



An Essential Utilities Company

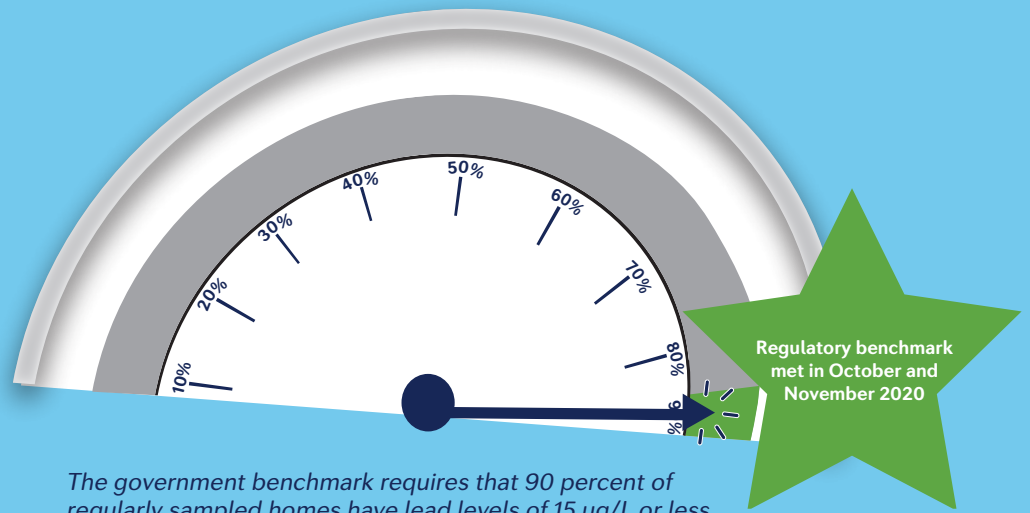
# Water Quality in University Park Reaches Key Milestone

Aqua Illinois has been working diligently to restore the water quality for impacted customers in University Park. In October and November 2020, University Park's water achieved the government benchmark for water quality.

## A significant step towards the solution

Recent rounds of water compliance samples, as required by the Illinois Environmental Protection Agency, show that water quality in University Park has significantly improved and is meeting the Illinois regulatory benchmark.

As we build on this progress, please continue to follow the advisory recommendations, including flushing and filtering for consumption. While this is a significant step, we will continue to work closely with state regulators who measure water quality over a six-month period consistent with state regulations.

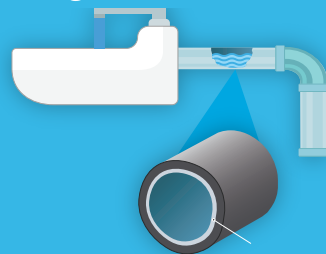


*The government benchmark requires that 90 percent of regularly sampled homes have lead levels of 15 ug/L or less.*

## Use water regularly to maintain progress

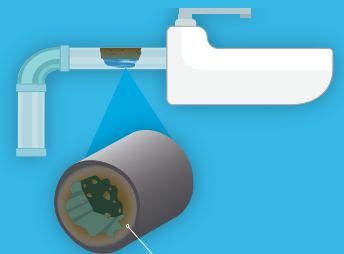
Our data show that regular water use is key to helping the treatment. Continue tap water use and regularly use cold tap water at your kitchen sink to help our treatment build a protective coating in your home's pipes.

Regular water use



Protective coating

Low water use

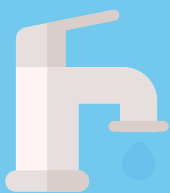


No protective coating

# Thank you for your continued patience and partnership

Our collaboration with national experts, regulators and the community has been key to achieving these milestones. We remain committed to providing information and resources, as more University Park homes are seeing improvement.

## Water-use guidance



### Continue regular use

Advisory customers should continue to use tap water regularly throughout the home.



### Filter resource distribution

We continue to offer free certified filters and filter replacements through our comprehensive filter program.



### Tap water consumption

Advisory customers can still consume tap water after running it for two to three minutes, and then using NSF-certified filters.

There is no need to filter tap water for non-consumption purposes, such as washing hands, bathing and washing dishes.

### Flush and filter



### No need to filter



## Achieving the solution

Together, we have been laser focused on implementing the treatment and this is a significant step toward resolution. While water quality continues to improve for our impacted customers, we remain committed to providing information and resources to be a good community partner.