Illinois American Water Connects Glasford to a New Water Source from Peoria Treatment Plant

Glasford, ILL. – October 30, 2026 – Beginning next week, Illinois American Water will connect the Glasford water system to a new water source, a significant milestone in the multi-year effort to improve the taste and appearance of drinking water and support reliable water service for customers in Glasford. Water treated at Illinois American Water's Peoria Water Treatment Plant will be delivered to Glasford through the company's sale-for-resale customer, Timber-Logan Rural Water District.

Company operations, engineering, water quality and system control teams have coordinated the transition and will monitor system performance over the coming weeks. The new water source will have a higher mineral content, with hardness of approximately 30 grains per gallon. Customers with home water softeners may want to review their settings and make adjustments as needed according to the manufacturer's instructions. Additionally, the new water supply will use chloramine instead of chlorine to disinfect the water. Chloramine is widely used to keep drinking water safe as it travels through the water system, and is monitored closely by Illinois American Water's water quality professionals. Customers may notice a slight difference in the taste or odor of their water following the transition to the new water source. This is an expected result of the change in water treatment and the water remains safe for consumption and use. Anyone with questions about their personal health and health care equipment should reach out to their healthcare provider.

As part of the transition, Illinois American Water crews will flush water mains and conduct additional water quality monitoring throughout the community. While Illinois American Water crews are testing and flushing the system, customers may experience a temporary drop in water pressure or draw some discolored or cloudy water during the week of transition. If discolored water occurs, it is recommended that customers refrain from doing laundry and let their cold water tap run briefly; the water should clear up on its own.

"This transition marks an important milestone for our Glasford customers," said **Matt White, Director of Operations – Western Division, Illinois American Water**. "By integrating Glasford with our Peoria water system, we are leveraging the experience and expertise as well as resources of a larger regional network to address longstanding concerns and strengthen system quality and reliability for the community."

The transition is the culmination of several years of engineering evaluations, water quality planning, coordination with the Illinois Environmental Protection Agency and infrastructure improvements. It reflects Illinois American Water 's commitment to continued upgrades in infrastructure, improving system reliability and delivering long-term value for customers. This project serves as an example of how Illinois American Water provides solutions to Illinois customers and communities, providing the high-quality water and wastewater service they expect and deserve.

Illinois American Water asks customers to take a few moments to update their contact information and preferences in their MyWater account to receive notifications via phone call, text or email. Individuals who are not Illinois American Water account holders can check the Alerts webpage and Customer Advisory Map on the company's website for the latest updates regarding any potential service disruptions due to planned work or emergencies.

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 and celebrating 140 years in 2026, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to approximately 14 million people with regulated operations in 14 states and on 19 military installations. American Water's approximately 7,000 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, X and Instagram.

About Illinois American Water

Illinois American Water, a subsidiary of American Water, is the largest regulated water utility in the state with approximately 600 dedicated employees working to provide 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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