American Water Newsroom

Boil Water Order Continues for Mount Pulaski

Water Main Break Repaired Wednesday Night; Customers Should Continue to Conserve Water Usage Until System Restored

Mt Pulaski, Ill. (Nov. 2, 2023) Illinois American Water crews repaired the significant break on the transmission water line Wednesday night but the boil water order continues and customers should continue to 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 conserve water usage temporarily while the water system is restored Thursday.

This boil water order was issued Wednesday evening 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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