7)(A)*
Section 4.3.2	Measures to address affordability and prevent service shut-offs for customers or ratepayers. *415 ILCS 5/17.12 (q)(7)(B)*
Section 4.3	Consideration of different scenarios for structuring payments between the utility and its customers over time. *415 ILCS 5/17.12 (q)(7(C)*
Section 3	A plan for prioritizing high risk facilities such as preschools, daycare centers, group day care properties, parks, playgrounds, hospitals, and clinics, as well as high-risk areas identified by the community water supply. *415 ILCS 5/17.12 (q)(8)*
Figure 3-1	A map of the areas where lead service lines are expected to be found and the sequence with which those areas will be inventoried, and lead service lines replaced. *415 ILCS 5/17.12 (q)(9)*
Section 6	Measures for how the community water supply will inform the public of the plan and provide opportunity for public comment. *415 ILCS 5/17.12 (q)(10)*
Section 4.1.1	Measures to encourage diversity in hiring in the workforce required to implement the plan as identified under subsection (n). *415 ILCS 5/17.12 (q)(11)*
Section 5 (construction) and Section 6 (outreach)	Procedure for conducting full lead service line replacement. *40 CFR 141.84 (b)(2)*
Section 6.5	Procedure for informing customers before a lead service line replacement and flushing directions to remove particulate lead form service lines and premise plumbing. *40 CFR 141.84 (b)(3) & 40 CFR 141.84 (b)(5)*

Federal Lead and Copper Rule Revisions (LCRR) Listed LSLR Plan Requirements

Location in the Report	Requirement
Section 2.3	A strategy for determining the composition of lead status unknown service line in its inventory. *40 CFR 141.84 (b)(1)*
Section 5 and Section 6	Procedure for conducting full lead service line replacement. *40 CFR 141.84 (b)(2)*
Section 6.5	A strategy for informing customers before a full or partial lead service line replacement. *40 CFR 141.84 (b)(3)*
Section 3.1	A lead service line replacement goal rate recommended by the system in the event of a lead trigger level exceedance. *40 CFR 141.84 (b)(4)*
Section 6.5.1	A procedure for customers to flush service lines and premise plumbing of particulate lead. *40 CFR 141.84 (b)(5)*
Section 3	A lead service line replacement prioritization strategy based on factors including but not limited to the targeting of known lead services lines, lead service line replacement for disadvantaged consumers and the populations most sensitive to the effects of lead. *40 CFR 141.84 (b)(6)*
Section 4	A funding strategy for conducting lead service line replacements which considers ways to accommodate customers that are unable to pay to replace the portion they own. *40 CFR 141.84 (b)(7)*

Note: This LSLR plan is written to comply with the components listed in the Illinois Lead Service Line Replacement and Notification Act and the Federal Lead and Copper Rule Revisions (LCRR). Currently, Illinois has adopted the LCRR but federally, the LCRR has been delayed by the passage of the Lead and Copper Rule Improvements (LCRI) in October 2024. The LCRI includes new LSLR plan requirements. This plan will need to be updated as additional state and federal guidance is issued. Final LSLR plans are still expected to be due in 2027.

Executive Summary

Illinois's Lead Service Line Replacement and Notification Act (Public Act 102-0613) requires Illinois utilities to develop and submit lead service line replacement (LSLR) plans with the initial draft due in 2024 and the final plan due in 2027. Federally, the Lead and Copper Rule Revisions (LCRR) also requires utilities to develop and submit LSLR plans. Aqua Illinois-Rockwell (Rockwell) developed the initial draft LSLR plan to comply with Public Act 102-0613 and the federal LCRR in 2024, and this is the first annual update. It will continue to be updated annually and resubmitted to Illinois Environmental Protection Agency (IEPA) until the final plan and inventory are submitted in April 2027. The Federal Lead and Copper Rule Improvements (LCRI) were promulgated in October 2024 and include additional requirements for the final LSLR plan, also due in 2027. This plan will be updated to reflect the LCRI requirements when that guidance is published.

ES.1 Current Inventory

Table ES-1-1 shows the service line material inventory for the 322 services in Rockwell as of March 24, 2025.

Table ES-1-1: Service Line Material Inventory (as of March 24, 2025)

Material	Summary Count[1]
Lead	0
Galvanized Requiring Replacement (GRR)	0
Unknown	0
Non-lead	322

Rockwell has no lead, GRR, or unknowns in the current inventory. This inventory is currently under review by the IEPA.

ES.2 Replacement Timeline and Prioritization

Per Public Act 102-0613, Aqua Illinois would be required to replace 7 percent of lead service lines (LSLs) annually in Rockwell so that lead and unknown services are removed from the system within 15 years starting in 2027. The new LCRI would increase this requirement to 10 percent per year in 2027. However, since Rockwell currently has no lead or unknown services, replacements will occur if any LSL is discovered.

ES.3 Program Budget

Based on previous LSLR work in the region, the average construction cost for replacing a full LSL from the water main to inside the house is estimated to be approximately $15,000 and a single side replacement is estimated to cost $8,000. Because no LSL/GRRs are expected in the distribution system, Aqua Illinois's Rockwell LSLR program is anticipated to cost approximately $0 in 2025 dollars.

[1] The summary count is based on the classification for the full service line material outlined in the EPA's Guidance for Developing and Maintaining a Service Line Inventory (Aug 2022)

If any LSLR are discovered, Aqua Illinois anticipates paying for the LSLR program through water rates. This cost estimate assumes that Aqua Illinois will be able to replace the customer side at no direct cost to Rockwell customers and that the cost can be reimbursed through water rates. However, the use of water rates on the customer side will require approval of the Illinois Commerce Commission (ICC).

1.0 Objectives and Background

This report describes the Lead Service Line Replacement (LSLR) draft plan to be implemented by Aqua Illinois-Rockwell (Rockwell), a water system owned by Aqua Illinois. It is written in compliance with Illinois Lead Service Line Replacement and Notification Act (Public Act 102-0613). This plan was first published in April 2024. This is the first annual update, and it will continue to be updated annually until the final replacement plan is submitted by April 15, 2027[2] or until the IEPA has accepted the no lead, no GRR, and no unknown inventory for Rockwell.

1.1 System Background

Rockwell, located roughly 32 miles northwest of Evanston, Illinois, is reachable by car in a little over an hour from downtown Chicago (Figure 1-1). It serves a population of 1,762 people through 6 miles of water main.

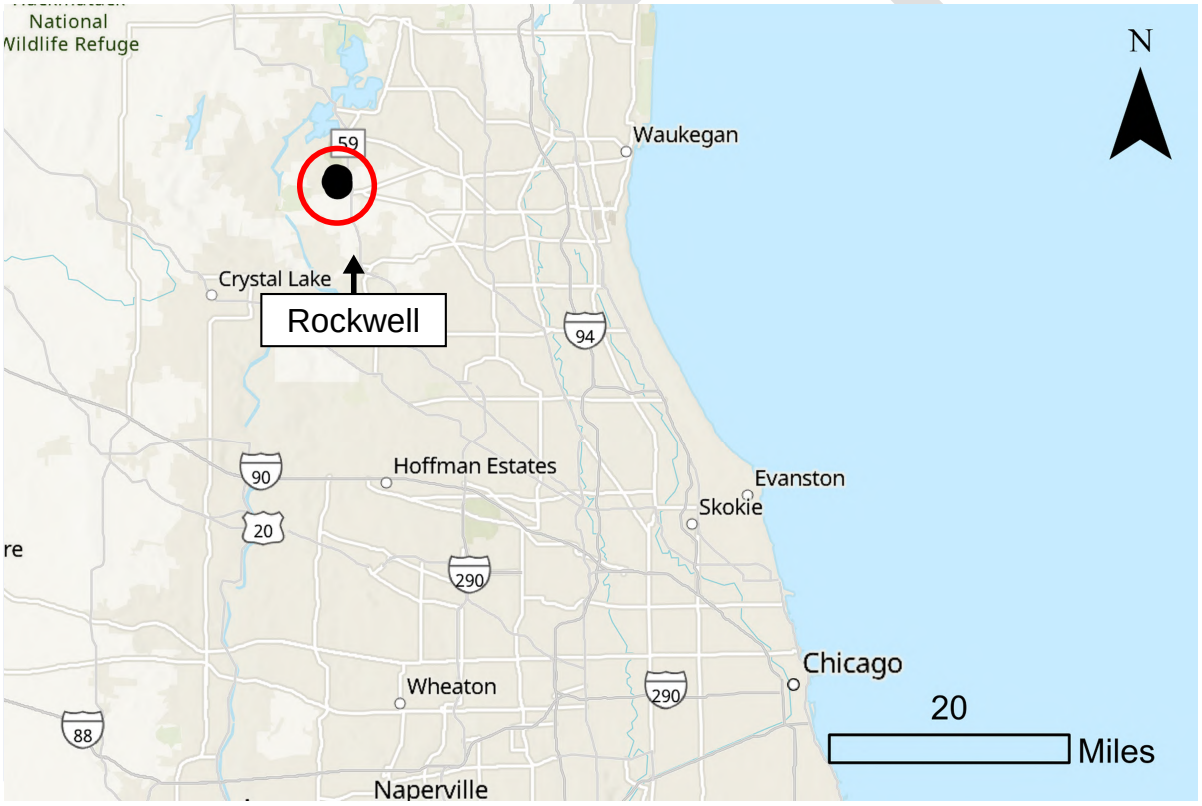


Figure 1-1: System Location Map

[2] This report includes the topics listed in the federal Lead and Copper Rule Revisions (LCRR) LSLR plan requirements. The more recent Lead and Copper Rule Improvements (LCRI) also lists requirements for LSLR plans. While this rule has been finalized, compliance guidance documents have not yet been released, and so its requirements have not been incorporated. This plan will need to be revised as additional federal guidance is released.

The water system serving Rockwell is Aqua Illinois-Rockwell, System Number IL0970110. Water for the Rockwell system is sourced from a groundwater aquifer. Well #1 is 230 feet deep while Well #2 and Well #3 are both 231 feet deep in a sand and gravel aquifer. The wells supply a combined 90,000 gallons per day. Rockwell is privately owned and operated by Aqua Illinois.

