

# WHISPERING HILLS WATER MEETING

AUGUST 1<sup>ST</sup>, 2024



# AGENDA



Introductions/Values



Regulations



Water Quality  
Reports



Billing/Payment  
Processing



Interpreting Bills



Source Water  
Assessments and  
Future Projects



## PERSONNEL AND VALUES



- Personnel
  - Justin Kersey – President
  - Mike Miller – Vice President of Operations
  - Kyle Woodworth – Operations Manager
  - Tanya Peters – Administrative Support
  - Andrew Dickson – Finance Manager
  - David Hankins – Safety & Compliance
- Prairie Path Water Company
  - Nexus/PPWC Values driving Operational Excellence
    - Safety First
    - Customer Care
    - Employee Success
    - Environmental Stewardship



# REGULATIONS

- Illinois Commerce Commission (ICC):
  - Commissioners are appointed by Governor
  - ICC determines rates, rules and regulations
  - Enforce certain preventative standards (e.g meter testing)
- Environmental Protection Agency (EPA):
  - Federal and State agencies
  - Enforce treatment standards, sampling requirements and required monthly and annual reporting
  - Required BWO if distribution pressure drops below 20 psi
  - Get the Lead Out initiative
- Internal (HSE):
  - Required Preventative Maintenance measures
  - Bi-annual flushing, asset inspections and condition assessments for Asset Management Program



# SERVICE LINE INSPECTIONS

- Get the lead out initiative
  - EPA initiative (federal government)
  - Lead is toxic to humans, especially when it contaminates drinking water. While lead has been virtually eliminated from public utility water systems, it can still be found in older home plumbing. The U.S. EPA has declared the elimination of lead in drinking water a national health priority, with a key focus being *Lead Service Lines* — the pipes that connect homes and businesses to public watermains.
- Ways to identify
  - Completing survey on company website **with clear photos of service line attached**
    - Operations may still reach out if clear photos aren't attached to schedule a time to inspect service line
  - Schedule time with operations to come in your home and have them identify service line. (this should only take about 5 minutes)
- Current statistics
  - 1,384 of 2,374 homes left to identify in Whispering Hills
  - No lead lines found in system at this time



## Links

[Water System Facilities](#)

[Sample Schedules](#)

[Coliform/Microbial Sample Results](#)

[Coliform Sample Summary Results](#)

[Lead And Copper Sample Summary Results](#)

[Chem/Rad Samples/Results](#)

[Chem/Rad Samples/Results by Analyte](#)

[Violations/Enforcement Actions](#)

[Site Visits](#)

[Milestones](#)

## Return Links

[Water Systems](#)

[Water System Search](#)

[County Map](#)

## Glossary

# Drinking Water Branch

## Water System Details

**Water System No. :** IL1115700

**Water System Name :** PRAIRIE PATH WATER CO-WHISPERING HILLS

**Principal County Served :** MCHENRY

**Status :** A

**Federal Type :** C

**State Type :** C

**Primary Source :** GW

**Activity Date :** 01-01-1942

## Points of Contact

Name	Job Title	Type	Phone	Address	Email
MILLER, MIKE A.	DIR OF OPERATIONS	AC	224-501-5507	PO BOX 10, MCHENRY, IL-60050	<a href="mailto:mike.miller@uiwater.com">mike.miller@uiwater.com</a>
MILLER, MIKE A.	DIR OF OPERATIONS	OC	224-501-5507	PO BOX 10, MCHENRY, IL-60050	<a href="mailto:mike.miller@uiwater.com">mike.miller@uiwater.com</a>
THOMAS, JAMES E.	ROINC & SAMPLER	SA	847-497-9348	5509 NORTH HIGHLAND DRIVE, MCHENRY, IL-60050	<a href="mailto:jim.thomas@uiwater.com">jim.thomas@uiwater.com</a>

## Annual Operating Periods & Population Served

Start Month	Start Day	End Month	End Day	Population Type	Population Served
1	1	12	31	R	8240

## Service Connections

Type	Count	Meter Type	Meter Size Measure
RS	2383	ME	0

## Sources of Water

Name	Type Code	Status
WELL 1 (20179)	WL	A
WELL 2 (20180)	WL	A
WELL 3 (20181)	WL	A
WELL 4 (20182)	WL	A
WELL 5 (20183)	WL	A
WELL 7 (00741)	WL	A
WELL 6 (20184) ABANDONED	WL	I

