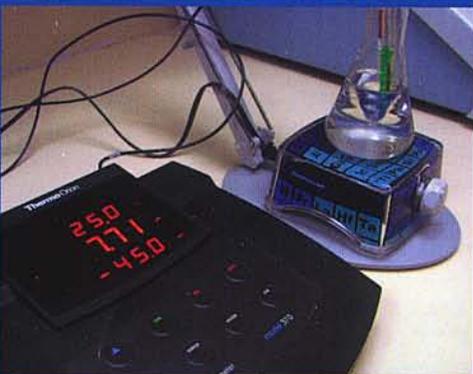


Rockford Water Division is proud of the fine drinking water it provides. This water quality report describes the source of our water, summarizes the results of our tests, and contains information about water and health.



2004 WATER QUALITY REPORT TO CONSUMERS

Rockford Water Division



We in this country are fortunate that safe drinking water is something we have become accustomed to, can expect and demand. The City of Rockford has long worked to provide a high quality, safe water supply. As demonstrated in this report it is also our goal to provide our customers with the best available information on water quality.

— Doug Scott, Mayor

Excellence in Services

In 1996 the United States Congress modified the Safe Drinking Water Act requiring water companies to provide specific information about water quality to their customers. The following 2004 Annual Water Quality Report provides information about the Rockford water supply and water quality tests that were completed in 2003.

Water Source

Rockford Water Division is supplied by groundwater pumped from 39 wells located throughout the City of Rockford. The original wells in Rockford pumped from the sand and gravel aquifer underlying the Rock River Valley. The shallow wells are typically 220-250 feet deep. Modern wells, up to 1,500 feet deep, take water from a porous sandstone aquifer. There are currently 31 deep wells in the system.

Water Treatment

- Chlorine is added to the Rockford water to assure against bacterial contamination.
- Fluoride is added as it has been shown to help promote healthy teeth.
- A phosphorous based additive is utilized to reduce the corrosiveness of the water. This prevents the water from absorbing heavy metals from the piping and plumbing systems. The treatment also helps naturally occurring iron and manganese to stay in solution and not settle in pipes.
- Three wells have activated carbon filters to remove low concentrations of volatile organic compounds.

About the Water Quality Data Table

BETA/PHOTON EMITTERS: The MCL for beta particles is 4 mrem/year. EPA considers 50 pCi/l to be a level of concern for beta particles.

UNREGULATED CONTAMINANTS: A maximum contamination level (MCL) for this contaminant has not been established by either state or federal regulations, nor has mandatory health effects language. The purpose for monitoring this contaminant is to assist USEPA in determining the occurrence of unregulated contaminants in drinking water, and whether future regulation is warranted.

IRON: This contaminant is not currently regulated by USEPA. However, the state has set an MCL for this contaminant for supplies serving a population of 1000 or more.

MANGANESE: This contaminant is not currently regulated by USEPA. However, the state has set an MCL for this contaminant for supplies serving a population of 1000 or more.

SODIUM: There is not a state of federal MCL for sodium. Monitoring is required to provide information to consumers and health officials that are concerned about sodium intake due to dietary precautions. If you are on a sodium-restricted diet, you should consult your physician about this level of sodium in the water.

Additional Health Information

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (1-800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contamination that may be present in source water include:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic-systems, agricultural livestock operations and wildlife.
- (B) Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, storm water runoff and residential uses.
- (D) Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff and septic systems.
- (E) Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health. Some people may be more vulnerable to contaminants in drinking water than is the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care provider. USEPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from USEPA Safe Water Drinking Water Hotline. (1-800-426-4791).

Rockford has the largest groundwater supply in the state of Illinois.

Gallons Pumped Annually9.3 Billion

Number of Customers52,237

Annual Operations Budget\$14 Million

In 2003 over 37,000 analytical tests were performed to ensure the safety of your drinking water.

Rockford has 19 consecutive years of perfect compliance for fluoridation.

Rockford's Water supply is monitored and controlled by a complex computer system.

All of Rockford's Operators are certified by the EPA.

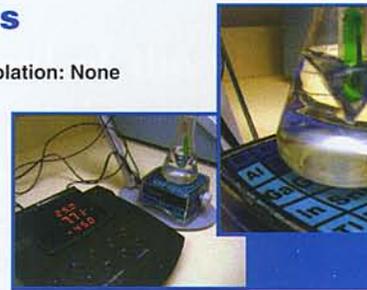
The City of Rockford water distribution system has grown during the previous year with the addition of 8.5 miles of new water main.

Rockford Water division added one new well site in the year 2000 at a cost of \$1.5 million.

