

Illinois American Water to Make Annual Water Treatment Change in Alton District; Maintenance Work includes Flushing of Water Mains and Fire Hydrants

Annual Maintenance Program Starts Monday, September 8 and continues through October 2025

Belleville, Ill. (Sept. 8, 2025) – Beginning Monday, September 8, Illinois American Water's Alton District water system will undergo its annual temporary water treatment change that supports continued delivery of quality water and fire protection to homes and businesses.

The work performed by Illinois American Water's crews includes flushing of water mains through the use of fire hydrants in the Alton District communities served directly by Illinois American Water (*communities listed below*). The maintenance program will continue through October.

Temporary Water Treatment Change

Starting Monday, September 8, Illinois American Water's water quality teams at the water treatment plants in Alton will be switching water treatment to a form of chlorine known as "free chlorine" which does not contain ammonia. Stronger disinfectant is typically used by water utilities when flushing water mains and fire hydrants. Chlorine is commonly used in public water systems as a disinfectant and is monitored closely by our water quality professionals. This process occurs annually.

During the temporary chlorine treatment change, customers may experience a more noticeable chlorine taste or odor in their tap water. There is no reason for concern. Institutions with additional water purification filters for special needs (hospitals and dialysis centers) have been contacted about the temporary treatment change.

Anyone with questions about their personal health and health care equipment should reach out to their health-care provider.

Fire Hydrant and Water Main Flushing

During this period, fire hydrants and water mains will be flushed. Through the discharge of water from the fire hydrant(s), water flow rates are increased to provide a scouring effect that removes mineral deposits that may accumulate in the water main. While the majority of mineral deposits are removed from the hydrant discharge, it is not uncommon for customers to experience a temporary discoloration of water within their residence or dwelling. The removal of these deposits is critical in maintaining water quality. When fire hydrant flushing occurs, customers should consider the following:

- If possible, avoid using water while flushing is taking place on your street or neighborhood. Use of water during the flushing event may result in discolored water entering the premise plumbing of the residence or dwelling.
- If you encounter discolored water during hydrant flushing, run water from the cold water tap only until discoloration subsides. Do not use hot water

until discoloration is no longer present when flushing from the cold water tap. This may require flushing of cold water from multiple taps.

- Do not do laundry during, or shortly after, the hydrant flushing event. Discolored water may stain fabrics.
- If, after flushing from the cold water tap(s), water pressure appears lower than normal, clean the faucet aerator. Mineral deposits may obstruct flow through the aerator (screen), resulting in lower pressure.
- When water discoloration or pressure problems persist, contact Illinois American Water at 800-422-2782.
- For additional concerns, regarding potential water quality issues, contact the Illinois Environmental Protection Agency at 217-782-1020 or Illinois Emergency Management Agency at 800-782-7860.

ADDITIONAL INFORMATION

Direct customers of Illinois American Water are being notified via the company's notification system which calls, emails and/or texts customers based on their preferences. Customers are encouraged to update their contact information so they can receive communications about water service emergencies and work. Customers can update their information online via [MyWater](#). For additional information, customers can visit www.illinoisamwater.com.

Communities served directly by Illinois American Water in the Alton District:

- Alton
- Godfrey
- Grafton
- Forest Homes
- Elsah

Sale for Resale/Wholesale

- Fosterburg
- Jersey County Rural Water
- Storyland Mobile Home Park
- Chautauqua

About Illinois American Water

Illinois American Water, a subsidiary of American Water (NYSE:AWK), 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.

Media Contacts

Anna Kubas

Senior Manager External Communications

Illinois American Water

anna.kubas@amwater.com

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