## Service Areas

Code	Name
R	INVESTOR OWNED ICC CERTIFICATE
R	RESIDENTIAL AREA



Water Company<sup>SM</sup>

# WATER QUALITY REPORT - 2023

Water Quality Test Results								
Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
<b>Inorganic Contaminants</b>								
Barium	2023	0.16	0.058 - 0.16	2	2	ppm	N	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Fluoride	2023	0.714	0.574 - 0.574	4	4	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Sodium	2023	67	17 - 67	N/A	N/A	ppm	N	Erosion from naturally occurring deposits; used in water softener regeneration
<b>State Regulated Contaminants</b>								
Iron	2023	0.7	0.34 - 0.7	N/A	1	ppm	N	Erosion from naturally occurring deposits
Manganese	2023	26	5.6 - 26	150	150	ppb	N	Erosion of natural deposits
Zinc	2023	0.13	0 - 0.13	5	5	ppm	N	Naturally occurring; discharge from metal factories
<b>Disinfectants &amp; Disinfection Byproducts</b>								
Chlorine	2023	1.1	0.97 - 1.3	MRDLG = 4	MRDL = 4	ppm	N	Water additive used to control microbes
Haloacetic Acids [HAA5]	2023	19	15.3-19.07	No goal for the total	60	ppb	N	By-product of drinking water chlorination
Total Trihalomethanes [TTHM]	2023	34	26.9 - 33.6	No goal for the total	80	ppb	N	By-product of drinking water chlorination
<b>Radium Contaminants 226/228</b>								
Combined Radium 226/228	2023	1.44	0 - 1.44	0	5	pCi/L	N	Erosion of natural deposits
<b>Lead and Copper</b>								
Contaminant	Date Sampled	MCLG (ALG)	Action Level (AL)	90 <sup>th</sup> Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	2021	1.3	1.3	1.3	2	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems
Lead	2021	0	15	1.8	0	ppb	N	Corrosion of household plumbing systems; Erosion of natural deposits
<p><b>Copper</b> is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.</p>								

# WATER QUALITY REPORT - 2023

PFAS Results (All results reported as Nanograms per liter (ng/L))					
Contaminant	Sample Date	Range of Detect	Average	EPA MCLG	EPA MCL
PFBS*	12/06/2023	ND — 2.7	0.54		
PFOA	12/06/2023	ND — 2.5	0.5	0	4.0
PFHpA	12/06/2023	ND — 1.4	0.28		
PFHxA	12/06/2023	ND — 10.3	3.94		
PFHxS*	12/06/2023	ND — 1.7	0.34	10	10
PFPeA	12/06/2023	ND — 3.7	0.74		
PFOS	12/06/2023	ND	N/A	0	4.0
PFNA*	12/06/2023	ND	N/A	10	10
HFPO-DA (GenX)*	12/06/2023	ND	N/A	10	10
Hazard Index*	12/06/2023	N/A	0.17	1 (unitless)	1 (unitless)

## **Terms and Abbreviations:**

- **GenX** – Hexafluoropropylene Oxide Dimer Acid (HFPO-DA)
- **Hazard Index** – PFAS mixtures containing at least two or more of PFHxS, PFNA, HFPO-DA, and PFBS use a Hazard Index MCL to account for the combined and co-occurring levels of these PFAS in drinking water.
- **Health Advisory Level (HAL)** – To provide Americans, including the most sensitive populations, with a margin of protection from a lifetime of exposure to GenX, PFBS, PFOA and PFOS from drinking water, EPA established health advisory levels.
- **ND (No Detect)** - No detection means the constituent is not detectable at the minimum reporting limit.
- **Ng/L** – Nanograms per liter (ng/L) which equals Parts per trillion (ppt) – One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.
- **PFBS** – Perfluorobutanesulfonic Acid
- **PFHpA** – Perfluoroheptanoic acid
- **PFHxA** – Perfluorohexanoic acid
- **PFHxS** – Perfluorohexanesulfonic Acid
- **PFNA** – Perfluorononanoic Acid
- **PFOA** – Perfluorooctanoic Acid
- **PFOS** – Perfluorooctanesulfonic Acid
- **PFPeA** – Perfluoropentanoic acid

# BILLING/PAYMENT PROCESSING

- Third-party lockbox processor now in Carol Stream, IL
- My Utility Account will be helpful in receiving paperless bills and alerts/notifications via email. Manage alert preferences via MUA
- Mailers are still mailed even with paperless billing

## My Utility Account

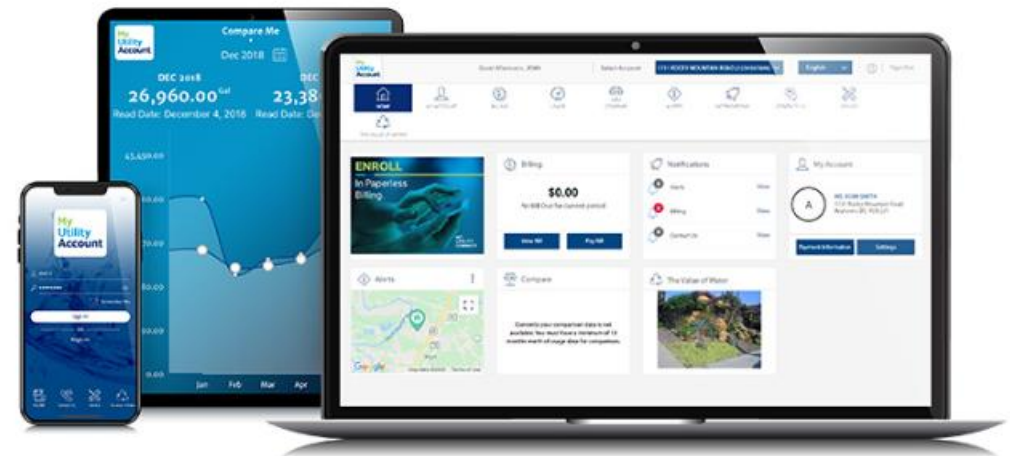
Our online self-service portal lets you manage your utility account **Anytime Anywhere!**

- Manage your account 24/7
- View and pay bills
- Monitor usage and save money
- Set-up alerts and reminders
- Contact us directly
- And More

Learn More & Register

Already have My  
Utility Account?

