



2014

Annual Water Quality Report

Pontiac District
PWS ID: IL1055030



A Message from Illinois American Water President

To Our Valued Customer:

Illinois American Water is proud to be your local water service provider, and I am pleased to share with you good news about the quality of your drinking water. Each year, we provide you with our Annual Water Quality Report - and like so many years prior - we continue to supply water that meets or surpasses all state and federal water quality regulations.

This is no small task. Our employees work hard every day to provide services critical for public health, safety and economic development. They are your neighbors and community volunteers. And like many of you, our team experienced both challenges and accomplishments in 2014.



Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

The Polar Vortex 2014 brought historical snow falls and record low temperatures to many of our service areas. Our teams worked around the clock to repair and protect vital infrastructure while ensuring critical water service to our customers.

At Illinois American Water, we are dedicated to you as well as our employees. We prepare our employees through training and investment in infrastructure to help endure extreme weather conditions.

Much of our commitment is proven through our continued infrastructure investments - investments that keep water pipes, fire hydrants and water treatment facilities in good condition. In 2014, more than \$70 million was invested.

We also invest in protecting our precious resources. Much of this begins with education, which is why our Mobile Education Center (MEC) travels throughout the state. Our water quality team visits with students and adults on the value of water service as well as water treatment, conservation and stewardship.

We hope you agree your water service is worth every penny and worth learning more about. Please, take time to review this report as it provides details about the source and quality of the drinking water delivered to you in 2014. Please also visit our learning center online at www.illinois.com. If you have suggestions or comments, please contact me at ilaw.president@amwater.com.

Thanks for allowing us to serve you.

Sincerely,

Bruce Hauk
President

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What is a Water Quality Report?

Illinois American Water issues a report annually describing the quality of your drinking water in compliance with state and United States Environmental Protection Agency (USEPA) regulations. The purpose of this report is to increase understanding of drinking water standards and raise awareness of the need to protect your drinking water sources.

At our state-of-the-art research laboratory in Belleville, Illinois, we conduct over 57,000 tests per year, checking drinking water quality at every stage of the water treatment and delivery process. In 2013, we conducted tests for hundreds of contaminants, including those with federal and state maximum allowable levels. This report provides an overview of last year's (2013) water quality results. It includes details about your water and what it contains.

Partnership for Safe Drinking Water Program

In 2010 Illinois American Water's Pontiac District was awarded the prestigious "Ten-Year Director's Award" under the Partnership for Safe Water Program administered by the USEPA and other water related organizations. The award honors water utilities for achieving operational excellence, by voluntarily optimizing their treatment facility operations and adopting more stringent performance goals than those required by federal and state drinking water standards. We are proud to report that we have maintained those standards throughout 2013. Only a small percentage of facilities in the United States have received the Ten-Year Partnership Award.



Source Water Information

The Pontiac Water Treatment Facility withdraws water for treatment from an intake located on the Vermilion River. Water is also alternately stored and withdrawn from a nearby reservoir. The Vermilion River is subject to a variety of influences including agricultural, municipal, and industrial activities. Farm chemicals including nitrates may be seasonally elevated in the river. Extensive monitoring and treatment ensure high-quality water service regardless of variations in the source water. The Illinois Environmental Protection Agency (IEPA) has completed a source water assessment for the Pontiac system and a copy is available.

Environmental Stewardship

Water is one of the earth's most precious natural resources. Protecting the environment helps to ensure adequate water supply for generations. Our efforts include student education, community events, environmental partnerships and internal initiatives.

Student Education: Illinois American Water reaches thousands of students each year through educational efforts. Our water quality team visits local schools to demonstrate the water treatment process. Our Mobile Education Center (MEC), an 18-foot learning center, offers hands-on water testing and fun lesson plans. These lesson plans can also be found at our website – www.illinoisamwater.com – in the learning center. We partner with Illinois leaders on Science, Technology, Engineering, Mathematics (STEM) education efforts. Students participate in annual community events like the Clean Water Celebration held in Peoria and the Water Festival in Godfrey.

