

Illinois American Water Standard Maintenance Program Includes Flushing Mains, Fire Hydrants and Temporary Water Treatment Change

Hardin, Ill. (December 1, 2025) — On Tuesday, December 2, Illinois American Water will begin its Village of Hardin District standard maintenance program that includes testing and flushing fire hydrants in addition to a temporary change in water treatment. This proactive maintenance work supports continued delivery of quality water and fire protection to homes and businesses. These efforts are standard industry practices to keep the system operating efficiently. The maintenance program will continue for approximately 4-6 weeks.

The routine maintenance is part of Illinois American Water's ongoing commitment to system reliability and water quality. Since acquiring the Village of Hardin's water and wastewater system in June 2022, Illinois American Water has invested approximately \$2 million in infrastructure improvements, with additional projects underway to enhance service and resiliency.

WATER MAIN AND FIRE HYDRANT FLUSHING

Flushing the water system and checking hydrants, in support of fire protection, entails sending a rapid flow of water through the water mains. While Illinois American Water crews are testing and flushing the system and fire hydrants, customers may experience a temporary drop in water pressure or discolored water for a short period. If discolored water occurs, it is recommended that customers refrain from doing laundry and let their cold water run briefly; the water should clear up on its own.

This work complements recent infrastructure upgrades, including the replacement of 31 fire hydrants and 85 valves in the water system. By the end of 2025, Illinois American will install 15 additional hydrants and replace 30 more valves, strengthening fire protection and system reliability.

TEMPORARY WATER TREATMENT CHANGE

In addition to the water main and hydrant flushing, Illinois American Water's water quality team will be changing water treatment to a form of chlorine known as "free chlorine." This 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. The short-term change will not undo the progress made in improving water quality, including the successful operation of the sodium permanganate feed system installed in 2024.

During the temporary water treatment change, customers may experience a more noticeable chlorine taste or odor in their water. There is no reason for concern. This is due to the change in chlorine types. Anyone with questions about their personal health and health care equipment should reach out to their healthcare provider.

ADDITIONAL INFORMATION

Customers are being notified of this work via the company's notification system which includes calls, emails and/or texts customers based on their

preferences. Customers are encouraged to update their contact information to receive updates about water service emergencies and work. Customers can update their information online via [MyWater](#). For additional information, customers are encouraged to visit the 'Alerts' page at www.illinoisamwater.com.

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 6,700 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.

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.

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