



VILLAGE OF ORLAND HILLS

June 12, 2015

Dear Orland Hills Residents:

Yesterday, the Village was notified by Illinois American Water that they were repairing two water main breaks on the south end of town. It became necessary to shut down the water in other areas of town to facilitate the repairs.

The repairs are being addressed but may take the better part of today and into the evening. A boil order is in effect immediately until 8:00 am on Sunday morning. You can use water to wash and shower. Water should not be used for drinking.

I have been busy this morning coordinating Village efforts to resolve this issue. I have arranged for bottled water to be delivered to all homes affected by the service failure north of 167th Street.

In addition to the water that is being delivered north of 167th Street, there will be water available at the Village Hall/Police Department, the Recreation Center and the firehouse on 94th Avenue.

Even though Illinois American Water is responsible for water delivery and communications with their customers, I am doing everything in my power as Village president to alleviate the problems that this disruption may have caused our residents.

Thank you for your patience.

Sincerely,

Kyle R. Hastings

Mayor

June 12, 2015

Rosemaria DiBenedetto – 708.712.4629
Karen Cotton – 309-566-4126

Illinois American Water Issue Boil Water Order to Orland Hills Customers

Orland Hills, Ill. (June 12, 2015) – A water main break in Illinois American Water's Orland Hills service area has resulted in customers experiencing a loss in water service or pressure. As a result, Illinois American Water has issued a boil water order for the affected area. Crews are on sight and working as quickly and as safely as possible to restore service. Street boundaries of the area include north of 171st Street, south of 159th Street, east of U.S. Route 45 and west of 88th Avenue in Orland Hills.

If customers have lost water service, this boil order will be in effect once service is restored. A boil water order will be in effect until water quality samples confirm that the water is safe for consumption. Any water to be used for drinking or cooking should be brought to a rolling boil for 5 minutes prior to consumption. Water is OK for bathing, washing and other common uses.

This boil water order is being issued in accordance with Illinois Environmental Protection Agency 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.

It is standard procedure for a boil water order to be in effect for 36 hours after water service is restored. Customers are being notified of this boil water order via media outreach, customer calls, and Illinois American Water website updates at www.illinoisamwater.com. Information is also provided to our customer service center representatives. Notification will be completed in the same manner when the boil water order is lifted.

About Illinois American Water – Illinois American Water, a wholly owned subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 1.2 million people. American Water also operates a customer service center in Alton and a quality control and research laboratory in Belleville.

Founded in 1886, American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs 6,400 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. More information can be found at www.amwater.com.