

Utility Services of Illinois, Inc. Whispering Hills Water System

PWS ID: IL1115700

Annual Water Quality Report 2019

Message from Steve Lubertozzi, President

Dear Utility Services of Illinois, Inc. Customers,

I am pleased to share your Annual Water Quality Report for 2019. This report is designed to inform you of the quality of water we delivered to you over the past year. As your community water utility, we fully appreciate our role in the local community. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources.

Our team is committed to providing safe, reliable and cost effective service to our customers. All of our employees share in our commitment to act with integrity, protect the environment, and enhance the local community.

We are proud to share this report which is based on water quality testing through December 2019. We continually strive to supply water that meets or exceeds all federal and state water quality regulations.

Our dedicated local team of water quality experts is working in the community everyday ensuring that you, our customer, are our top priority and that we are providing the highest quality service - now and in the years to come.

Best regards,



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

According to the Centers for Disease Control and Prevention (CDC) and the US Environmental Protection Agency (EPA), the virus that causes COVID-19 has not been detected in drinking water. Conventional water treatment methods that use disinfection, such as those provided by Utility Services of Illinois, Inc., should remove or inactivate the virus that causes COVID-19 as they do for other pathogens. Based on current evidence, the risk to water supplies is low. **You can continue to use and drink water from your tap as usual.**

EPA also encourages the public to help keep household plumbing and our nation's water infrastructure operating properly by only flushing toilet paper. **Disinfecting wipes and other items should be disposed of in the trash, not the toilet.** For more information, visit the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html> and EPA at <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>.

Source of Drinking Water

The source of drinking water used by Whispering Hills is ground water. Whispering Hills receives its water from a shallow bedrock aquifer. An aquifer is a geological formation that contains water.

Source Water Assessment

The source water assessment for our supply has been completed by the Illinois EPA. To view a summary version of the completed SWA, including: Importance of Source Water; Susceptibility to Contamination Determination; and documentation/recommendation of Source Water Protection Efforts, you may access the Illinois EPA website at www.epa.state.il.us/cgi-bin/wp/swap-fact-sheets.pl or by contacting the Groundwater Section of the Illinois EPA at 217-785-4787.

Based on information obtained in a Well Site Survey, published in 1990 by the Illinois EPA, six potential sources or possible problem sites were identified within the survey area of. Whispering Hills wells. Furthermore, information provided by the Leaking Underground Storage Tank and Remedial Project Management Sections of the Illinois EPA indicated two additional sites with ongoing remediation which may be of concern.

The Illinois EPA has determined that the Whispering Hills Community Water Supply's source water is not susceptible to contamination. This determination is based on a number of criteria including: monitoring conducted at the wells; monitoring conducted at the entry point to the distribution system; and the available hydrogeologic data on the wells. Furthermore, in anticipation of the U.S. EPA's proposed Ground Water Rule, the Illinois EPA has determined that the Whispering Hills Community Water Supply is not vulnerable to viral contamination.

This determination is based upon the evaluation of the following criteria during the Vulnerability Waiver Process: the water company's wells are properly constructed with sound integrity and proper site conditions; a hydrogeologic barrier exists which should prevent pathogen movement; all potential routes and sanitary defects have been mitigated such that the source water is adequately protected; monitoring data did not indicate a history of disease outbreak; and the sanitary survey of the water supply did not indicate a viral contamination threat.

Because the water company's wells are constructed in a confined aquifer, which should prevent the movement of pathogens into the wells, well hydraulics were not considered to be a significant factor in this vulnerability determination. Hence, well hydraulics were not evaluated for this groundwater supply.

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EPA Wants You To Know

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 dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A. **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B. **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C. **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- D. **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- E. **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

What measures are in place to ensure water is safe to drink?

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of 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 Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

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 can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Information Concerning Lead in Water

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. Utility Services of Illinois, Inc. 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 www.epa.gov/safewater/lead.

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

Drain Disposal Information

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

- Never pour grease down sink drains or into toilets. Scrape grease into a can or trash.
- Put strainers in sink drains to catch food scraps / solids for disposal.

Prescription Medication and Hazardous Waste

Household products such as paints, cleaners, oils, and pesticides, are considered to be household hazardous waste. Prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the wastewater treatment system and enter rivers and lakes (or leach into the ground and seep into groundwater in a septic system). Follow the directions for proper disposal procedures. **Do not flush hazardous waste or prescription and over-the-counter drugs down the toilet or drain.** They may flow downstream to serve as sources for community drinking water supplies. Many communities offer a variety of options for conveniently and safely managing these items. For more information, visit the EPA website at: www.epa.gov/hw/household-hazardous-waste-hhw.

The Safe Drinking Water Act was passed in 1974 due to congressional concerns about organic chemical contaminants in drinking water and the inefficient manner by which states supervised and monitored drinking water supplies. Congress' aim was to assure that all citizens served by public water systems would be provided high quality water. As a result, the EPA set enforceable standards for health-related drinking water contaminants. The Act also established programs to protect underground sources of drinking water from contamination.

Understanding This Report In order to help you understand this report, we want you to understand a few terms and abbreviations that are contained in it.