Aqua Illinois samples the Rockwell distribution system for lead and copper per the requirements of the Federal Lead and Copper Rule. Lead sampling was from the first liter until October 2024, when the regulated sampling protocol switched to the fifth liter in lead service lines (LSLs) to comply with the LCRR. The EPA has set a lead action level exceedance if the 90th percentile of lead measured in stagnated water is above 15 parts per billion (ppb). There is a lead trigger level exceedance if the lead is above 10 ppb. Rockwell's most recent sampling was in 2024. Its 90th percentile for lead was 1.1 ppb.

1.2 Sources of Lead in Drinking Water

Lead is not present in the Rockwell raw water source or the treated water leaving the water treatment plant. Instead, lead would enter the water as it travels through the lead water service lines connecting individual properties to water mains, or through lead-containing interior plumbing, fixtures and/or solder present inside the property or building.

New construction materials typically are lead-free. In April 1986, the Illinois Administrative Code was modified so that pipes and fittings had to have a lead content below 8%, and solder had to have a lead content below 0.2%. In 2014, the allowable lead content for pipes and fittings was further reduced to 0.25%.

1.2.1 Service Line Ownership

The service lines are the pipes going from the water main to the property, and ownership of each service line is split typically between the water utility (Aqua Illinois) and the property owner. Aqua Illinois owns the service line from the water main to the meter box or curb stop (see **Figure 1-2**), and the property owner owns the line from the meter box or curb stop to the house. The responsibility for maintaining and paying to replace an LSL is therefore also legally split between the water utility and the property owner.

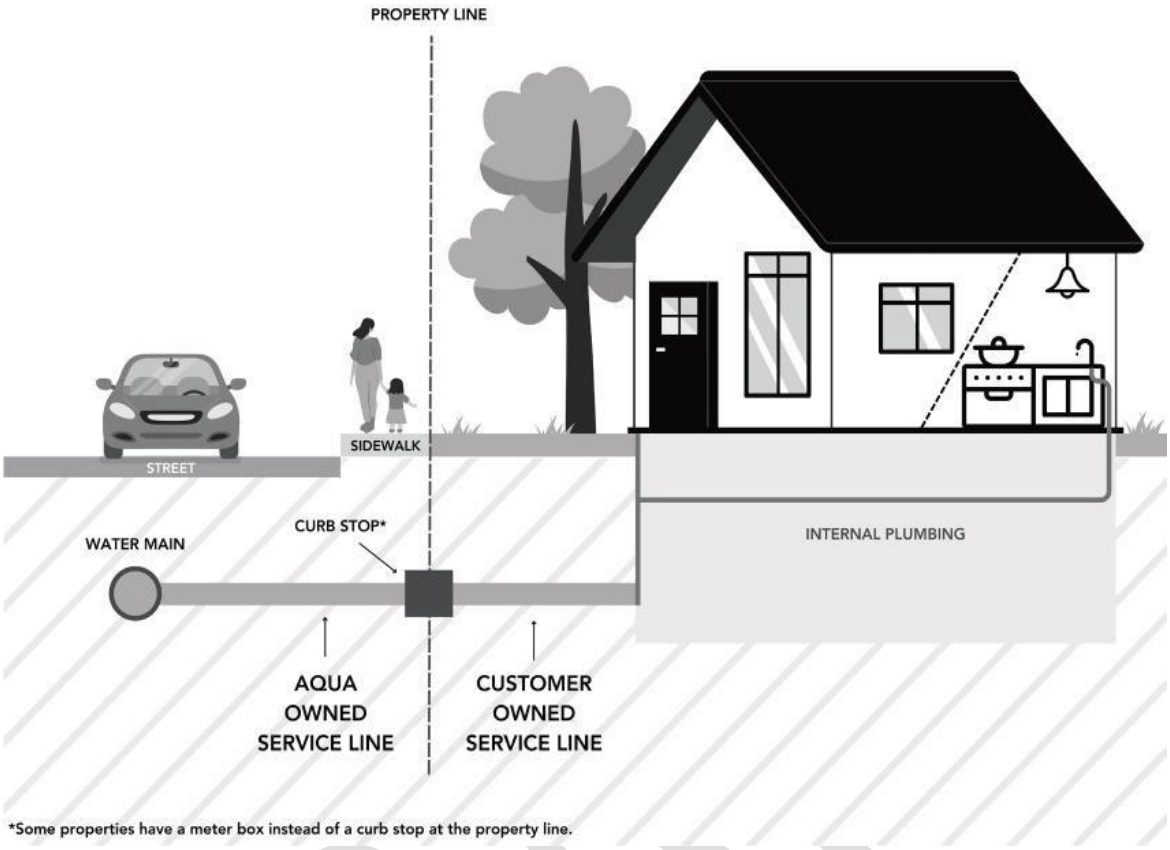


Figure 1-2: Diagram of a Water Service Line

1.2.2 Full Versus Partial LSL Replacement

A full LSLR removes all of the lead-containing sections of the service line from the water main to the building interior. If a side of the service line is not lead, the non-lead portion can remain in place, and the replacement still qualifies as a 'full LSLR.' Typically, the replacement ends at the first shut-off valve or after 18 inches inside the building, whichever is shorter. The remaining interior (premise) plumbing is left in place. While the interior plumbing is not typically made of lead, it can still have sources of lead, such as lead solder, lead brass fittings, or lead particles attached to the pipe scale. Therefore, a full LSLR does not guarantee that the water will be completely lead-free.

A partial LSLR is defined as when only a portion of the lead-containing sections of the service line are removed and some lead-containing sections remain. Typically, this situation would occur when a utility replaces only the utility-owned portion of the LSL and leaves the customer-owner portion of the LSL in place. In Illinois, the Lead Service Line Replacement and Notification Act has banned partial LSLRs, except for emergency repairs or when private access is not granted by the property owner. The LCRR provides similar restrictions at the federal level. Under the LCRI, starting in 2027, the ban on partial LSLR will be extended to cases where the property owner refuses to participate and the replacement is only occurring as part of an LSLR program (outside of infrastructure work or emergency repairs). In those cases, utilities will not be able to replace the utility-owned side until they have obtained consent to replace both sides.

1.3 Legislation on Lead and Drinking Water

1.3.1 Lead and Copper Rule Revisions (LCRR)

On January 15, 2021, the EPA overhauled the 1991 Lead and Copper Rule and released the final Lead and Copper Rule Revisions (LCRR), and Illinois adopted the LCRR as a state regulation. The initial compliance date of the LCRR was October 16, 2024. The LCRR includes requirements for community water systems to develop a service line material inventory and develop a plan for LSLR. This LSLR plan is intended to meet both the state and federal LCRR requirements. While the Lead and Copper Rule Improvements (LCRI) extended this deadline to 2027 at the federal level, because Illinois adopted the LCRR at the state level, the initial LCRR deadlines are still applicable in Illinois.

The LCRR requires that the service material inventory be made publicly available. The inventory must be updated and shared annually or triennially, based on the system's tap monitoring schedule. Residents served by an unknown material, LSL, or galvanized requiring replacement (GRR) service line must be notified 30 days after each inventory and annually until the service connection is known to be non-lead. The notification includes information regarding the health effects of lead and what they can do to mitigate their risk. When a customer initiates an LSLR, the system has 45 days from the date of notification to replace the utility-owned side of the LSL (or 180 days with an approved extension).

Per the LCRR, the LSLR plan with a minimum replacement rate is not required to be implemented unless there is an exceedance of the lead action level (15 ppb) or the newly established trigger level (10 ppb). If the system's 90th percentile lead exceeds the trigger level, but is below the action level, a replacement goal needs to be proposed and approved by the state. If the 90th percentile lead is above the action level, the system will be required to replace 3% of LSLs annually, based on a 2-year rolling average. Unlike the previous LCR, partial replacements of only the utility-owned side (where the customer-owned side is lead) or lead sampling showing low lead in the water will not count towards required LSLR goals. The LSLR plan must include strategies for identifying unknown service line materials, procedures for completing full LSLR, a strategy for communicating with residents for LSLR, a goal replacement rate in the event of an exceedance, flushing procedures, a prioritization strategy, and a strategy for funding and financing LSLR. Any galvanized steel service lines that were downstream of lead (or may have been downstream of lead, but status is unknown) must also be included.

1.3.2 Lead and Copper Rule Improvements (LCRI)

The Lead and Copper Rule Improvements (LCRI) promulgated language was released by EPA on October 2024 and contains several changes that would affect Aqua Illinois's LSLR plan for Rockwell.

- The LCRI mandates replacement of all LSLs for all utilities, regardless of water quality, in 10 years at 10%/year based on a rolling 3-year average.
- Services listed as "unknown" in the service line material inventory must be identified in 10 years (by the end of the replacement period).
- The LCRI creates a new procedure for validating service lines identified as non-lead without field inspections or records.

The ban on partial LSLR is expanded to ban partial replacements when property owners refuse to replace the customer-owned side when the replacement is occurring solely due to an LSLR program. Partials may only proceed when the property owner refuses to participate *and* the service line must be impacted due to infrastructure work or an emergency repair.

While the LCRI was released in October 2024, federal guidance around compliance is still being developed, and so its requirements are not incorporated into this plan. The current LCRI has an LSLR plan due date of November 2027, and so LCRI compliance changes are anticipated to be incorporated prior to the LCRI compliance deadline.

1.3.3 Illinois Lead Service Line Replacement Act

In 2021, Illinois passed Public Act 102-0613, the Lead Service Line Replacement and Notification Act. This act requires that LSLs (defined to include GRR and unknowns) in the water system must be removed over a timeframe set by the number of LSLs in the system, as shown in **Table 1-1**.

Table 1-1: Replacement Rate Required under Illinois Public Act 102-0613

Number of Known and Suspected LSLs	Replacement Rate	Number of Years to Complete Replacements
<1,200	7%	15
1,201-4,999	6%	17
5,000-9,999	5%	20
10,000-99,999	3%	34

Rockwell has no LSLs or unknown services in the current inventory and so anticipates being finished with the LSLR program in 2027.

The state's LSLR requirement applies to all water systems, regardless of lead sampling results. However, with the promulgation of the LCRI, its 10% replacement rate would supersede the state replacement rates.

Under the Illinois LSLR and Notification Act, water systems submitted their initial draft LSLR plans on April 15, 2024. This plan is the first update and it will continue to be updated annually until the final replacement plan is submitted by April 15, 2027 or the IEPA has accepted the no lead, no GRR, and no unknown inventory.

