

Planned Enhancements to Illinois American Water's Hardin County Water System – Temporary Boil Water Order Related To Work Starting Tuesday, August 26

Upgraded to local water system include a water main replacement and upgrades to a booster pump station.

Hardin County, Ill. (Aug. 25, 2025) – Most Illinois American Water customers served by the Hardin County water system will be under a temporary boil water order on Tuesday, August 26, while planned enhancements are being made to the local water system.

Customers in Saline Landing are not included in the boil water order, which will impact around 500 customers.

A boil water order is mandatory when water pressure drops below 20 pounds per square inch in the water system. 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 is fine for bathing, washing and other common uses.

According to Jeffrey Stout, Illinois American Water Senior Supervisor of Operations, Tuesday's work is a planned replacement project to the local water infrastructure and not an emergency repair. "This is a significant upgrade to our local water system. It shows Illinois American Water's continued commitment to providing high quality, reliable drinking water to all our customers." The overall project cost is an estimated \$2.5 million.

Stout said the project will help eliminate water leaks in the Hardin County water distribution system. "It is positive investment for local customer service," said Stout.

Boil water orders, on average, last 24 to 48 hours while samples and quality tests are taken. After tests confirm the water meets regulatory quality standards, impacted customers in Hardin County will receive notification from Illinois American Water informing them the boil water order has been lifted. Customers also have received notification to inform them of the upcoming boil water order.

About Illinois American Water

Illinois American Water, a subsidiary of American Water, is the largest regulated water utility in the state, providing safe, clean, reliable and affordable water and wastewater services to approximately 1.3 million people. American Water also operates a quality control and research laboratory in Belleville.

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