

January 25, 2022

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Illinois Environmental Protection Agency  
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Re: **August 2, 2021 Unilateral Administrative Order**

Dear Mr. Adamiec and Mr. Brown:

In compliance with Paragraph 74(s) of the UAO, please find below Illinois-American Water Company's ("ILAW") twenty sixth weekly update to EPA and IEPA on ILAW's progress with complying with the UAO. For organizational purposes, ILAW has used the headings from Paragraph 74 of the UAO to provide this weekly update.

**Monitoring and Inspections** (Paragraphs 74(a-c)): Ongoing

- ILAW has not been notified of any new SSOs in Cahokia Heights since the last weekly update.
- ILAW has deployed the continuous pressure monitoring equipment as required by Paragraph 74(c) of the UAO. Pressure monitoring and collection as required by the UAO began on September 1, 2021 and is ongoing.
- To avoid weather related failure in pressure monitors and disruptions in monitoring, ILAW has installed in-ground pressure monitors. ILAW uninstalled all hydrant pressure monitors.

**Low Pressure/Loss of Pressure Events** (Paragraphs 74(d-e)): Ongoing

- A 2-inch water main break occurred on the 100 block of N 82<sup>nd</sup> St on January 23<sup>rd</sup> in ILAW's Cahokia Heights service area that impacted approximately 19 service connections. The main was shut down at approximately 4:37 pm.

**Illinois American Water was ranked highest  
in customer satisfaction with large water  
utilities in the Midwest two years in a row.**

For J.D. Power 2021 award information,  
visit [jdpower.com/awards](http://jdpower.com/awards).



- Boil order and Tier 1 public notice were issued to affected customers. Starting at 4:37 pm, ILAW notified customers in person going home-to-home and using door hangers when no one answered the door. Bottled water distribution commenced pursuant to the AWSP as required by the UAO.
- Main repair was completed at approximately 5:45 pm on January 23<sup>rd</sup>. Two water quality samples were collected at approximately 7:00 am on January 24<sup>th</sup>. After passing water quality tests, the boil order was lifted at approximately 7:30 am on January 25<sup>th</sup>. Sandwich boards were placed in the area to further communicate the lifting as requested by the EPA. Water Quality Lab results are attached to this letter.

**Alternative Water Source Plan (AWSP) Development and Implementation**

(Paragraph 74(f-i)): Submitted and approved by EPA.

- No new events triggering AWSP implementation occurred since the last weekly update.

**Schedule for Correcting Significant Deficiencies** (Paragraphs 74(j-k)): Approved by EPA on October 20; below are updates:

- Choteau Island Intake Building Interior Painting project:
  - Project has been awarded to a construction firm, and work is in progress.
- Inoperative monitoring equipment, which was used for non-regulatory raw water characterization purposes at the Choteau Island intake:
  - Required sample trough was installed the week of November 22, 2021; conductivity and pH probes are on order.

**Sample Siting Plan** (Paragraphs 74(l-p)): Submitted and approved by the IEPA and EPA; Sampling Ongoing.

**System Information** (Paragraph 74(q)): Submitted to EPA on August 31, 2021.

**Notification and Reporting** (Paragraphs 74(r-t)): Ongoing

- ILAW is submitting weekly updates to EPA and has set a weekly regular meeting time with EPA.

We look forward to discussing this weekly update on the next scheduled telephone conference.

Very truly yours,



Rachel Bretz  
Director of Water Quality

## CERTIFICATION

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.



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Rachel Bretz  
Director of Water Quality