



Beginning Monday, June 6, Illinois American Water will be making a long-term change in our water treatment process in Washington Estates to help continue delivering high-quality water to local homes and businesses.

We will change to using a form of chlorine known as “free chlorine” which does not contain ammonia. This will be a long-term treatment change. Our team worked closely with the Environmental Protection Agency (EPA) to make the change. Chlorine is commonly used in public water systems as a disinfectant and is monitored closely by our water quality professionals.

WHY IS THIS IMPORTANT?

Switching to free chlorine is a proactive step to support optimal levels of disinfection in the water distribution system. The use of free chlorine helps

maintain a high level of disinfection throughout the water mains and pipes that deliver your drinking water.

WHAT CAN CUSTOMERS EXPECT?

Customers may experience a more noticeable chlorine taste or odor in their water. There is no reason for concern. This is a common effect of the switch in chlorine types. Each individual customer has their own sensitivity level to the taste and/or odor of free chlorine. Many detect no change at all.

Anyone with questions about home health care equipment should reach out to their healthcare provider.

WILL SYSTEM FLUSHING OCCUR DURING THIS TIME?

At the beginning of this change, our crews will be flushing to help move the treated water. This work is expected to continue for a few days. During this time, you may experience a slight drop in water pressure or discolored water. If you encounter discolored water, run water from the cold water tap until it subsides.

It is important to know, Illinois American Water will continue to be in compliance with all state and federal drinking water standards. Our water quality and water service is regulated by the United States EPA, Illinois EPA and the Illinois Commerce Commission.

QUESTIONS?

If you have questions, please contact our customer service center at [800-422-2782](tel:800-422-2782). Customers can also view their water quality reports [online](#).

QUALITY. ONE MORE WAY WE KEEP LIFE FLOWING.





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WITH LARGE WATER UTILITIES IN THE MIDWEST
THREE YEARS IN A ROW.**

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