

Boil Water Order Continues In Mount Pulaski

Transmission Water Line Repaired Twice; Customers Should Continue to Conserve Water Usage Today While Water System Replenishes



ILLINOIS AMERICAN WATER WAS RANKED HIGHEST IN CUSTOMER SATISFACTION WITH LARGE WATER UTILITIES IN THE MIDWEST FOUR YEARS IN A ROW! SM

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Mt Pulaski, Ill. (Nov. 3, 2023) Illinois American Water crews and outside contractors completed repairs to a significant break on the water transmission water line and subsequent line breaks early Friday morning. The transmission water line had been ruptured twice (Wednesday and Thursday) by an outside contractor.

As a result, a boil water order continues in Mount Pulaski. Customers should continue to bring their water to a rolling boil for five minutes before using water for drinking or cooking. Water is OK for bathing, washing and other common uses. This boil water order was issued Wednesday and again Thursday in accordance with Illinois Environmental Protection Agency (EPA) regulations. Anytime water pressure drops below 20 pounds per square inch in any part of a community's distribution system, a boil water order must be issued as a precaution to protect customers.

Mount Pulaski customers are asked to conserve water usage temporarily Friday while the community's water system replenishes.

Customers will be notified by phone call when the boil order and conservation measures are lifted.

We thank our customers in Mount Pulaski for their patience and understanding the past few days while repairs were being made in the water system. We salute our employees for their hard work and customer focus the past few days, while working in a safe, efficient manner.

About American Water

American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders. For more information, visit amwater.com and join American Water on [LinkedIn](#), [Facebook](#), [Twitter](#) and [Instagram](#).

About 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 wastewater services to approximately 1.3 million people. American Water also operates a quality control and research laboratory in Belleville. For more information, visit www.illinoisamwater.com and follow Illinois American Water on [Twitter](#) and [Facebook](#).

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