Action level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Action level goal (ALG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. ALG's allow for a margin of safety.
Avg	Regulatory compliance with some MCLs is based on running annual average of monthly samples.
EPA	Environmental Protection Agency.
Maximum Contaminant Level (MCL)	The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
Maximum Contaminant Level Goal (MCLG)	The "goal" is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.
Maximum Residual Disinfectant Level (MRDL)	The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
Maximum Residual Disinfectant Level Goal (MRDLG)	The level of a 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 contaminants.
Not applicable (N/A)	Not applicable.
Not Detected (ND)	Indicates the substance was not found by laboratory analysis.
Parts per million (ppm) or Milligrams per liter (mg/l)	One part per million corresponds to one minute in two years or a single penny in \$10,000.
Parts per billion (ppb) or Micrograms per liter (ug/l)	One part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000.
Picocuries per liter (pCi/L)	A measure of radioactivity in the water.
Running Annual Average (RAA)	Calculated running annual average of all contaminant levels detected.
Treatment Technique (TT)	A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

Help Protect our Resources

Help put a stop to the more than **1 trillion gallons of water lost annually** nationwide due to household leaks. These easy to fix leaks waste the average family the amount of water used to fill a backyard swimming pool each year. Plumbing leaks can run up your family's water bill an extra 10 percent or more, but chasing down these water and money wasting culprits is as easy as 1—2—3. Simply check, twist, and replace your way to fewer leaks and more water savings:

- ⇒ **Check** for silent leaks in the toilet with a few drops of food coloring in the tank, and check your sprinkler system for winter damage.
- ⇒ **Twist** faucet valves; tighten pipe connections; and secure your hose to the spigot. For additional savings, twist a WaterSense labeled aerator onto each bathroom faucet to save water without noticing a difference in flow. They can save a household more than 500 gallons each year—equivalent to the amount water used to shower 180 times!
- ⇒ **Replace** old plumbing fixtures and irrigation controllers that are wasting water with WaterSense labeled models that are independently certified to use 20 percent less water and perform well.

For more information visit www.epa.gov/watersense.

[We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future.](#)

Monitoring Your Water

We routinely monitor for contaminants in your drinking water according to Federal and State laws. The tables below lists all the drinking water contaminants that were detected in the last round of sampling for each particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in the table is from testing done January 1 through December 31, 2019.** The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, maybe more than one year old. *MCLs are set at very stringent levels. To understand the possible health effects described for many regulated contaminants, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.*

If You Have Questions Or Want To Get Involved

Utility Services of Illinois, Inc. does not hold regular public meetings. If you have any questions about this report or your water utility, please contact customer service at 1-800-831-2359.

Visit us online at www.uiwater.com/illinois to view the Water Quality Reports. Also visit our website for water conservation tips and other educational material.

Water Quality Test Results

Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Inorganic Contaminants								
Arsenic	2017/2018	1.1	ND - 1.1	0	10	ppb	N	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Barium	2018	0.13	0.045 - 0.13	2	2	ppm	N	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chromium	2018	9.7	ND - 9.7	100	100	ppb	N	Discharge from steel and pulp mills; Erosion of natural deposits.
Fluoride	2019	0.776	0.776 - 0.776	4	4	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Selenium	2017/2018	3.3	ND - 3.3	50	50	ppb	N	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines.
Sodium	2018	140	29 - 140	N/A	N/A	ppm	N	Erosion from naturally occurring deposits; used in water softener regeneration

Radiological Contaminants

Combined Radium 226/228	2017	0.541	0 - 0.541	0	5	pCi/L	N	Erosion of natural deposits
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State Regulated Contaminants

Iron	2019	1.8	0.3 - 2.3	N/A	1.0	ppm	N	Erosion from naturally occurring deposits
Manganese	2018	110	4 - 110	150	150	ppb	N	Erosion of natural deposits
Zinc	2018	0.035	0.029 - 0.035	5	5	ppm	N	Naturally occurring; discharge from metal factories

Disinfectants & Disinfection Byproducts

Chlorine	2019	1.0	0.8 - 1.0	MRDLG =4	MRDL= 4	ppm	N	Water additive used to control microbes
Haloacetic Acids [HAA5]	2019	13.52	13.52 - 13.52	No goal for the total	60	ppb	N	By-product of drinking water chlorination
Total Trihalomethanes [TTHM]	2019	13.03	13.03 - 13.03	No goal for the total	80	ppb	N	By-product of drinking water chlorination

Lead and Copper

Contaminant	Date Sampled	MCLG (ALG)	Action Level (AL)	90 th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	2018	1.3	1.3	0.71	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems
Lead	2018	0	15	5	0	ppb	N	Corrosion of household plumbing systems; Erosion of natural deposits

Water Quality Footnotes:

Iron: This contaminant is not currently regulated by USEPA. However, the state has set an MCL for this contaminant for supplies serving a population of 1000 or more. *Excessive iron in water may cause staining of laundry & plumbing fixtures & may accumulate as deposits in the distribution system.* The utility treats the water with an iron sequestering agent to alleviate this aesthetic characteristic.

Manganese: This contaminant is not currently regulated by USEPA. However, the state has set an MCL for this contaminant for supplies serving a population of 1000 or more.

Sodium: There is not a state or federal MCL for sodium. Monitoring is required 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.

Zinc: This contaminant is not currently regulated by USEPA. However, the state has set an MCL for this contaminant and therefore monitoring is required.

PFAS Testing

Utility Services of Illinois, Inc. is currently conducting statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. The Environmental Protection Agency (EPA) has established a health advisory level at 70 parts per trillion. For more information visit <https://www.epa.gov/ground-water-and-drinking-water/drinking-water-health-advisories-pfoa-and-pfos>. Notification has or will be sent to all registered customers of the testing results once completed. Utility Services of Illinois, Inc. is committed to providing safe, reliable, and cost-effective drinking water services to all of our customers.

To access your utility account anytime, anywhere, please register for our customer portal & download MyUtilityConnect at <https://connect.myutility.us/connect/>