In developing LSLR locations, the Illinois LSLR and Notification Act also bans partial LSLR. This means that during infrastructure projects, such as water main replacements, or repairs following a leak or a break on a water service line, Rockwell must provide a full LSLR (unless the property owner opts out of the customer-owned side replacement). This requirement will set a minimum number of LSLR annually and in fixed locations based on Rockwell's other planned work. Additionally, when the property owner notifies a utility that they have replaced the customer-owned side of an LSL, the utility must replace the utility-owned side.

While utilities are not required to pay for the customer-owned side replacement, utilities are required to consider extended repayment options for property owners to ensure that participation in the LSLR is accessible to low-income residents. Additionally, partial replacements do not count towards the

required LSLR rate and will continue to be listed as LSLs so long as a portion of the service line is lead or GRR.

2.0 Service Line Material Inventory

2.1 Inventory Requirements

Illinois's Lead Service Line Replacement and Notification Act (Public Act 102-0613) became effective January 1, 2022. Under the new legislation, utilities must submit the material for each service line connected to the system. The Illinois Environmental Protection Agency (IEPA) requirements for completing the inventories are:

- Prioritize the inspection of high-risk areas identified;
- Review historical documents to determine service line material;
- Visually inspect service lines and document material when doing maintenance;
- Identify any time period service lines would have been connected to the distribution system and were primarily lead service lines; and
- Discuss service line repairs and installation with other employees, contractors, plumbers, and other workers who worked on service lines connected to the community water system.

2.2 Current Inventory

Aqua Illinois has 322 service line connections in Rockwell and currently maintains a material inventory for each of their individual connections based on utility records, field observations, building age, and connection size. Aqua Illinois is continuously updating the Rockwell inventory based on field observations and verifications.

As of March 24, 2025[3], Aqua Illinois has the following records for Rockwell's service line material inventory for known lead, known galvanized requiring replacements, and suspected (unknown) lead services shown in **Table 2-1**. There are no locations of known lead, GRR, or suspected (unknown) service lines.

Table 2-1: Summary of Materials for Entire Service Line Classification (as of March 24, 2025)

IEPA Classification of Entire Service Line	Number of Services
Lead	0
Galvanized Requiring Replacement (GRR)	0
Unknown	0
Non-Lead	322

[3] The inventory is continuously updated through field observations and customer self-reports. All updates to the inventory after March 24, 2025 will be reflected in the next submission deadline for the LSLR plan.

Table 2-2 below summarizes the individual Aqua-owned and customer-owned materials, per the IEPA material classifications[4].

Table 2-2: Summary of Materials in Material Inventory By Ownership (as of March 24, 2025)

IEPA Classification	Aqua-Owned Side	Customer-Owned Side
Lead	0	0
Galvanized Requiring Replacement	0	0
Unknown	0	0
Copper with Lead Solder	0	0
Copper/Non-Lead Solder	70	216
Plastic	230	105
Cast/Ductile Iron	0	0
Unknown – Not Lead	22	1

2.3 Advancing the Inventory

Because Rockwell has no unknowns, Aqua Illinois has no active inventory plans. However, Aqua Illinois will continue to verify and advance Rockwell's inventory during work in the distribution system through the following methods:

- Field Staff Meter Work Observations: During meter work, the contractor records (where it is possible to observe) the Aqua-side, customer-side and customer's interior material of services in a standardized spreadsheet. This information is being transferred into the internal inventory database on a monthly basis.
- Field Staff Service Work Observations: During standard field work, utility staff are noting service line materials observed during the work and documenting it with the work order. This documentation is then brought in automatically to the internal inventory database.
- Water Main Replacement Projects: Service line materials are sent to the Aqua Illinois engineering group when lead or galvanized is found during a water main replacement project. From there, it is entered into a standardized LSLR tracking spreadsheet. This information is being transferred into the internal inventory database on a monthly basis.
- Service Line Replacement Work Orders: Stand-alone LSLR through the work order system is tracked with the same spreadsheet as the LSLR occurring with the water main replacement projects and transferred to the internal inventory database on a monthly basis.
- Customer Self-Reporting: On its website, Aqua Illinois provides information to Rockwell customers explaining how to identify their service line material.

[4] Gooseneck material is being tracked when encountered in the updated inventory and gooseneck materials, where known, are included in the full inventory submitted to the IEPA.

3.0 Lead Service Line Replacement Program Development

3.1 LSLR Replacement Schedule

Table 3-1 summarizes the required replacement rate based on the 2025 inventory. The first group shows the replacement rate based on Illinois's Public Act 102-0613, and the second is the federal LCRI replacement rate that currently will be required beginning in 2027.

Table 3-1: Replacement Requirements for Known Material Inventory

Inventory Type	Number of Knowns/ Suspected LSL Services	Public Act 102-0613		Federal LCRI	
		Required Replacement Rate	**Number of LSLR per Year**	**Required Replacement Rate**	**Number of LSLR per Year**
All Lead, GRR, and Current Unknowns (2025 inventory)	0	7%	0	10%	0

In the event of a lead trigger level exceedance prior to the start of the mandatory replacement rates in 2027, Aqua Illinois would recommend that Rockwell's replacement goal rate be set at 3%, which is the required replacement rate following a lead action level exceedance under the Federal LCRR requirements.

Table 3-2 below shows Aqua Illinois's proposed LSLR schedule for Rockwell with specific year goals. The first column again shows replacements under Illinois's Public Act 102-0613. The second column shows the adjusted replacement rate planned assuming that the LCRI takes effect in 2027. Rockwell has no LSLs or unknowns in the current inventory and so expects their replacement program to be complete at the start of 2027.

Table 3-2: Cumulative Number of LSLR Schedule Goal by Target Year

Year	Cumulative Number of LSLR by Goal Year Under Public Act 102-0613	Cumulative Number of LSLR by Goal Year Under LCRI
1-year (2027)	0 (LSLR Program Completed)	0 (LSLR Program Completed)
5-year (2031)	0	0
10-year (2036)	0	0
15-year (2041)	0	0
20-year (2046)	0	0
25-year (2051)	0	0
30-year (2056)	0	0

Table 3-3 below shows the number of service lines that have been replaced since 2020. Rockwell has not had any recent LSLR.

Table 3-3: Number of Annual LSLR Since 2020

Year	Number of LSLR
2020	0
2021	0
2022	0
2023	0
2024	0

3.2 LSLR Program Replacement Goals

If any LSLs were found in the system, they would be replaced. Rockwell staff will continue to note materials encountered during water main replacements and leak and break repairs. If any LSLs are encountered, they will be replaced. If a customer reports replacing a customer-side LSL, Rockwell staff will verify the customer-side and Aqua-side material and replace the Aqua-side if it is determined to be lead.

Figure 3-1 shows the water service line locations with their material summary (lead, non-lead, or unknown). There are no lead, GRR, or unknown service lines to prioritize for material verification or replacements.

Legend

Priority for LSLR

Any LSL discovered would be prioritized for replacement.

Material Inventory

- Non Lead
- Unknown
- Lead/GRR

- Daycares
- Schools
- Hospitals

Figure 3-1: Prioritization Map for Service Line Material Inventory Development and LSLR

0.23

Miles

N

This inventory data is from March 24, 2025. The inventory is being continuously updated as new information is received.

4.0 LSLR Program Funding

Aqua Illinois is interested in offering full LSLR at no direct cost to property owners in Rockwell when financially feasible. The LSLR program is proposed to be paid through water rates, and Aqua Illinois is also reviewing financing and grant options to reduce the impact on water rates.

4.1 Total Program Costs

Typical construction costs for an individual LSLR are shown in **Table 4-1** below and are based on regional LSLR experience and typical industry costs.

Table 4-1: LSLR Program Quantity and Cost Estimates

Expense Category	Single Side Replacement	Both Side Replacement (Full Replacement)
LSLR Construction	$6,000	$11,000
Engineering and Program Management	$1,300	$2,500
Contingency (10%)	$700	$1,500
Individual LSLR Cost	$8,000	$15,000
Estimated Total Number of Replacements	0	0
Program Cost Range (in 2025 dollars)	$0 ($0 to $15,000 per year)	

The single side replacements represent properties where only one side of the service is currently lead and the other side is identified as a non-lead material. These are not locations where property owners are anticipated to refuse to participate in removing their LSL, resulting in a partial replacement. This cost estimate is a budgetary range only based on typical values in 2025 and not escalated for future years. The total program cost will be refined if any LSLs are discovered.

4.1.1 Diversity in Hiring for Plan Implementation

If any LSLRs are needed, Aqua Illinois will hire contractors for the majority of the construction work associated with the LSLR program in Rockwell. Contracts for the program will include Minority-owned Business Enterprise (MBE) and Women-owned Business Enterprise (WBE) goals consistent with federal and state law, as applicable. This will include compliance with the good faith effort requirement in compliance with the Illinois Public Act 102-0613, as legally applicable.

4.2 Funding and Financing Sources

Aqua Illinois will be prepared to replace a LSL if one is discovered. If this occurs, while Aqua Illinois is not required to pay for the replacement on the customer-owned side, Aqua Illinois is interested in offering full LSLR at no direct cost to the customers in Rockwell. However, meeting this goal will depend on the ability to use water rate funds on the customer-owned side of the water services.

4.2.1 Funding Sources

4.2.1.1 Water Rates

Aqua Illinois sets a state-wide water rate for all of its water systems, including Rockwell, based on the total costs for all of the systems across the state. Aqua Illinois is a regulated utility, and so water rates are approved by the Illinois Commerce Commission (ICC). Aqua Illinois submits its water rate case to the ICC and provides supporting documentation of operating costs and infrastructure investments, including LSLR. The ICC has the ultimate authority to review this application and make a recommendation for the final water rate. The ICC will need to approve the use of water rates for customer-owned LSLR in order for Aqua Illinois to proceed with that work at no direct costs to customers.

4.2.1.2 State Revolving Funds (SRF)

The SRF uses funds from both the federal and state government to provide low-interest loans to drinking water projects. Total eligible project costs for this loan include administrative, engineering, legal, and construction costs. The SRF loans can also be used to fund site restoration to pre-construction conditions. As a private utility, however, Aqua Illinois is not eligible for the standard SRF program loans.

However, the Bipartisan Infrastructure Law (BIL) Drinking Water SRF Service Line Replacement Funding provides additional capital to issue zero-interest loans and loans with principal forgiveness over five years. While in 2025, private utilities are not eligible for principal forgiveness, they can be awarded the zero-interest loans.