Login



# Understanding Your Bill.

- 1 New customer account number.
- 2 Due date. Pay by this date to avoid late charges.
- 3 Amount due for this billing period.
- 4 Location where the utility is delivered.
- 5 Total amount due (includes late fee, if applicable).
- 6 Consumption and billing history by month.
- 7 Keep this portion for your records.
- 8 Detach this portion and include it with mailed payment (if applicable).

## Questions?

If you have any questions regarding your Prairie Path Water Company account, contact us today.

1.800.831.2359



Account Number: 12345678  
Name: New Customer Name  
Phone: (555)-555-5555  
Service Address: 123 MAIN ST, CITY, ST 99999

Bill Date: 05/30/2024  
Due Date: 06/24/2024  
Please Pay: \$103.96

Prairie Path Water Company  
Customer Service: (800) 831-2359  
Billing: (800) 831-2359  
Collections: (800) 831-2359  
www.prairiepathwater.com



Badge Nbr	Service Type	Start Read Date	Start Read	End Read Date	End Read	Total Usage	Days in Cycle	Avg Daily Use	Constant
12345678	Water	04/25/2024	144859	05/23/2024	149924	5,065 GAL	28	180.189 GAL	1

### Bill Details

#### Activity Since Last Bill

Previous Balance	\$0.00
Payments received as of 05/30/2024	\$0.00
Balance as of 05/30/2024	\$0.00

#### Residential Water Service

Residential Water Base Charge	\$14.33
5,065 gallons at \$0.017696 per gallon	\$89.63

Total Residential Water Service \$103.96

Current Charges \$103.96  
Total Due Amount \$103.96

### Message Center

This box will contain important water service updates and information.

### Billing History in dollars



### Consumption History for Water in GAL



PO BOX 160609  
Altamonte Springs, FL 32716-0609

New Customer Name  
123 MAIN ST.  
CITY, ST 99999

Account Number: 9143210000  
Due Date: 06/24/2024  
Please Pay:

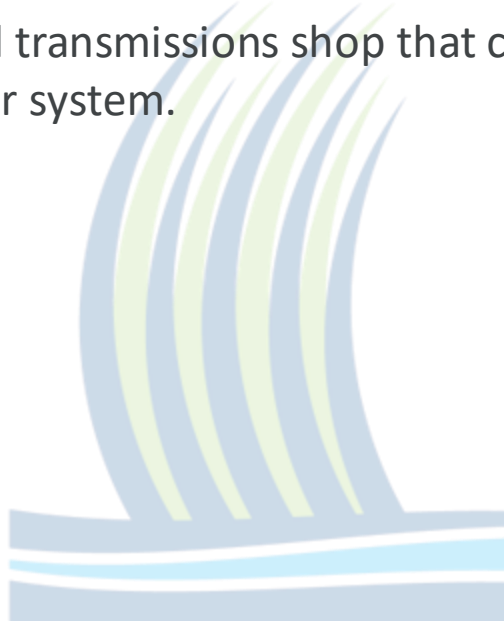
Amount Paid

Prairie Path Water Company  
PO BOX 4087  
CAROL STREAM IL 60197-4087

☐ Address correction requested on back

# SOURCE WATER ASSESSMENT

- New Source Water Protection Plans developed in 2024
- Prairie Path Water Company is committed to Source Water Protection Programs with the purpose of ensuring the safety, integrity and sustainability of our communities' drinking water, for current and future generations to come.
- The system's wells are shallow bedrock wells, so they are somewhat susceptible to contamination due to their proximity to the surface, Well 2 being the least susceptible of the group because of its B2 rating. Therefore, the geologic susceptibility to contamination of groundwater pumped by Wells 1, 3, 4, 5, and 7 is moderate while Well 2's susceptibility is low.
  - There are two point source contaminants identified for Well 7 within the 1,000-foot setback zone. These sources are a gas station and transmissions shop that contain substances that could be hazardous if released into the water system.



# FUTURE PROJECTS

- Asset Management Program
  - Review of assets and their condition to determine likelihood of failure and consequence of failure. Then prioritize projects accordingly.
- 2024 - 2025
  - Drill new production well
  - Landowner agreements/easements
  - Start engineering on new well/treatment plant site
- 2025-2026
  - Finalize landowner agreements/easements
  - Finalize design and bidding documents for water treatment plant.
  - Start construction of new water treatment plant
  - Rehab Exterior of Well No.3 and review future replacement options
- 2026-2027
  - Finish water treatment plant project
  - Water Main Replacement (TBD)
  - Johnsburg Water Tower Rehabilitation (2026)
  - Jasper Water Tower Rehabilitation (2027)