Community Events: We participate in the Governor's "It's Our River Day" celebration each September across the state. This event promotes education, recreation and conservation within Illinois watersheds. In conjunction with "It's Our River Day", Illinois American Water employees volunteer at the Mississippi Earthtones Festival in Alton. We also contribute to river cleanup efforts with the Illinois River Sweep and Living Lands and Waters Great Mississippi River Clean Up.

Environmental Partnerships: As a part of our Environmental Grant Program we presented over \$15,000 in 2014 for six environmental projects focused on the improvement, restoration and protection of water sources in our communities. We are continuing our multi-year agreement with Great Rivers Land Trust to reduce sedimentation of the Piasa Creek and Mississippi River. The agreement has been highlighted as a model by the USEPA.

Pharmaceutical Disposal Programs: Illinois American Water has collaborated with communities to implement over 30 pharmaceutical disposal programs across the state. These efforts have led to the prevention of flushing medications and the proper disposal of thousands of pounds of unwanted medications. In recognition of this program, Illinois American Water was presented AWWA's Public Communications Achievement award in June 2012. To learn more or to find a disposal location near you, please visit www.illinoisamwater.com under Water Quality & Stewardship.

Internal Initiatives: On a daily basis, our facilities utilize technologies such as variable frequency motors and motion sensor lighting to ensure efficient energy use. Recycling programs at company facilities also help to reduce waste and protect the environment. Illinois American Water incorporates native and prairie plantings on company property whenever possible to reduce water use and mowing costs.

The company's newest water treatment plant in Champaign County earned the first LEED® certification for a water treatment facility in Illinois. LEED is the nation's leading program for the design, construction and operation of high-performance green buildings. In addition, an upgrade at the water treatment plant in Peoria includes the incorporation of ultraviolet (UV) technology to enhance water quality, which makes this plant the largest water plant in the state to utilize UV technology.

Illinois American Water's Pontiac and Streator Districts installed ultrasonic units to effectively control algae and reduce the use of treatment chemicals. Illinois American Water also implemented solar power in the Peoria and Interurban (Metro East) Districts, decreasing electricity costs and benefiting our customers.

American Water

Founded in 1886, American Water (NYSE: AWK) is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs approximately 6,400 dedicated professionals who provide drinking water, wastewater and other related services to an estimated 15 million people in more than 45 states and parts of Canada. More information can be found at www.amwater.com.

Illinois American Water

Illinois American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 1.2 million people. American Water also operates a customer service center in Alton and a quality control and research laboratory in Belleville.

Questions?

To learn more about water quality, visit our website at: www.illinoisamwater.com. For questions or copies contact Elizabeth Doellman, Water Quality Supervisor, at elizabeth.doellman@amwater.com or 217-373-3273.

Water Information Sources

Illinois American Water www.illinoisamwater.com

United States Environmental Protection Agency
www.epa.gov/safewater

Safe Drinking Water Hotline: 800-426-4791
Illinois Environmental Protection Agency
www.epa.state.il.us

Surf Your Watershed

Locate your watershed and a host of information
<http://cfpub.epa.gov/surf/locate/index.cfm>

Envirofacts

Access to U.S. environmental data www.epa.gov/enviro

Local Groups Involved in Water and Environmental Issues

Mahomet Aquifer Consortium www.mahometaquiferconsortium.org

Prairie Rivers Network: 217-344-2371 www.prairierivers.org

Illinois Valley Community College Rivers Project www.ivcc.edu/riversproject

Substances Expected to be in Drinking Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells.

As water travels over the surface of the land or through the ground, it can acquire naturally occurring minerals, in some cases, radioactive material and substances resulting from the presence of animals or from human activity.

Substances that may be present in source water include: Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, or wildlife.

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and Herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, may also come from gas stations, urban storm water runoff, and septic systems.

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

To ensure that tap water is of high quality, USEPA prescribes regulations limiting the amount of certain substances in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. Illinois American Water's advanced water treatment processes are designed to reduce any such substances to levels well below any health concern.

Important Health Information

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline 800-426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline 800-426-4791.

LEAD

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Illinois American Water is responsible for providing high-quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

How to Read the Data Tables

Illinois American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the data tables. While most monitoring was conducted in 2013, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting these tables, see the "Table Definitions" section and footnotes.