2003 Water Quality Data: Detected Contaminants

Contaminant (unit of measurement) Typical Source of Contaminant	MCLG	MCL	Level found	Range of detections	Violation: None
Microbial Contaminants					
TOTAL COLIFORM BACTERIA (% pos/mo) Naturally present in the environment.	.5%	5%	1%		
Radioactive Contaminants					
BETA/PHOTON EMITTERS (pCi/l) Decay of natural and man-made deposits.	.0	50	9.000	nd - 9.000	
ALPHA EMITTERS (pCi/l) Erosion of natural deposits.	.0	15	13	4 - 13	
Inorganic Contaminants					
ARSENIC (ppb) Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.	.n/a	10	4.8	0.5 - 4.8	
BARIUM (ppm) Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.	.2	2	0.18	0.16 - 0.18	
COPPER (ppm) Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives.	1.3	AL=1.3	1.300	5 exceeding AL	
FLUORIDE (ppm) Erosion of natural deposits; Water additive which promotes strong teeth; Fertilizer discharge.	.4	4	1.37	0.8 - 1.37	
LEAD (ppb) Corrosion of household plumbing systems; Erosion of natural deposits.	.0	AL=15	8	1 exceeding AL	
NITRATE (AS NITROGEN) (ppm) Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.	10	10	3.19	0.158 - 3.19	
NITRATE & NITRITE (ppm) Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.	10	10	3.19	0.158 - 3.19	
Volatile Organic Contaminants					
1,1-DICHLOROETHYLENE (ppb) Discharge from industrial chemical factories.	.7	7	1.5	0.7 - 1.5	
CIS-1,2-DICHLOROETHYLENE (ppb) Discharge from industrial chemical factories.	.70	70	5.3	0.5 - 5.3	
TETRACHLOROETHYLENE (ppb) Discharge from factories and dry cleaners.	.0	5	1.9	0.5 - 1.9	
1,1,1-TRICHLOROETHANE (ppb) Discharge from metal degreasing sites and other factories.	.200	200	3	0.7 - 3	
TRICHLOROETHYLENE (ppb) Discharge from metal degreasing sites and other factories.	.0	5	2.4	0.5 - 2.4	
Disinfectants\Disinfection By-Products					
TOTAL HALOACETIC ACIDS [HAA5] (ppb) By-product of drinking water chlorination.		60*	3.2	3.2 - 3.2	
TTHMs [TOTAL TRIHALOMETHANES] (ppb) By-product of drinking water chlorination.	.n/a	80*	8	8 - 8	
State Regulated Contaminants					
IRON (ppb) Erosion from naturally occurring deposits.	.n/a	1000	1300	66 - 1300	
MANGANESE (ppb)n/a Erosion of naturally occurring deposits.	.n/a	150	340	70 - 340	
SODIUM (ppm) Erosion of naturally occurring deposits; Used in water softener regeneration.	.n/a	n/a	25	16 - 25	

NOTE: 2003 sampling results for radionuclides have triggered quarterly monitoring of 17 well sites to be conducted in 2004.



Definition of Terms

MCLG: Maximum Contamination Level Goal or the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MCL: Maximum Contamination Level, or the highest level of contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available technology.

AL: Action Level, or the concentration of a contaminant which, when exceeded, triggers treatment or other requirements which a water system must follow.

TT: Treatment Technique, or a required process intended to reduce the level of a contaminant in drinking water.

Abbreviations:

nd — Not detectable at testing limits.

n/a — Not applicable.

ppm — Parts per million, or milligrams per liter.

ppb — Parts per billion, or micrograms per liter.

ppt — Parts per trillion, or nanograms per liter.

ppq — Parts per quadrillion, or picograms per liter.

NTU — Nephelometric Turbidity Unit, used to measure cloudiness in drinking water.

%<0.5 NTU — Percent samples less than 0.5 NTU.

MFL — Million fibers per liter, used to measure asbestos concentration.

mrem/yr — Millirems per year, used to measure radiation absorbed by the body.

pCi/l — Picocuries per liter, used to measure radioactivity.

pos/mo — Number of positive samples per month.

% pos/mo — Percent positive samples per month.

* MCL Statement: The maximum containment level (MCL) for TTHM and HAA5 is 80 ppm and 60 ppm respectively and is currently only applicable to surface water supplies that serve 10,000 or more people. These MCLs will become effective 01/01/2004 for all groundwater supplies and surface supplies serving less than 10,000 people. Until 01/01/2004, surface water supplies serving less than 10,000 people, any size water supply that purchase from a surface water source, and groundwater supplies serving more than 10,000 people must meet a state imposed TTHM MCL of 100 ppm. Some people who drink water containing trihalomethanes in excess of the MCL over many years experience problems with their livers, kidneys or central nervous systems and may have increased risk of getting cancer.

The state requires monitoring of certain contaminants less than once per year because concentrations of these contaminants do not change frequently. Therefore, some of this data may be more than one year old.

The Illinois EPA considers the source water of this facility to be susceptible to contamination. This determination is based on a number of criteria including: monitoring conducted at the wells, monitoring conducted at the entry point to the distribution system, the available hydrogeologic data on the wells, and the land-use activities in the recharge area of the wells. A Source Water Assessment summary is available on request.

Our water system was required to monitor for the contaminants required under the Unregulated Contaminant Monitoring Rule (UCMR). Results may be obtained by contacting our water quality section.

Is our water safe to drink?

Yes, Rockford's water is safe to drink. When you turn on the tap, you can be assured that you and your family are drinking clean, high quality water. In fact, the Illinois Department of Public Health officially recognizes and commends the City of Rockford water system for the high degree of compliance with the State of Illinois Fluoridation Law maintained throughout 2003. Maximum oral health benefits are provided to the public when the levels of fluoride are maintained within the optimal range. This is the 19th year in a row that Rockford has achieved this goal.



Need help?

Service Problems, Leaks, etc.

Call Customer Service987-5700

Water Quality

Call Water Production987-5736

Billing Problems

Call Rockford Finance Dept. 987-5700

After Hours Emergencies

Call Public Works987-5712

We invite public comment about water issues. Find out more about Rockford Water Division on the Internet at www.ci.rockford.il.us or contact our Water Quality Technician at (815) 987-5736.

El informe contiene información importante sobre la calidad del agua en su comunidad. Tradúzcalo o hable con alguien que lo entienda bien.

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