

Boil Water Order Issued for Lincoln Water System (03-05-2024)

Customers should bring their tap water to a rolling boil for five minutes before using the water for drinking or cooking. Water is OK for bathing, washing and other common uses.



**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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Lincoln, Ill. (Tuesday, March 5, 2024) Effective immediately, Illinois American Water has issued a systemwide boil water order for the City of Lincoln water system due to a mechanical issue at the water treatment plant that caused a temporary high turbidity issue. The boil water order is being issued in accordance with Illinois Environmental Protection Agency (IEPA) regulations.

Customers should bring their tap water to a rolling boil for five minutes before using the water for drinking or cooking. Water is OK for bathing, washing and other common uses.

Customers are being notified about the boil water order by phone call, and customers will be notified by phone call when the boil order is lifted.

About Illinois American Water

Illinois American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing high-quality and reliable water and wastewater services to approximately 1.4 million people. American Water also operates a quality control and research laboratory in Belleville.

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