Table Definitions and Abbreviations

- **Action Level:** The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.
- **Amount Detected:** In most cases this column is the highest detected level unless compliance is calculated on a Running Annual Average or Locational Running Annual Average
- **Compliance Achieved:** Indicates that the levels found were all within the allowable levels as determined by the USEPA.
- **MCL (Maximum Contaminant Level):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- **MCLG (Maximum Contaminant Level Goal):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **MRDL (Maximum Residual Disinfectant Level):** The highest level of disinfectant routinely allowed in drinking water. Addition of a disinfectant is necessary for control of microbial contaminants.
- **MRDLG (Maximum Residual Disinfectant Level Goal):** The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.
- **NA:** Not applicable
- **ND:** Not detectable at testing limits
- **pCi/L (picocuries per liter):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).
- **ppm (parts per million):** One part substance per million parts water, or milligrams per liter.
- **ppb (parts per billion):** One part substance per billion parts water, or micrograms per liter.
- **Range Of Detections:** The range of individual sample results, from lowest to highest, that were collected during the sample period.
- **S:** Single sample

2014 Water Quality Information

We are pleased to report that during the past year, the water delivered to your home or business complied with, or was better than, all state and federal drinking water requirements.

For your information, we have compiled a table showing what substances were detected in your drinking water during 2013. Although all of the substances listed are under the Maximum Contaminant Level (MCL) set by the U.S. Environmental Protection Agency (USEPA), we feel it is important that you know exactly what was detected and how much of the substance was present in your water.

Water Quality Data (Detected regulated substances leaving the treatment plant)

Substance (units)	Year Sampled	MCLG	MCL	Amount Detected	Range of Detections	Compliance Achieved	Typical Source
Alpha Emitters (pCi/L)*	2010	0	15	2.0	S	Yes	Erosion of natural deposits
Beta/Photon Emitters (pCi/L) ^{1*}	2010	0	4	0.1	S	Yes	Decay of natural and man-made deposits.
Fluoride (ppm) ²	2014	4	4	1.2	0.9 - 1.2	Yes	Erosion of Natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate (ppm)	2014	10	10	7.5	0.2 - 7.5	Yes	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Combined Radium (pCi/L)*	2010	0	5	0.2	S	Yes	Erosion of natural deposits
Total Organic Carbon (ppm, removal factor) ³	2014	NA	TT ≥ 1.0	2.9	1.8 - 4.8	Yes	Naturally present in the environment
Turbidity (NTU) ⁴	2014	NA	TT ≤ 1.0	0.4	NA	Yes	Soil Runoff
Turbidity (NTU) ⁴	2014	NA	TT ≥ 95%	97.9%	NA	Yes	Soil runoff

*The state of Illinois requires monitoring for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though accurate, is more than one year old.

¹The MCL for Beta/photon emitters is written as 4 millirem/year (a measure of the rate of radioactive decay). The EPA considers 50 pCi/L as the level of concern for beta emitters.

²Fluoride is added to the water supply to help promote strong teeth. The Illinois Department of Public Health recommends an optimal fluoride level of 0.9 mg/L to 1.2 mg/L

³Total organic carbon (TOC) has no health effects. However, TOC provides a means for the formation of disinfection by-products. One way to minimize disinfection by-product formation is to remove a specific percentage of the TOC present in the source water. The numbers in the Amount Detected and Range columns are the TOC removal factors, where the removal factor is defined as the actual percent TOC removal divided by the required percent removal. A value of 1.00 or greater in the Amount Detected column indicates that compliance with the removal requirement was achieved.

⁴Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. The treatment technique requires that at least 95% of routine samples are less than or equal to 0.3 NTU, and no sample exceeds 1 NTU. We are reporting the lowest monthly percentage of all readings meeting the standard of 0.3 NTU, plus the single highest reading for the year.