Because the current inventory has no known lead or GRR, Aqua Illinois has no plans to submit for SRF funds for Rockwell.

4.2.1.3 Other Grant Options

As a private company, Aqua Illinois is not eligible for several common grant opportunities. The current understanding is that Aqua Illinois would not be eligible to apply for the federal WIIN program or CDBG funding to conduct replacements in Rockwell.

4.2.1.4 Other Taxes

As a private company, Aqua Illinois is not anticipated to have access to other taxing mechanisms to Rockwell residents that some public utilities have used to pay for LSLR, such as special assessments or property taxes. Therefore, these options were not reviewed in detail for this draft plan.

4.3 Customer-Owned Side Replacement

Aqua Illinois already has the outreach and construction procedures in place to offer to replace the customer-owned side of an LSL when the Aqua-owned side is replaced in Rockwell. Section 6 discusses the outreach program to encourage individual participation in the LSLR program.

4.3.1 Funding Limitations on the Customer-Owned Side

If any LSLs are found, Aqua Illinois is interested in offering any customer a full LSLR at no direct cost to customers in Rockwell to ensure that access to this program is universal and includes low incomes

customers. However, funding limitations will determine the feasibility of avoiding direct customer charges for customers to participate in the customer-owned LSLRs. The ICC must approve Aqua Illinois water rates and sets what work can be reimbursed through water rates. Therefore, payment for the customer-owned side will depend on the ICC's decision on allowing water rates for customer-owned side replacements.

Using water rates to pay for the customer-owned side replacements is the most direct manner to structure payments between Aqua Illinois and its Rockwell customers over time. However, if the ICC determines that water rates cannot be used on the customer-owned side, Aqua Illinois will look for grant opportunities to reduce costs for low-income Rockwell residents. Aqua Illinois would also review other options to allow property owners in Rockwell to pay for the customer-side replacement over time.

4.3.2 Measures to Address Affordability and Prevent Service Shut-Offs

If Aqua Illinois is approved to use water rates to pay for customer-owned LSLR over time, Aqua Illinois already has systems in place to ensure that low-income Rockwell customers can afford their water bills and avoid water shut-offs. These programs include:

- Deferred payment arrangements for low-income customers: Customers can pay 20% downpayment towards the past due amount to have their service restored and past due amounts can be paid over a period of up to 12 months.
- Late payment fee waiver for low-income customers: Customers qualified as low income are not assessed late payment fees.

To qualify as a low-income customer, Aqua Illinois uses the income criteria of Section 6 of the Energy Assistance Act of 1989. The Low Income Property Energy Assistance Program administrator is able to notify Aqua Illinois of a customer's low-income status or customers may directly notify and provide proof to Aqua Illinois to participate.

Aqua Illinois's intention is to work with property owners whenever possible to avoid situations where water cutoffs are necessary due to LSLR costs.

5.0 Construction and Post-Construction Activities

5.1 Summary of the Procedure for Conducting Full LSLR

Aqua Illinois currently would offer a full LSLR in Rockwell if any LSLs were encountered during infrastructure work or during emergency replacements.

Any LSLRs under this plan would typically be anticipated to be conducted by contractors and not in-house crews, except in the case of emergency repairs. The contractors would be responsible for installing the new water service lines in compliance with the applicable Plumbing Codes or submitting an appropriate variance. Replacement procedures vary between planned, emergency work, and customer initiated, as described below.

Outreach would be a joint effort between the contractors and Aqua Illinois staff. The outreach plan, including the post-construction public education on the risks of lead and flushing instructions, is in Section 6.

5.1.1 Planned Work

For planned work, one contractor would be hired to replace both the Aqua-owned and customer-owned side of the LSL at the same time. This work would include both LSLR associated with water main replacements as well as LSLR through the prioritization plan.

5.1.2 Emergency Repair Work

For emergency repair work, the Aqua-owned and customer-owned sides may be replaced on different days. The Aqua-owned side of any LSL may be replaced when repairing the leak or the break. In-house crews may be used to perform the repair and Aqua-owned replacement in this case. A contractor would be used to complete the full replacement as soon as possible following the repair.

5.1.3 Customer-Initiated Work

For customer-initiated work, the Aqua-owned and customer-owned side would typically be replaced on different days. If a customer were to notify Rockwell that they have replaced the customer-owned side of an LSL, Rockwell would review the Aqua-owned side and if it were determined to be lead, replace the Aqua-owned side of the service within 45 days of receiving the notice from the customer. If notice is provided to Rockwell prior to the customer performing the replacement, Rockwell will attempt to coordinate the Aqua-owned side replacement to occur on the same day as the customer-owned side replacement.

5.1.4 Project Tracking and Data Management

5.1.4.1 Property Owner Approval

In order to participate in customer-owned side replacement work, the property owner would be required to sign “License Agreement to Replace the Customer Owned Lead Service Line” (provided in Attachment A). This form has the customer acknowledge that they own the property and have the right to consent to the work. It states that the contractor may enter the customer’s property and

reiterates that ownership of the customer-owned side remains with the customer. The agreement provides a twelve-month warranty for the work and limits Rockwell's liability to repairing or replacing the service line.

5.1.4.2 Contractor Work

Work orders to the LSLR contractor are created in Service Link, which is connected to the Banner system. The contractor is responsible for taking and uploading before and after pictures of the site to the work order in Service Link to verify the restoration. Quantities used for the replacement, separated between Aqua-owned and customer-owned portions of the LSL, are also tracked in the work order.

5.1.4.3 Compliance with State and Federal Replacement Requirements

An Aqua Illinois standard spreadsheet is used to track LSLR at each address. This spreadsheet is also used to track the delivery of post-replacement flushing and lead education materials, a filter certified to NSF/ANSI 53 and NSF/ANSI 42 standards for the reduction of lead and particulates with six months of filter cartridges, and the offer of a follow-up lead water samples three to six months after the LSLR. The same sheet also tracks the outreach attempts by Aqua Illinois staff or their designees, property owners that do not respond to outreach efforts, and property owners that decline to participate in the program.

5.1.4.4 Program Dashboards

Aqua Illinois tracks Rockwell's service line material inventory and LSLR counts through an internal database. This system is updated approximately monthly with service line material changes and verifications through construction work. It maintains records of when materials in the inventory were changed based on corresponding record sources. The system can create maps, graphs, and summary tables to track program progress.

5.2 Methods to Complete Lead Service Line Replacements

Currently, Aqua Illinois primarily uses trenchless construction methods for LSLR. Open cut installations would be allowed on a case-by-case basis when local site conditions make open cut more cost effective than trenchless construction.

5.2.1 Trenchless Technologies

Trenchless technologies perform subsurface utility work while minimizing surface disruptions. By reducing the area disturbed at the ground surface, these technologies typically shorten installation timeframes and reduce installation and restoration costs. Several different technologies fall under the category of 'trenchless technologies', including:

- Pipe Pulling
- Horizontal Boring
- Horizontal Directional Drilling
  - Surface Launched

- Pit Launched

5.2.1.1 Pipe Pulling

Pipe pulling is where a new water service is pulled behind the old water service being removed. Because longer lengths cause additional stresses to the pipe during this technique, it is typically limited to shorter water services.

This technique is typically one of the cheapest of the trenchless options. Another major advantage of this method is that the contractor is using an existing borehole for the new water service to follow the exact alignment of the existing pipe, and so the risk of hitting adjacent utilities or other obstructions is reduced. This makes this method efficient, easy to use and train staff on, and minimally disruptive if successful.

However, this method cannot be used in all locations. If water service lines were initially installed with coils or have since been deformed to a non-circular form, it will typically not be possible to insert a cable to perform the replacement, and another replacement method will need to be selected.

Pipe pulling can also fail during the attempted replacement. The existing pipe or cable can rip apart during the removal. This risk can be reduced by using pipe pulling equipment such as the Kobus Pipe Puller, which attaches to the arm of an excavator to minimize additional stresses on the pipe and cable. Additionally, the expander at the connection to the new pipe can catch below grade utilities, rock, tree roots, or other items. If either of these scenarios occur, an alternative method of service line installation would need to be used.

5.2.1.2 Horizontal Boring

Horizontal boring (also referred to as the Bullet or Moling) is a pneumatic piercing tool which is driven by an air compressor. The tool is placed at the required elevation and uses equal friction on all sides to drive the tool forward. In a typical setup the tool is set level at the required elevation in the launching pit and then travels to the receiving pit.

This method is typically more expensive than pipe pulling but cheaper than horizontal directional drilling. An advantage of this technique is that more contractors are familiar with this trenchless method than the other trenchless methods presented here. Additionally, because it is less complicated to operate than the other trenchless methods, new contractors can be trained in a relatively short period of time.

The main disadvantage of this technique is that there is the potential for the bore head to divert from its intended alignment, potentially damaging other utilities or site features. It can also travel on to an adjacent property. To minimize this possibility, it is important to track the bore head to continuously monitor its location. Additionally, the distance between excavated pits is typically limited to approximately 30 feet to maintain control of the tool. Because of the limitations on steering, this technique is also typically recommended where the water service already enters the front of the building to limit using it under concrete slabs.

5.2.1.3 Horizontal Directional Drilling (HDD)

For HDD installations, a steerable head is used to drill a pilot hole to a target excavation inside the property (receiving shaft). The new pipe is installed to the end of the boring head at the receiving shaft, and a new water service line is pulled back through the hole to the HDD machine.

Disturbance from HDD consists of the pit to start the drilling and a receiving pit inside the property where the pipe to be pulled is located and the final connection takes place. Typically, the standard HDD technique is precise enough that it can enter the property through a small pit (approximately 2-foot by 2-foot). Because this technique provides better control of the borehole, it performs better than horizontal boring at avoiding impacts to existing utilities. Because the equipment is located outside, time inside the property is minimized.

HDD is typically more expensive than horizontal boring, but it can be the most appropriate technique when precision work is needed. First, when performing trenchless construction under a street, the precision of HDD makes this technology the more reliable choice to minimize the risk of impacting other utilities. Second, HDD would be recommended for properties where the water service enters the back of the house. Using HDD, the bore head can be controlled to enter the property at specific locations, such as the property owner's utility room, which may be located at the rear of the house. This would allow for a direct connection to the property owner's interior plumbing without significant interior copper installed within the property.

There are two main types of HDD equipment, classified by where the HDD borehead is launched.

