

August 20, 2025

**Dear Aqua Illinois Customer,**

At Aqua, we are committed to providing you with safe and reliable drinking water. This letter accompanies an official water quality advisory, required by the state, that outlines a recent issue identified in our water system.

We understand that these legal notices can be confusing, as they contain required language drafted by the state. Our goal is to provide clarity by translating this information into clear, actionable steps for you and your family.

**Here's the most important information:**

- **The Issue:** We recently received a violation showing our combined radium levels were higher than the required state standard. It's important to point out that testing for radium is done using an annual rolling average of 4 quarterly test results, as fluctuations in levels can often occur.
- **Your Health:** As noted in the Public Notice, this is not an immediate risk. If it had been, we would have notified you immediately.
- **What You Need to Do:** You do not need to take any action. The Illinois Environmental Protection Agency (IEPA) states that you can continue using water as normal.\*
- **Duration:** We have adjusted our treatment process and taken follow-up samples for testing. We expect those results by the end of September 2025 and are confident our next required quarterly sampling will show we are in compliance with state standards.

**We understand this may be concerning, but we want to assure you that actions have been taken to address the issue, and that we continue to work diligently to prevent recurrence.**

**For more information:**

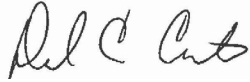
- Contact our customer service team at 877.987.2782.
- View more information, including answers to FAQs, on our website at <https://www.aquawater.com/hawthorn-woods-kildeer-lake-county>.



We take pride in delivering high-quality drinking water to Hawthorn Woods, and all of our customers in Illinois. We will continue to provide updates as necessary.

**Thank you for your understanding.**

**Sincerely,**

A handwritten signature in black ink, appearing to read "David Carter". The signature is fluid and cursive, with the first name "David" and last name "Carter" clearly distinguishable.

David Carter  
President, Aqua Illinois

\*Specific health concerns should always be directed to medical professionals. Please do note that nothing in the PN or this letter 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 PN or letter.

## Combined Radium MCL Template

### IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

#### Aqua Illinois Hawthorn Woods Has Levels of Combined Radium Above Drinking Water Standards\*

Our water system has violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results we received on 05/09/2025 show that our system exceeds the standard, or maximum contaminant level (MCL), for combined radium. The standard for combined radium is 5 pico curies per liter (pCi/L). The average level of combined radium over the last year was 6 pCi/L.

#### What should I do?

- **You do not need to use an alternative (e.g., bottled) water supply.** However, if you have specific health concerns, consult your doctor.

#### What does this mean?

This is not an immediate risk. If it had been, you would have been notified immediately. *However, some people who drink water containing radium-226 or radium-228 in excess of the MCL over many years may have an increased risk of getting cancer.*

#### What happened? What is being done?

Aqua has been evaluating current operations at the Hawthorn Woods Water Treatment Plant and has made repairs and refined our treatment process. We have taken follow-up samples and based on process testing indicators we anticipate those results will show improvement. We expect to receive those results by the end of September 2025 which is when we anticipate the violation to be resolved.

For more information, please contact Paul Burris at (815) 372-5532 or 1000 S. Schuyler Ave, Kankakee IL, 60901.

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

This notice is being sent to you by  
Aqua Illinois - Hawthorn Woods

Water System ID#

IL0975040

Date distributed

8/20/25

\*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.