Water Quality Data (Detected regulated substances in the distribution system)

Substance (Units)	Year Sampled	MCLG/MRDLG	MCL/MRDL	Amount Detected	Range of Detections	Compliance Achieved	Typical Source
Total Trihalomethanes (ppb) ⁵	2014	NA	80	26.6	4.6 - 53.4	Yes	By-product of drinking water chlorination
Haloacetic Acids (ppb) ⁵	2014	NA	60	28.6	8.8 - 52.8	Yes	By-product of drinking water chlorination
Chloramines (ppm) ⁶	2014	4	4	3.4	1.0 - 3.4	Yes	Water additive used to control microbes
Total Coliform Bacteria ⁷	2014	0	4%	3	0 - 3	Yes	Naturally Present in the Environment

⁵Trihalomethanes and Haloacetic Acids, also known as Disinfection By-Products (DBPs), are formed by the reaction of the chlorine disinfectant with naturally occurring organics found in the source water. Some people who drink water containing DBPs in excess of the MCL over many years may experience problems with their livers, kidneys, or central nervous systems, and may have an increased risk of getting cancer. Not all sample results may have been used for calculating the Highest Level Detected because some results may be part of an evaluation to determine where compliance sampling should occur in the future.

⁶Chlorine and chloramines are a disinfecting agent added to control microbes that otherwise could cause waterborne diseases or other water quality concerns. Most water systems in Illinois are required by law to add either chlorine or chloramines. Levels well in excess of the MRDL could cause irritation of the eyes or nose in some people. The values reported reflect multiple locations in the service area.

⁷Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, bacteria may be present. If coliforms were found in more samples than allowed then it could be an indication of potential problems.

Lead and Copper (Collected at customers' taps)

Substance (Units)	Year Sampled	MCLG	MCL	90 th Percentile	Number of Samples Collected	Number of Samples Above Action Level	Compliance Achieved	Typical Source
Copper (ppm) ⁸	2014	1.3	AL = 1.3	0.2	30	0	Yes	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb) ⁸	2014	0	AL = 15	3	30	1	Yes	Corrosion of household plumbing systems; Erosion of natural deposits

⁸Compliance with the Lead and Copper Rule (LCR) is determined by the levels of lead and copper found in samples taken from customers' taps. LCR requirements are met if the 90th percentile of all samples taken does not exceed the action level of 15 ppb for lead or 1.300 ppm for copper.

State Regulated Substances

Substance (Units)	Year Sampled	Amount Detected	Range of Detections	Typical Source
Sodium (ppm) ⁹	2014	16.4	S	Erosion of naturally occurring deposits; Byproduct of home water softening.

⁹An MCL for this contaminant has not been established by either state or federal regulations, nor has mandatory health effects language been set. The purpose of this monitoring is to provide information to consumers and health officials that are concerned about sodium intake due to dietary precautions. If you are on a sodium-restricted diet, you should consult a physician about this level of sodium in the water

Unregulated Substances

Substance (units)	Year Sampled	Amount Detected	Range of Detections	Typical Source
Chlorate (ppb) ¹⁰	2014	290	280 - 290	Agricultural defoliant or desiccant; disinfection byproduct; and used in production of chlorine dioxide.
Chromium (ppb) ¹⁰	2014	0.2	ND - 0.2	Naturally occurring element; used in making steel and other alloys; used for chrome plating, dyes, and pigments, leather tanning, and wood preservation
Molybdenum (ppb) ¹⁰	2014	8.6	8.1 - 8.6	Naturally-occurring element found in ores and present in plants, animals, and bacteria; commonly used form molybdenum trioxide used as a chemical reagent.
Strontium (ppb) ¹⁰	2014	220.9	212.9 - 220.9	Naturally-occurring element; historically, commercial use of strontium has been in the faceplate glass of cathode-ray tube televisions to block x-ray emissions.
Vanadium (ppb) ¹⁰	2014	0.3	0.3 - 0.3	Naturally-occurring elemental metal; used as vanadium pentoxide which is a chemical intermediate and a catalyst.

¹⁰An MCL for this substance has not been established by either state or federal regulations, nor has mandatory health effects language. The purpose for monitoring this substance is to assist USEPA in determining the occurrence of unregulated contaminants in drinking water, and whether future regulation is warranted.