



TECHNICAL ASSISTANCE PROGRAM

The Consent Order entered into between the State of Illinois, Will County and Aqua, requires Aqua to establish, manage, and fund the Technical Assistance Program (TAP).

The TAP benefits go above and beyond the requirements of applicable State drinking water regulations. Residential customers within the Customer Resources Area are eligible to receive kitchen tap drinking water sampling and, depending on sampling results, potentially an in-home inspection and replacement of fixtures or plumbing at the kitchen faucet, free of charge. The TAP steps are described in more detail below.

SIGN UP FOR TAP AS SOON AS POSSIBLE

- Aqua will be contacting all residents eligible for the TAP.
- The program operates on a first come, first serve basis for residential customers living in the Customer Resources Area.
- The TAP runs for a one-year time period.
- Funding is capped.
- Find more information at WaterFactsIL.com.

Technical Assistance Program Sign-Up Requirements

Aqua will send a TAP informational letter and participation agreement to all residential customers within the Customer Resources Area. Aqua will send follow-up written reminders in approximately mid-September 2024 and mid-November 2024, and additional reminders of the sign-up deadline will be included on Aqua's website, as well as on each residential customer's water and sewer bill.

To participate, residents must sign up by March 7, 2025.

Eligible residential customers must sign-up for the TAP by the deadline of March 7, 2025, by returning a fully executed participation agreement to Aqua. The TAP participation agreement can be returned to Aqua by the following methods:

- By email WaterTesting@ramboll.com or
- In-person or by mail at
Ramboll, ATTN: Water Testing,
333 West Wacker Drive, Suite 1050
Chicago, Illinois 60606

The TAP will continue through July 10, 2025. Aqua is required to complete all activities under the TAP for each residential customer that is still in-progress as of the one-year termination date, to the extent funding remains available.

If you live in a rental property, both the owner(s) of the unit and the tenant(s) must sign the TAP participation agreement.

Technical Assistance Program Steps

Within 30 days of the date that an eligible residential customer signs up for the TAP, Aqua will contact the customer to begin scheduling the following work:

1. Initial Sample Collection

A sample will be collected from the kitchen cold water tap and analyzed for lead. This sample may be collected either by Aqua directly or by the residential customer using sampling supplies and written instructions provided by Aqua. Aqua will send the residential customer a copy of the initial sampling result. If the initial sample result is below 15 ppb, then the TAP will be considered completed for that residential customer, and no further action would be required of Aqua or the residential customer.

2. In-Residence Inspection

If the initial sample is above 15 ppb for lead, Aqua will schedule and perform an in-residence inspection. Additionally, the residential customer will be eligible for free filter devices until the TAP steps are complete. The in-residence inspection will, at a minimum, include the following elements: kitchen faucet aerator cleaning and replacement; inspection of the readily visible plumbing configuration with a specific emphasis on identifying the presence of lead solder joints and lead solder application technique; water softener education; inspection of any faucet filter or pitcher filter to ensure proper use; and replacement filter cartridge education.

3. Post-Inspection Sample Collection

If an in-residence inspection is performed, Aqua will schedule the collection of a post-inspection sample of the kitchen cold water tap with the residential customer to be analyzed for lead. The post-inspection sample will be collected at least 14 days after Aqua's completion of the in-residence inspection. This sample may be collected either by Aqua directly or by the customer using sampling supplies and written instructions provided by Aqua. Aqua will send the residential customer a copy of the post-inspection sampling result. If the post-inspection sample result is below 15 ppb, then the TAP will be considered completed for that residential customer, and no further action would be required of Aqua or the customer.

4. Kitchen Faucet Plumbing Remediation

If the post-inspection sample is above 15 ppb, the residential customer's kitchen tap will be eligible for certain plumbing remediation to be paid for directly by Aqua up to a cost of \$3,500. Additionally, the residential customer will continue to be eligible for free filter devices.

The \$3,500 cap is greater than the cost of prior plumbing remediation work conducted by Aqua within University Park.

Aqua will send a kitchen faucet plumbing remediation work fact sheet to the residential customer and will instruct the residential customer on how to schedule an appointment with an Illinois-licensed third-party plumber. The residential customer must contact the plumber within 60 days of receiving Aqua's kitchen faucet plumbing remediation fact sheet. Upon scheduling an appointment, the plumber will inspect the plumbing of the residential customer's kitchen faucet for lead solder and/or lead-containing fixtures. The plumber will inspect and replace readily visible lead solder and/or lead-containing fixtures at the kitchen faucet; however, this process will not remove or replace any drywall, plaster, wall, flooring, ceiling or cabinetry.

5. Post-Remediation Sample

No earlier than 75 days from the completion of the kitchen faucet plumbing remediation work, the residential customer may contact Aqua to schedule collection of a post-remediation sample from the kitchen cold water tap, to be analyzed for lead. This sample may be collected either by Aqua directly or by the residential customer using sampling supplies and written instructions

provided by Aqua. Aqua will send the residential customer a copy of the post-remediation sampling result. If the post-remediation sample is above 15 ppb for lead, the residential customer will be eligible to receive free filter devices from Aqua until the respective sampling results do not exceed 15 ppb for two consecutive sampling events, with at least 30 days between each sampling event.

IMPORTANT TAP REMINDERS

All written sampling instructions and Customer Cooperation requirements must be followed carefully.

IF you are eligible for kitchen faucet remediation work, you must contact the third-party plumber within 60 days.

Customer Cooperation

It is important that a residential customer participating in the TAP cooperate with the program requirements. Specifically, customer cooperation within the TAP includes two components:

- Authorizing entry into the customer’s residence during regular business days, Monday through Friday, excluding national and state holidays, at mutually acceptable times, for Aqua to conduct TAP sampling, plumbing inspection, and plumbing remediation; and
- Compliance with written sampling instructions provided by Aqua, if the customer collects the TAP samples.

A residential customer participating in the TAP will be deemed to have declined cooperation if they decline in writing Aqua’s request for cooperation; or fail to provide cooperation after Aqua has made three attempts to obtain cooperation, provided that at least one of Aqua’s attempts is in writing and Aqua grants at least 10 days between each attempt.

If a residential customer participating in the TAP declines to provide cooperation as referenced above, Aqua will not be required to complete the TAP requirements for that customer.

TAP Funding

The Consent Order requires Aqua to fund the TAP including up to \$900,000 for kitchen faucet plumbing remediation work, as necessary.

To the extent funding remains available, Aqua is required to continue to completion all activities under the program for each residential customer that is still in-progress as of the one-year termination date.

Contacts

Aqua’s Website:

Upon entry of the Consent Order and continuing until the Consent Order terminates, Aqua is required to maintain its dedicated website, WaterFactsIL.com

Residents that want to participate in the above programs should contact Aqua.

Illinois EPA

EPA.SafeWater@illinois.gov

or

Barb Lieberoff, 217/524-3038