Surfaced Launched HDD

Surfaced launched HDD utilizes a drill rig located outside of the property. The surface launched HDD technique drills down at angle from the surface to reach the target depth. Therefore, to achieve a depth of approximately 5 feet below ground surface, the head of the drill rig will need to be offset at least 30 feet horizontally from where the water service needs to be at its final depth. As a result, this method would most likely result in a partial or full road closure of the street.

Pit Launched HDD

Pit launched HDD is a fairly new technology where the machine is lowered into an excavation pit at least one foot deeper than the final pipe elevation. The pilot/reamed hole is then drilled from the pit elevation. This technology reduces the working area required at ground surface relative to a surface launched HDD. While the pit launched HDD maintains the control and functionality of a standard HDD machine, it cannot drill for distances as far as the surface launched units can. However, the pit launched unit can be easily rotated in the street using a backhoe to perform water service replacements on both sides of the street from the same excavation.

5.2.2 Open Cut

For open cut installations, a trench is dug to expose the LSL, and the existing service line is removed and replaced with a new water service line. The trench is then backfilled, and the surface area of the trench restored to hydroseed or its previous asphalt/concrete cover. This technique can be appropriate in locations where the water service enters the front of the house, and the house is located very close to the street.

Open cut techniques are only used on a case-by-case basis because of the increased disturbance to the resident. When working on private property, property owners may have extensive landscaping, porches, fences, walkway lights, irrigation systems, and other features that may be disturbed during the work. When preserving these features is not feasible during construction due to open cut, property owners will be more likely to refuse to participate in the program. Sidewalks, curbs, gutters, and pavement need to be restored to their previous condition. The extensive restoration requirements for this technique typically result in this construction method having the longest construction timelines for each LSLR.

5.2.3 Construction Methods Summary

A summary of the trenchless methods described above, including advantages and disadvantages, is included in **Table 5-1** below.

Table 5-1: Comparison of Construction Methods

Technology	Description	Advantages	Disadvantages
Pipe Pulling	Insert cable into water service and pull existing water service out while simultaneously pulling new water service in.	▪ Relatively inexpensive ▪ Minimize risk to impact other utilities ▪ Minimal operating space	▪ Some LSL installations make pipe pulling not work ▪ Cable could break resulting in open cut being required ▪ Cannot relocate service to an alternate alignment
Horizontal Boring	Pneumatic piercing tool (also referred to as the Bullet or Moling) that cannot be steered or otherwise guided.	▪ Relatively inexpensive ▪ Minimal operating space ▪ Lightweight ▪ Can use in a variety of soil conditions	▪ Cannot steer or maneuver bore head ▪ Not accurate in certain soil conditions ▪ No ability to control if it goes off alignment
Surface Launched Horizontal Directional Drilling (HDD)	Standard directional drilling from surface.	▪ High level of bore head control ▪ Bore head steerable and maneuverable ▪ Can install water services long distances	▪ Large amount of working space required ▪ High level of training and experience required
Pit Launched HDD	Directional drilling from inside a pit when space limitations exist.	▪ Steering head is maneuverable ▪ Good control ▪ Less work area required than HDD ▪ Potential to do services on either side of the street from the same pit	▪ Limited pool of contractors ▪ Operators may require training
Open Cut	Trench is dug along the length of the service line to remove the existing line and place a new line in the ground	▪ Works in locations where trenchless methods may fail ▪ Allows new service to be placed in a location different than the existing service	▪ Longer period of disruption to residents and traffic ▪ More restoration work required

5.3 Restoration

By primarily using trenchless technologies, the required restoration can be minimized. However, restoration costs can still vary substantially between properties, depending on exterior landscaping,

interior property finishes, and location of the water main. Currently, Aqua Illinois restores the property as reasonably as practicable to its former condition. Typically, this means that the exterior surfaces are restored to the pre-existing condition, and the interior is made watertight. For locations where the water service enters the house behind drywall, for example, the customer is responsible for restoring the drywall.

LSLR dollars are limited, and this restoration policy ensures that the maximum number of LSLR can occur with the available funds, and that more expensive properties with expensive landscaping or interior finishes do not receive a disproportionate amount of LSLR funds.

The construction procedure includes clear early communication with the property owners regarding what level of restoration they can expect from the Aqua Illinois versus what they will need to restore themselves. Additionally, Aqua Illinois contractors take proactive steps to minimize the disturbance to the customers property through use of trenchless installation techniques and placing the excavation pits to avoid disturbing surface features where possible.

6.0 Outreach and Communication

This section details Aqua Illinois LSLR Program public outreach and education planning for Rockwell.

6.1 Translation for Public Outreach

Per Public Act 102-0613, all required outreach materials will include the sentence "This notice contains important information about your water service and may affect your rights. We encourage you to have this notice translated in full into a language you understand and before you make any decisions that may be required under this notice." translated into Spanish, Polish, Chinese, Tagalog, Arabic, Korean, German, Urdu, and Gujarati.

6.2 Public Comment and Education on the LSLR Plan

In order to inform the public of the LSLR plan and provide opportunity for public comment, Aqua Illinois has posted Rockwell's LSLR plan on the Aqua Illinois website with contact information to provide feedback or comments. The annual Consumer Confidence Report (CCR) will note that the LSLR draft plan is available on the website for public comment.

6.3 Baseline Communications

Aqua Illinois currently communicates with Rockwell customers about lead in drinking water through information on Aqua's website, in the CCR, and through other program mailers.

6.3.1 Website

Aqua Illinois has an ongoing initiative to update the website to include information on lead service line identification and replacement activity and other educational material on lead exposure prevention. This is available at: http://www.aquawater.com/lead.

6.3.2 Contact for Customer Inquiries

Aqua Illinois has a phone number associated with the LSLR plan for customers to use: 1-866-SLM-AQUA (1-866-756-2782). When calling to comment on this plan, residents should reference document number IL-HUB-SL160-2504.

Customers can submit questions or comments through the website or email Aqua Illinois at AquaILLead@AquaWater.com.

6.3.3 Annual Consumer Confidence Report (CCR)

Aqua Illinois has modified Rockwell's annual CCR to include the new required lead health information from the LCRR. Aqua Illinois is monitoring the status of the proposed LCRI legislation and will update the future CCRs per the final requirements of the LCRI.

6.4 Inventory Notifications

In May 2024, Aqua Illinois provided written notice to residents in Rockwell distribution area served by a lead, GRR, or unknown service line. Because no service lines in 2025 are lead, GRR or unknown, no letters will need to be sent in 2025.

For customers with a confirmed lead or GRR service line, the notice includes notification of the service line material, information on the health effects of lead, steps the customer can take to reduce their exposure to lead in water, a notice of this LSLR plan with its opportunities to replace their LSLs, including options for financial assistance, and the notice that Aqua Illinois will replace the utility-owned portion of the service line (if it is lead) if the customer replaces the customer-owned portion.

For customers with unknown lead status for their service lines, the notice will include the information that their service line could be lead, information on the health effects of lead, steps the customer can take to reduce their exposure to lead in water, and information on how to identify their service line material.

These notices will be sent if any service line is discovered to be lead or GRR.

6.5 LSLR Communication

6.5.1 LSL Disturbance Notifications

If a LSL is discovered and disturbed, Aqua Illinois will provide education material following any kind of disturbance to meet the guidelines for a disturbance in state and federal requirements. An example flyer is included in Appendix A. This information will include:

- A notice that the work may result in sediment, and possible lead, in the water supply system
- Information on safe practices to prevent the consumption of lead in drinking water
- Flushing procedures to reduce particulate lead
- Information on the health effects of lead and the dangers of lead to children and pregnant women
- The following statement in the Spanish, Polish, Chinese, Tagalog, Arabic, Korean, German, Urdu, and Gujarati: “This notice contains important information about your water service and may affect your rights. We encourage you to have this notice translated in full into a language you understand and before you make any decisions that may be required under this notice.”
- Contact information for customers looking for more information

Aqua Illinois will also provide a pitcher filter certified to reduce lead with six months of cartridges.

6.5.2 Communication Before an LSLR

If a LSL is discovered, Aqua Illinois will make a good faith effort to contact the property owner to attempt to receive permission to conduct a full LSLR. The primary methods of outreach will typically be phone calls, mailers, and doorhangers. In-person outreach, emails, and text messages may also be employed.

For planned LSLR, outreach to impacted property owners and residents begins a minimum of 45 days in advance of the work with a mailed letter requesting access to the building and permission to replace the customer-owned side of ana LSL. An attempt is made to post the participation request at the entrance of the building if no response is received within 15 days of sending the notice.

For LSLR associated with water main replacements, the contractor's staff will additionally door knock on the affected streets to talk with residents and directly solicit participation. If no one is reached, the contractor will leave a doorhanger with the participation request.

For replacements following an emergency repair, outreach to the impacted property owner begins immediately. At the time of the repair, the repair crew will attempt to contact the resident at the property to obtain their consent for the replacement of the customer side and leave a door hanger if unable to make contact. Where phone numbers are available for the property, a phone call attempt will typically be made to reach the person. Where a phone number is not available, a mailer or postcard will be sent to the address. Other outreach methods may include phone calls, emails, or letters.

Property owners willing to participate must sign a "License Agreement to Replace the Customer Owned Lead Service Line" form consenting to grant access to their property for the purpose of replacing the lead service line. This form includes an acknowledgement that ownership for the customer-owned side of the service line will remain with the property owner.

6.5.3 Communication Before Operating the New Water Service After a LSLR

Prior to putting the new service line into service following a LSLR, the LCRR requires additional customer communication around the health risks of lead, protecting themselves from lead, and flushing instructions per the requirements for a disturbance in Section 6.5.1. Aqua Illinois has developed materials compliant with this requirement. Examples of this material are available in Appendix A.

Per the state and federal requirements, Aqua Illinois would distribute filters with replacement cartridges to last six months after any LSLR in Rockwell. Filters distributed to property owners are certified by an accredited third-party certification body to NSF/ANSI 53 and NSF/ANSI 42 standards for the reduction of lead and particulate matter.

