

## Advanced Notice

Boil Water Order To Be Issued on Monday, March 25 in Cairo District



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

For J.D. Power 2023 award information, visit [jdpower.com/awards](http://jdpower.com/awards).

Cairo, Ill. (March 22, 2024) – Next week, Illinois American Water will perform critical maintenance at its Cairo water treatment plant. The work, which involves replacing pipe connections, will result in a systemwide boil water order for the Cairo District beginning at 9 a.m. on Monday, March 25, 2024. Cairo District customers will be notified directly on Monday of the boil water order. This work reinforces the company's commitment to investing in its water and wastewater systems to replace aging infrastructure and provide clean, safe, and reliable service.

During the boil water order, customers should bring their water to a rolling boil for five minutes before using water for drinking or cooking. Water can be used for bathing, washing and other common uses.

The boil water order will be issued in accordance with Illinois Environmental Protection Agency (EPA) regulations. When 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.

The boil water order is expected to last several days. Customers will be notified by Illinois American Water when the boil water order is lifted after tests confirm water meets all regulated quality standards.

#### 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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