American Water Newsroom

Boil Water Order Issued for Mount Pulaski - 11-01-2023

Customers should conserve water usage until main break repaired

Mt Pulaski, Ill. (Nov. 1, 2023) Illinois American Water has issued a boil water order for the City of Mount Pulaski due to a significant break on the transmission water line. Water pressure has been impacted, resulting in 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 OK for bathing, washing and other common uses.

Mount Pulaski customers are asked to cut back and conserve water usage temporarily. Use water only when essential until the main break is repaired. For example, please do not wash clothes, wash dishes, water lawns or fill bathtubs until the water main is repaired and the water system's pressure is restored.

This boil water order is being issued 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.

Customers were notified about the boil water and conservation request by phone call, and customers will be notified by phone call when the boil order and conservation measures are lifted.

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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