6.5.4 Communication After a LSLR

The LCRR requires utilities to offer to collect a follow up tap sample between three and six months after completion of LSLR. For samples that exceed 15 ppb of lead, the customer must be notified of the results within three calendar days of the water system receiving the results. Aqua Illinois has 30 days to notify customers when the results are less than 15 ppb. In compliance with the federal LCRR[6], notices can be delivered electronically, by phone, by mail, hand delivery, or by other state-approved methods. If the notice is delivered via mail, the letter must be postmarked within the relevant number

[6] The LCRI includes additional requirements for notifications of lead results, including a 3-day notification requirement regardless of lead test result, that would apply to all water samples collected by the water system beginning in 2027. Policies will be updated in advance of the LCRI compliance date.

of calendar days. Using certified mail can help document that the 3-day requirement is met. The notice explains the health effects of lead, list of steps consumers can take to reduce exposure, provide contact information for Aqua Illinois, and describe the maximum contaminant level goal and the action level for lead along with definitions for the two terms.

Appendix A Example Outreach Materials

Notification Regarding Upcoming Water Main Project

Notification Regarding Upcoming Water Main Project

Dear Resident and/or Customer:

Perhaps you have noticed the surveying crews and others working in the area between Cuba Road and Lakeshore Drive. All this activity is in preparation for Aqua Illinois' water main replacement project to improve service and reliability in your area. Here are some frequently asked questions and answers related to this work:

What is happening, and why?
Aqua has evaluated the water main between Cuba Road and Lakeshore Drive and has determined that it needs to be replaced. The water main replacement will specifically benefit residents connected to the water main between Cuba Road and Lakeshore Drive.

When will the work take place?
The contractor may provide more specific information, but the project is scheduled to start on or around October 11, 2021. Once construction starts, the majority of the work should be completed within three weeks. Work hours are typically between 7 a.m. and 5 p.m., Monday through Friday.

Will my service be interrupted?
The only time an interruption should occur will be when your water service line is connected to the new water main. Advanced notification will be made before your service is interrupted.

Will there be any work on my property?
While installing the water main or the services, some driveways and lawns along the project route might be affected. These areas will be restored before the completion of the project. Driveways will be restored with the same type of material as existed prior to construction, and lawns will be restored with topsoil and grass seed.

Will the service line to my building or residence be impacted?
At each building or residence that is supplied water from the water main, there is an existing service. Typically, there is a shutoff valve for each service near the property line that is considered the dividing point between two portions. The customer owned portion is between the shutoff valve and the building. AQUA owns and is responsible for the portion that extends from the shutoff valve to the main, including the shutoff valve. More likely than not, the entire section of the service that is AQUA's will be

replaced. At a minimum, the existing service will be reconnected to the new water main.

Will the water main replacement affect my water quality?
While replacing the water main or service line, loss of pressure, discolored water, or sediment possibly containing lead might occur. Residents should flush their lines during and after the completion of work and should also remove and clean faucet aerator screens. AQUA will flush the water main when it is put into service to remove any sediment that might occur during construction. The presence of lead might occur if your existing service line is lead pipe. If the contractor encounters lead service lines during construction activities, AQUA's portion of the line will be replaced. The customer will be notified that their service line contains lead. For more information about lead, see the included insert, or contact Customer Service at (877) 987-2782.

Is there anything I need to do?
If your contact information has changed recently, please call (877) 987-2782 or send an email to custserv@aquaamerica.com to provide updated information. With your updated information, AQUA will be able to notify you of any service interruptions associated with this system improvement project. You can also receive notifications about service issues by visiting the WaterSmart Alerts section at aquaamerica.com.

Please watch for workers who might knock on your door or place a door hanger to communicate information about outages or other related information. Once work in the area begins, please avoid parking in the roadway between 7 a.m. and 5 p.m.

Who should I contact if there are special questions or concerns?
Contractor: IHC Construction Companies, LLC – (847) 742-1516
AQUA Construction Coordinator: Stephen Palinski - (815) 614-2047
AQUA Customer Service: (877) 987-2782

We appreciate your patience and cooperation as we work to upgrade your water system.

Information About Lead and Drinking Water

AQUA℠
An Essential Utilities Company

How does lead get into drinking water?

Lead is not typically found in the streams, reservoirs or wells that serve as our water supplies. The main water lines that carry water from treatment plants to customers don't contribute to lead. The main source of lead in drinking water is from lead service lines (the pipelines that deliver water from the water mains in the street to homes) and from household plumbing that contains lead.

Before the use of copper for water pipes, lead was once a material of choice. Before 1986, lead was also a key component of the solder used by plumbers when installing home plumbing. Lead is even found in brass and bronze plumbing fixtures. The chemical properties of water can cause lead and other metals to leach into the water. Water utilities, including Aqua, treat drinking water to reduce the chance for metals to leach into the water.

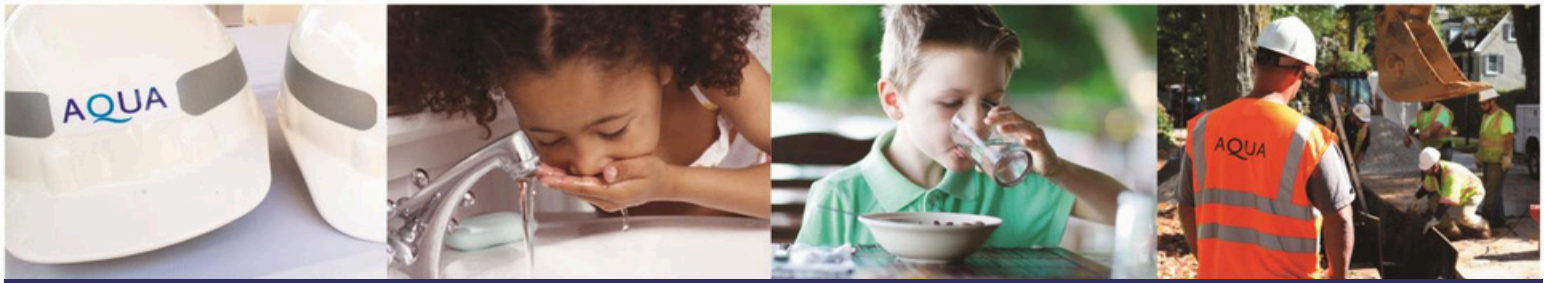
Customers who have, or think they might have, lead service lines are strongly encouraged to consider replacing their service lines. If customers choose to replace their household plumbing, they should use certified lead-free solder and fixtures.

How Aqua Protects Its Customers

Aqua conducts required testing for drinking water contaminants, including lead and copper, to ensure compliance with state and federal drinking water standards. Aqua tests the water at our treatment plants. Aqua also tests for lead in high-risk sample homes to comply with the U.S. Environmental Protection Agency's (EPA) lead and copper rule. According to the EPA, sampling locations must be selected based on priority tied to possible lead exposure. Aqua also works with individual customers who request lead information for their home. Test results, including those for lead and copper, are summarized in our annual water quality reports, which are produced for every water system we own and operate. You can find your community's water quality report on AquaAmerica.com.

Changes in water sources are not common. However, if we ever need to use a new water source, Aqua works with state environmental regulators to perform an early evaluation of the new source to anticipate water quality concerns and identify potential treatment needs.

Once a new water source is approved, Aqua further verifies the acceptability of water quality by conducting testing at approved high-risk homes for a sustained period of time to ensure water quality.



Health Effects of Lead

Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys and can interfere with the production of red blood cells that carry oxygen to all parts of your body. **The greatest risk of lead exposure is to infants, young children and pregnant women.** Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones, and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.

If your home's water shows elevated levels of lead, or if you are concerned about the potential of lead in your water, here are ways you can minimize exposure.

- **Run your tap to flush out lead.** If your water hasn't been used for several hours, run water for at least 15 to 30 seconds or until it becomes cold or reaches a steady temperature before using it for drinking or cooking.
- **Use cold water to cook and prepare baby formula. Don't boil water to reduce lead.** Lead dissolves more easily into hot water. Boiling water won't reduce lead.
- If you buy a water filter, make sure it's approved to reduce lead. You can contact NSF International at 800.NSF.8010 or NSF.org.
- If you are concerned about exposure, contact your local health department or healthcare provider to find out how you can get your child tested for lead. Call Aqua at 877.987.2782 for information about testing your water for lead.
- Brass faucets, fittings and valves – even those advertised as lead free – might contribute lead to drinking water. The law allows end-use fixtures, such as faucets, with wetted surfaces containing a maximum weighted average of 0.25 percent lead to be labeled as lead free. Visit NSF International at NSF.org to learn more.

For more information on reducing lead exposure in your home and the health effects of lead, visit the EPA at EPA.gov/lead or contact your healthcare provider.

Lead Information Notice

Lead Informational Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Dear Water Customer: Today's Date:_____

This notice contains important information about your water service and may affect your rights. We encourage you to have this notice translated in full into a language you understand and before you make any decisions that may be required under this notice.

Diese Mitteilung beinhaltet wichtige Informationen über Ihre Wasserversorgung und könnte Ihre Rechte beeinflussen. Wir bitten Sie, dass Sie diese Mitteilung vollständig in eine Sprache übersetzen lassen, die Sie verstehen, bevor Sie eventuelle Entscheidungen treffen, welche im Zusammenhang mit dieser Benachrichtigung erforderlich sind.

Ang abisong ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong serbisyo sa tubig at maaaring makaapekto sa iyong mga karapatan. Hinihikayat namin kayo na isalin nang buo ang abisong ito sa wikang naiintindihan ninyo at bago kayo gumawa ng anumang mga desisyon na maaaring kailanganin sa abisong ito.

આ સૂચનામાં તમારી પાણીની સેવા વિશે મહત્વપૂર્ણ માહિતી શામેલ છે અને તમારા અધિકારોને અસર કરી શકે છે. અમે તમને પ્રોત્સાહિત કરીએ છીએ કે તમે આ સૂચના હેઠળ જરૂરી હોય તેવા કોઈપણ નિર્ણયો લો તે પહેલાં તમે આ સૂચનાને તમે સમજો છો તે ભાષામાં સંપૂર્ણ ભાષાંતર કરો.

Niniejsze zawiadomienie zawiera ważne informacje na temat Państwa przyłącza wodociągowego i może mieć wpływ na Państwa prawa. Przed podjęciem jakichkolwiek decyzji, które mogą być wymagane na mocy niniejszego zawiadomienia, zachęcamy Państwa do przetłumaczenia całości niniejszego zawiadomienia na język, który będzie dla Państwa zrozumiały.

يحتوي هذا الإشعار على معلومات مهمة حول خدمة المياه لديك، وقد يؤثر على حقوقك. قبل اتخاذ أي قرارات قد تكون مطلوبة بموجب هذا الإشعار فإننا نشجعك على ترجمته بالكامل إلى لغة تفهمها.

اس نوٹس میں آپ کی پانی کی سروسز سے متعلق اہم ترین معلومات موجود ہیں اور یہ آپ کے حقوق کو متاثر کر سکتا ہے۔ ہم آپ کو ترغیب دیں گے کہ آپ اس نوٹس کا مکمل طور پر اس زبان میں ترجمہ کروائیں جو آپ سمجھتے ہوں اور ممکن ہے کہ آپ کے کوئی فیصلہ لینے سے قبل اس نوٹس کے تحت یہ درکار بھی ہو۔

Este aviso contiene información importante sobre su servicio de agua y puede afectar sus derechos. Lo animamos a que traduzca este aviso a un idioma que comprenda antes de tomar cualquier decisión que pueda ser necesaria en virtud del mismo.

이 통지서에는 귀하의 권리에 영향을 미칠 수 있는 수도 서비스에 관한 중요한 정보가 제시되어 있습니다. 이 통지서에서 요구하는 결정을 내리기 전에 이 통지서를 귀하가 이해할 수 있는 언어로 번역하시기 바랍니다.

本通知包含有关您的供水服务的重要信息，可能会影响到您的权利。在您做出本通知所要求的任何决定之前，我们鼓励您将本通知完整地翻译成您可理解的语言。

Lead Informational Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Our water system will soon begin a water line maintenance and/or construction project that may affect the lead concentrations in your drinking water. Lead, a metal found in natural deposits, is harmful to human health, especially young children, and pregnant women. It can cause damage to the brain and kidneys and can interfere with the production of red blood cells that can carry oxygen to all parts of your body. 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 be sometimes caused by water main maintenance/replacement.

The purpose of this notice is for informational purposes only. While it's not known for certain whether this construction project will adversely affect the lead (if present) plumbing in and outside your home, below describes some information about the project and some preventative measures you can take to help reduce the amount of lead in drinking water.

Project Start Date:_____ Project expected to be completed by:_____

Project location and description:_____

_____

_____

What you can do to reduce lead exposure in drinking water during this construction project:

- *Run your water to flush out lead.* If the plumbing in your home is accessible; you may be able to inspect your own plumbing to determine whether you have a lead service line or lead solder. Otherwise, you will most likely have to hire a plumber.
  - If you do not have a lead service line, running the water for 1 – 2 minutes at the kitchen tap should clear the lead from your household plumbing to the kitchen tap. Once you have done this, fill a container with water and store it in the refrigerator for drinking, cooking, and preparing baby formula throughout the day.
  - If you do have a lead service line, flushing times can vary based on the length of your lead service line and the plumbing configuration in your home. The length of lead service lines varies considerably. Flushing for at least 3 – 5 minutes is recommended.
- *Use cold water for drinking, cooking, and preparing baby formula.* Do not cook with or drink water from the hot water tap; lead dissolves more easily into hot water. Do not use water from the hot water tap to make baby formula.
- *Look for alternative sources or treatment of water.* You may want to consider purchasing bottled water or a water filter that is certified to remove "total lead".
- *Clean and remove any debris from faucet aerators on a regular basis.*
- *Do not boil water to remove lead. Boiling water will not reduce lead.*
- *Purchase lead-free faucets and plumbing components.*
- *Remove the entire lead service line.*
- *Test your water for lead.* Call us at: 877.987.2782 to find out how to get your water tested for lead. While we do not do the testing, we can provide a list of laboratories certified to do the testing. Laboratories will send you the bottles for sample collection. Please note that we are not affiliated with any laboratory, and they will charge you a fee.
  - If test results indicate a lead level above 15 ug/L, bottled water should be used by pregnant women, breast-feeding women, young children, and formula-fed infants.

License Agreement to Replace the Customer Owned Lead Service Line

Customer Lead Service Line Replacement License Agreement

LICENSE AGREEMENT TO REPLACE THE CUSTOMER OWNED LEAD SERVICE LINE

The undersigned customer(s) or property owner(s) (the "Customer"), through this License Agreement, grants Aqua Illinois, Inc. ("Aqua" or the "Company") and its contractors and/or subcontractors a license to enter upon the Customer's property at the service address set forth below (the "Property") for the purpose of replacing the Customer-owned lead service line with a new Customer-side service line and connecting the new Customer-side service line to the Company's facilities, at no direct cost to the Customer.

Service Address:_____

City:_____State:_____Zip:_____

The Customer represents that the Customer is the sole legal owner of the Property and has sole authority to agree to this License Agreement. The term of this License Agreement shall be twelve (12) months following the date this License Agreement is countersigned by the Company.

The Company or the Company's contractor and/or subcontractor has installed the Company-side service line from the Company's water main to the curb stop, meter pit, or valve (as applicable) at or near the Customer's property line. The Company, in its sole discretion has determined the location of the Company-side service line. The Company-side service line will be owned and maintained by the Company.

The Company or the Company's contractor and/or subcontractor shall replace the Customer-owned lead service line with a new service line of size and material determined by the Company. The Customer-owned lead service line will be abandoned in place. The Company shall connect the new Customer-side service line to the Company's connecting facilities and the Customer's premises. It may be necessary for the Company or Company's contractor to gain entry into the Customer's premises to make the connection at the meter with the new Customer-side service line. The ownership of the new Customer-side service line will be dedicated to the Customer at the completion of the replacement. Ownership and maintenance responsibilities of the new Customer-side service line will remain with the Customer.

Following the replacement of the Customer-side service line, the Company will restore the Customer's Property as reasonably as practicable to its former condition prior to the commencement of the replacement under this Licenese Agreement. The Company warrants the workmanship and materials of the installation of the new Customer-side service line for a period of twwelve (12) months from the date the replacement is completed. The Company's liability is limited to repairing or replacing the Customer-side service line.

In consideration of the Company performing the Customer-side service line replacement at the Company's cost and receiving the associated warranty on workmanship and materials as set forth above, the Customer agrees to indemnify, release and hold harmless the Company and its affiliates, agents, and contractors and/or subcontractors from and against all claims, liabilities, and costs resulting from acts and omissions of the Company and/or its contractors and/or subcontractors in replacing and installing the new customer-side service line that are outside of the associated warranty on workmanship and materials. The Customer specifically agrees to accept dedication of the newly installed Customer-owned portion of the service line upon completion of its installation.

PLEASE RETURN A SIGNED COPY OF THIS AGREEMENT IN THE PRE-ADDRESSED, POSTAGE PAID, ENVELOPE TO:

Aqua Illinois, Inc.
1000 S. Schuyler Ave.,
Kankakee IL, 60901
Attention: Environmental Compliance

Contract No.

CUSTOMER	AQUA ILLINOIS, INC.
Signature: _____	Signature: _____
Printed Name: _____	Printed Name: _____
Date: _____	Date: _____

Phone: _____

Flushing Instructions and Education Materials Following a Disturbance

IL-HUB-PD20-2502

Flushing Instructions After a Disturbance

Please review and follow these very important instructions* to minimize your exposure to metals, such as lead, which might have been stirred up due to the service-line replacement work. Please flush all your faucets using these steps:

1. If possible, remove faucet aerators from all water faucets in the home.

2. Beginning in the lowest level of the home, fully open the cold water faucets throughout the home.
3. Let the water run for at least 30 minutes at the last faucet you opened (which was on your top floor).
4. Turn off each faucet starting with the faucets in the highest level of the home. Be sure to run water in bathtubs and showers as well as faucets.
5. Clean and reinstall any aerators you might have removed in Step 1.
6. Do not consume tap water, open hot water faucets, or use icemaker or filtered water dispenser until after flushing is complete.

*Based on the American Water Works Association-recommended safety procedures (awwa.org).

This notice contains important information about your water service and may affect your rights. We encourage you to have this notice translated in full into a language you understand and before you make any decisions that may be required under this notice.

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本通知包含有关您的供水服务的重要信息，可能会影响到您的相关权利。在做出本通知可能要求的任何决定之前，我们鼓励您将本通知完整地翻译为您可理解的语言文本。

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이 통지문에는 귀하의 권리에 영향을 줄 수 있는 수도 서비스에 관한 중요한 정보가 포함되어 있습니다. 먼저 귀하께서 이해하는 언어로 번역된 전문을 읽어보신 후에 통지 내용에 따라 필요한 결정을 내리실 것을 당부드립니다.

Niniejsze zawiadomienie zawiera ważne informacje dotyczące usług wodociągowych i może mieć wpływ na Twoje prawa. Przed podjęciem jakichkolwiek decyzji, które mogą być wymagane na mocy niniejszego zawiadomienia zachęcamy do przetłumaczenia całej treści niniejszego zawiadomienia na język, który jest dla Ciebie zrozumiały.

Este aviso incluye información importante sobre el servicio de agua que se le proporciona y puede afectar sus derechos. Le aconsejamos que obtenga una traducción completa de esta notificación en el idioma que entienda antes de tomar alguna decisión de acuerdo con lo que se requiere en este aviso.

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Service Line Disturbance Notice

Aqua Customers,

You are receiving this notification because work was performed in your area, such as replacement or repairing of your water meter or service line. Since your property is served by a lead or galvanized service line requiring replacement, or an unknown water service line material, these disturbances may have affected the quality of your drinking water. Such disturbances can introduce sediment in your building's water supply, which may contain lead from the service line. Lead exposure can cause serious health problems, particularly for pregnant women and young children.

We have also provided you with a pitcher filter certified to remove lead and a spare filter cartridge. Each filter cartridge should filter water for three months with typical water usage. Please use and maintain the pitcher filter for at least six months according to the manufacturer's instructions included with the filter.

Please review and follow the flushing instructions provided on the back, along with the important health information inside. We apologize for any inconvenience this disturbance may cause.

AQUA SM

An Essential Utilities Company

1000 S Schuyler Ave, Kankakee, IL 60901 | 866.756.2782

/MyAquaWater @MyAquaWater AquaWater.com

IL-HUB-PD20-2502

Lead Informational Notice*

Lead can cause serious health problems, especially for pregnant women and young children. **Please read this information closely to see what you can do to reduce lead in your drinking water.**

Health Effects of Lead:

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Sources of Lead:

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. Lead is not typically found in the streams, reservoirs or wells that serve as water supplies or in the main water lines that carry water from treatment plants to homes. The main source of lead in drinking water is from lead service lines (the pipes that deliver water from water mains in the street and into homes) and from typical household plumbing (lead solder and brass fixtures) that contains lead. The chemical properties of water can cause lead to leach into drinking water. The use of lead in solder was prohibited after 1986. For fixtures, prior to 2014, 'low lead' fixtures could contain up to 8 percent lead. Since then, 'lead free' fixtures can contain up to 0.25 percent lead.

How Aqua Protects its Customers:

Water utilities, including Aqua, treat drinking water to reduce the chance for metals to leach into the water. Aqua conducts required testing for drinking water contaminants, including lead and copper, to ensure compliance with state and federal drinking water standards. Aqua tests the water at our treatment plants and also schedules customer tap sampling and tests for lead to comply with the U.S. Environmental Protection Agency (EPA) Lead and Copper Rule.

You can view your community's test results. They are summarized in our annual water quality reports, which are produced for every water system we own and operate.

Call us at 866.756.2782 for more information

You can find your community's water quality report at AquaWater.com

If you are a residential customer:

You should know that there are parts of the service line bringing water to your home that are Aqua's property (the pipe that goes from our water main in the street to your curb) and parts of the service line that are your property (the pipe that goes from your curb to your home).

If your property has lead pipes or fixtures, it's important to be aware of major line disturbances, such as main breaks and repairs, boil water and system pressure advisories, or new water main installations. When lead pipes or fixtures are disturbed, it can result in elevated lead levels in your water. To help prevent this from happening, clean all the screens in your faucets and flush your plumbing system after any disturbance for 30 minutes per the flushing instructions provided by Aqua-IL. When Aqua causes a major disturbance, such as with this notification, we will provide you with a pitcher filter. For minor disturbances, consider using your own filter certified to remove lead. Consult the manufacturer's instructions for using and maintaining the filter.

* This notice contains required or recommended regulatory language, and nothing herein is, is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this notice.

IL-HUB-PD20-2502

What You Can Do To Reduce Exposure to Lead in Drinking Water

- **Run Your tap to flush out lead.** If your water hasn't been used for several hours, run your water for a few minutes or until it becomes cold or reaches a steady temperature before drinking or cooking.
- **Use cold water to cook or prepare baby formula.** Lead dissolves more easily into hot water.
- **Do not boil water to remove lead.** Boiling water won't reduce lead and boiling will concentrate the lead.
- **Consider alternative sources or treatment of water.** Please use the provided water filter certified to remove lead for a minimum of six months. A replacement filter cartridges was included, and each filter cartridge should provide three months of filtration with typical water use. Be sure to maintain the filter and replace the filter cartridge in accordance with the manufacturer's instructions to protect water quality.
- **Test your water for lead.** Call us at 866.756.2782 to find out how to get your water tested for lead.
- **Clean and remove any debris from faucet aerators on a regular basis.**
- **Purchase lead-free faucets and plumbing components.**

If you are concerned about lead exposure, contact your local health department or healthcare provider to find out how you can get your child tested for lead.

For more information, call us at 866.756.2782, or visit our web site at www.AquaWater.com. For more information on reducing lead exposure around your home/building and the health effects of lead, visit USEPA's Web site at www.epa.gov/lead or contact your health care provider.

Information on the material of your service line is available on-line at: www.aquawater.com/leadmap

Information on your community lead service line replacement plans, including information on programs providing financial assistance for replacements, is available on-line at: https://www.aquawater.com/about-water/water-quality/illinois-lead-service-line.php

Aqua must replace the Aqua-owned portion of a lead service line when the property owner notifies Aqua that the property owner will replace the private portion of the lead service line. For more information on homeowner initiated lead service line replacement programs please reach out to AquaILLead@AquaAmerica.com.

AQUA℠

An Essential Utilities Company

IL-HUB-PD10-2502

Flushing Instructions After a Disturbance

Please review and follow these very important instructions* to minimize your exposure to metals, such as lead, which might have been stirred up due to the service-line replacement work. Please flush all your faucets using these steps:

1. If possible, remove faucet aerators from all water faucets in the home.

2. Beginning in the lowest level of the home, fully open the cold water faucets throughout the home.
3. Let the water run for at least 30 minutes at the last faucet you opened (which was on your top floor).
4. Turn off each faucet starting with the faucets in the highest level of the home. Be sure to run water in bathtubs and showers as well as faucets.
5. Clean and reinstall any aerators you might have removed in Step 1.
6. Do not consume tap water, open hot water faucets, or use icemaker or filtered water dispenser until after flushing is complete.

You might also wish to use a NSF-approved home filter for water to be used for drinking and cooking, particularly if you are pregnant or have children under age six. Go to NSF.org for more information.

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Este aviso incluye información importante sobre el servicio de agua que se le proporciona y puede afectar sus derechos. Le aconsejamos que obtenga una traducción completa de esta notificación en el idioma que entienda antes de tomar alguna decisión de acuerdo con lo que se requiere en este aviso.

Ang abisong ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong serbisyo sa tubig at maaaring makaapekto sa iyong mga karapatan. Hinihikayat ka namin na isalin nang buo ang abisong ito sa wikang naiintindihan mo at bago ka gumawa ng anumang mga desisyon na maaaring kailanganin sa ilalim ng abisong ito.

اس نوٹس میں آپ کے پانی کی سروس سے متعلق اہم معلومات شامل ہیں اور یہ آپ کے حقوق کو متاثر کر سکتا ہے۔ ہم اس نوٹس کے تحت ممکنہ طور پر درکار کوئی بھی فیصلے لینے سے قبل آپ کو اس نوٹس کا کسی ایسی زبان میں مکمل ترجمہ کروانے کی ترغیب دیتے ہیں جو آپ سمجھتے ہوں۔

Service Line Disturbance Notice

Aqua Customers,

You are receiving this notification because work was performed on your service line that could have impacted your water pressure or vibrated your water service line. Since your property is served by a lead or galvanized service line requiring replacement, or an unknown water service line material, these disturbances may have affected the quality of your drinking water. Such disturbances can introduce sediment in your building's water supply, which may contain lead from the service line. Lead exposure can cause serious health problems, particularly for pregnant women and young children.

Please review and follow the flushing instructions provided on the back, along with the important health information inside. We apologize for any inconvenience this disturbance may cause.

AQUA SM

An Essential Utilities Company

1000 S Schuyler Ave, Kankakee, IL 60901 | 866.756.2782

/MyAquaWater @MyAquaWater AquaWater.com

IL-HUB-PD10-2502

Lead Informational Notice*

Lead can cause serious health problems, especially for pregnant women and young children. **Please read this information closely to see what you can do to reduce lead in your drinking water.**

Health Effects of Lead:

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Sources of Lead:

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. Lead is not typically found in the streams, reservoirs or wells that serve as water supplies or in the main water lines that carry water from treatment plants to homes. The main source of lead in drinking water is from lead service lines (the pipes that deliver water from water mains in the street and into homes) and from typical household plumbing (lead solder and brass fixtures) that contains lead. The chemical properties of water can cause lead to leach into drinking water. The use of lead in solder was prohibited after 1986. For fixtures, prior to 2014, 'low lead' fixtures could contain up to 8 percent lead. Since then, 'lead free' fixtures can contain up to 0.25 percent lead.

How Aqua Protects its Customers:

Water utilities, including Aqua, treat drinking water to reduce the chance for metals to leach into the water. Aqua conducts required testing for drinking water contaminants, including lead and copper, to ensure compliance with state and federal drinking water standards. Aqua tests the water at our treatment plants and also schedules customer tap sampling and tests for lead to comply with the U.S. Environmental Protection Agency (EPA) Lead and Copper Rule.

You can view your community's test results. They are summarized in our annual water quality reports, which are produced for every water system we own and operate.

Call us at 866.756.2782 for more information

You can find your community's water quality report at AquaWater.com

If you are a residential customer:

You should know that there are parts of the service line bringing water to your home that are Aqua's property (the pipe that goes from our water main in the street to your curb) and parts of the service line that are your property (the pipe that goes from your curb to your home).

If your property has lead pipes or fixtures, it's important to be aware of major line disturbances, such as main breaks and repairs, boil water and system pressure advisories, or new water main installations. When lead pipes or fixtures are disturbed, it can result in elevated lead levels in your water. To help prevent this from happening, clean all the screens in your faucets and flush your plumbing system after any disturbance for 30 minutes per the flushing instructions provided by Aqua-IL. When Aqua causes a major disturbance we will provide you with a pitcher filter. For minor disturbances, such as with this notification, consider using your own filter certified to remove lead. Consult the manufacturer's instructions for using and maintaining the filter.

* This notice contains required or recommended regulatory language, and nothing herein is, is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this notice.

IL-HUB-PD10-2502

What You Can Do To Reduce Exposure to Lead in Drinking Water

- **Run Your tap to flush out lead.** If your water hasn't been used for several hours, run your water for a few minutes or until it becomes cold or reaches a steady temperature before drinking or cooking.
- **Use cold water to cook or prepare baby formula.** Lead dissolves more easily into hot water.
- **Do not boil water to remove lead.** Boiling water won't reduce lead and boiling will concentrate the lead.
- **Consider alternative sources or treatment of water.** You may want to consider purchasing bottled water or a water filter. Read the package to be sure the filter is approved to reduce lead. Check with NSF International, www.NSF.org for information on water filters. Be sure to maintain and replace a filter device in accordance with the manufacturer's instructions to protect water quality.
- **Test your water for lead.** Call us at 866.756.2782 to find out how to get your water tested for lead.
- **Clean and remove any debris from faucet aerators on a regular basis.**
- **Purchase lead-free faucets and plumbing components.**

If you are concerned about lead exposure, contact your local health department or healthcare provider to find out how you can get your child tested for lead.

For more information, call us at 866.756.2782, or visit our web site at www.AquaWater.com. For more information on reducing lead exposure around your home/building and the health effects of lead, visit USEPA's Web site at www.epa.gov/lead or contact your health care provider.

Information on the material of your service line is available on-line at: www.aquawater.com/leadmap

Information on your community lead service line replacement plans, including information on programs providing financial assistance for replacements, is available on-line at: https://www.aquawater.com/about-water/water-quality/illinois-lead-service-line.php

Aqua must replace the Aqua-owned portion of a lead service line when the property owner notifies Aqua that the property owner will replace the private portion of the lead service line. For more information on homeowner initiated lead service line replacement programs please reach out to AquaILLead@AquaAmerica.com.

AQUA℠

An Essential Utilities Company