



2023 Annual  
**WATER QUALITY  
REPORT**

**Richmond Operations**  
PWS ID: IN5289012

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**INDIANA  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-492-8373.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-492-8373.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau pab ntawm 1-800-492-8373.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-800-492-8373** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-800-492-8373** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-800-492-8373.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-800-492-8373.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-800-492-8373.

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## A message from **Indiana American Water's President**



**Matt Prine**

President, Indiana  
American Water

To our valued customers:

I am proud to share with you the 2023 annual water quality report with detailed information about the source and quality of your drinking water. We have prepared this report using data from water quality testing conducted for your local water system through December 2023. Having access to safe, reliable water service is something many take for granted. At Indiana American Water, it's a top priority. We take great pride in what we do, and we hold ourselves to high standards to help keep your life flowing.

We know that at the end of every water pipe, there's a family or business depending on us to provide this essential service safely and reliably. Indiana American Water has the expertise of approximately 390 experienced professionals, the right technologies and techniques in use, and a demonstrated commitment to upgrading our infrastructure on an ongoing basis. Last year alone, we invested nearly \$200 million in our infrastructure across the state. These investments allowed us to improve water quality, pressure, safety and service reliability for our customers. And while our water meets standards, we are committed to removing all lead and galvanized piping from service lines over the next decade. We have already replaced or removed from service nearly 30,000 lead service lines (LSL), or more than 50 percent of the estimated LSLs in our communities in Indiana.

Just as important, we place a strong focus on acting as stewards of our environment. In Indiana, we participate in activities and outreach efforts that help communities protect their watersheds and educate customers on how to use water wisely. We are committed to acting sustainably by reducing our greenhouse gas emissions, recycling our precious resources, including water, and protecting the biodiversity of local waterways. You can learn more about these ideas and programs on our website at [www.indianaamwater.com](http://www.indianaamwater.com).

While costs to provide water service continue to increase across the country, our investments, use of technologies, and economies of scale help us to provide high quality service that remains an exceptional value as water remains one of the lowest household utility bills.

When it comes to complying with strict federal regulations for delivering safe, quality drinking water, we have consistently scored among the highest of all water companies. We test for about 100 regulated contaminants, as required by state and federal drinking water standards, as well as numerous unregulated compounds. We are recognized as an industry leader and work cooperatively with the US EPA and the Indiana Department of Environmental Management so that implementation of existing standards and development of new regulations provide benefit for our customers.

If you would like more information regarding our commitment to water quality, visit our website at <https://amwater.com/inaw/water-quality>.

We are proud to be your local water service provider and look forward to serving you throughout 2024.

Matt Prine  
President, Indiana American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (800) 492-8373, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**

## Mark of Excellence



### EVERY STEP OF THE WAY.

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Indiana American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested more than \$187 million to improve our water and wastewater treatment and pipeline systems.**

## NOT JUST MEETING DRINKING WATER STANDARDS— SURPASSING THEM.

The EPA regulates about 100 potential contaminants and sets stringent standards for each one. **Indiana American Water takes water quality so seriously that:**

**Five of our water treatment plants, including the treatment plant serving your area, have been nationally recognized with Directors Awards** from the EPA's Partnership for Safe Water program for our long-term commitment to optimizing operations, achieving outstanding performance, and protecting public health and the environment.



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

The raw drinking water supply comes from groundwater and surface water sources. The surface water sources include the Middle Fork Reservoir and collector wells under the East Fork of the Whitewater River. The groundwater supply comes from twelve wells and two springs located within three well fields.

The Indiana Department of Environmental Management (IDEM) has assessed all public surface and groundwater sources throughout the state to identify potential contaminants. For the purpose of source water assessments, in Indiana all surface waters are considered to be susceptible to contamination. Indiana American Water has developed a Wellhead Protection Management Plan, in cooperation with community volunteers, to protect the valuable ground water resources serving your community. If you are interested in environmental water quality issues, please contact our Customer Service Center at 1-800-492-8373.



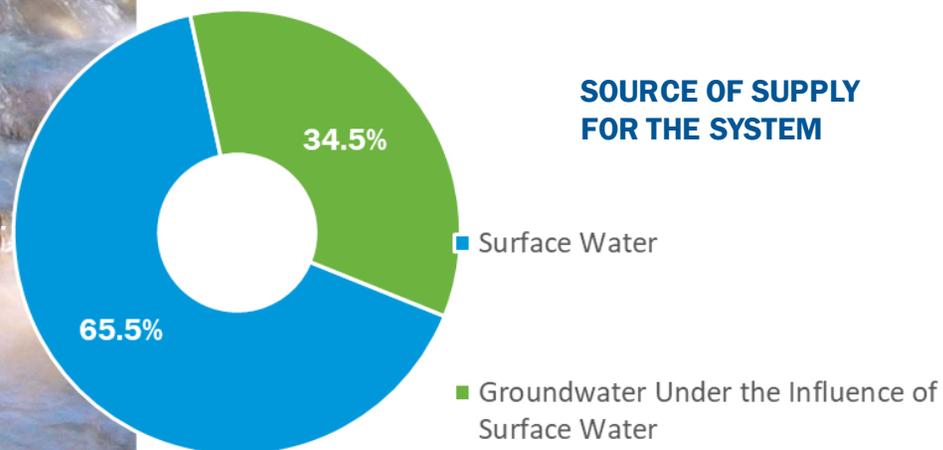
## QUICK FACTS ABOUT THE RICHMOND SYSTEM

**Communities served:**  
Richmond

**Water source:**  
Middle Fork Reservoir,  
Collector Wells under the  
East Fork of the Whitewater  
River, twelve groundwater  
wells, two springs

**Average amount of water supplied to customers on a daily basis:**  
4.62 million gallons per day

**Disinfection treatment:** The groundwater and surface water supplies are disinfected with chloramines to maintain water quality in the distribution system.





# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

**SPECIAL HEALTH INFORMATION**

Some people may be more vulnerable to contaminants in drinking water than 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 providers. EPA/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

<b>Microbial Contaminants</b>	such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
<b>Inorganic Contaminants</b>	such as salts and metals, which can be naturally occurring or may result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
<b>Pesticides and Herbicides</b>	which may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.
<b>Organic Chemical Contaminants</b>	including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also, come from gas stations, urban storm water runoff, and septic systems.
<b>Radioactive Contaminants</b>	which can be naturally occurring or may be the result of oil and gas production and mining activities.



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Indiana Department of Environmental Management at 1-888-233-7745.**

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [indianaamwater.com](http://indianaamwater.com) or contact our Customer Service Center at 1-800-492-8373.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for our customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. We have developed Source Water Protection Plans for all our surface and groundwater systems.

Stakeholder involvement is an important part of the program. We partner with many community members and organizations to host annual well head protection meetings to review progress on the plan with stakeholders.

Here are a few of the efforts underway to protect our shared water resources:



**Community Involvement:** We are involved in the Pathway to Water Quality exhibit at the Indiana State Fairgrounds. The exhibit has been helping to protect source water since 1993 by providing hands-on water quality education to State Fair attendees.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



**Greening our Communities:** We have planted over 20 acres of prairie grass at various locations across Indiana. Prairie grass acts as a habitat for pollinators that have been in rapid decline. Prairie grass also helps to stabilize soil and improve water quality.

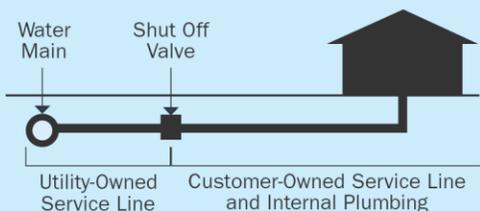


**Discovering New Opportunities:** We recently began a project with The Nature Conservancy funded by the United States Department of Agriculture under the Farm Bill. The project will develop a strategy to improve water quality at the headwaters of the White River.

# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

Our water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-800-492-8373.



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## TYPES OF PIPE

	• Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.
	• Copper: The color of a copper penny.
	• Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	• Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.

## YOUR SERVICE LINE MATERIAL

Please note if your service lines contain lead, it does not mean you cannot use water as you normally do. Indiana American Water regularly tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead.

For more information on lead in drinking water, please visit <https://www.amwater.com/inaw/water-quality/lead-and-drinking-water>.

# Important Information About **Drinking Water**

## **CHLORAMINES**

Chloramines are an Indiana and federally approved alternative to free chlorine for water disinfection. Chloramines can reduce disinfection by-product formation and may help reduce concerns related to taste. Chloramines are also used by many American Water systems and many other water utilities nationally.

**Chloramines have the same effect as chlorine for typical water uses with the exception that chloramines must be removed from water used in kidney dialysis and fish tanks or aquariums.**

Treatments to remove chloramines are different than treatments for removing chlorine. Please contact your physician or dialysis specialist for questions pertaining to kidney dialysis water treatment. Contact your pet store or veterinarian for questions regarding water used for fish and other aquatic life. You may also contact our Customer Service Center at 1-800-492-8373 for more chloramine information.

## **NITRATES**

Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant you should ask advice from your health care provider.





## **CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Our monitoring indicates the presence of these organisms in our source water and/or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

The U.S. EPA has created the Long Term 2 Enhanced Surface Water Treatment Rule (LT2) for the sole purpose of reducing illness linked with the contaminant Cryptosporidium and other disease causing microorganisms in drinking water. The rule bolstered existing regulations and provided a higher level of protection of your drinking water supply. Sampling of our water source during 2017 has shown the following: Cryptosporidium: non-detect; Giardia lamblia: non-detect; and E. coli: (ND-260.3 MPN/100ml). It is important to note that these results are from our raw water source only and not our treated drinking water supply. Indiana American Water Richmond Operations installed UV treatment at our drinking water plant in 2020 to comply with the LT2 Rule. For more information, contact U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.



## PFAS Monitoring

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Indiana American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to be better prepared as U.S. EPA is currently developing drinking water standards for six PFAS chemicals – PFOA (4 ppt), PFOS (4 ppt) and GenX, PFBS, PFNA, and PFHxS as a group using a Hazard Index of 1. For more information on the proposed PFAS drinking water standards, please visit <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>.

Additionally, in 2023, Indiana American Water Richmond Operations began testing our drinking water for 29 PFAS chemicals through our participation in the U.S. EPA Unregulated Contaminant Monitoring Rule program, or UCMR. Through the UCMR program, water systems collect data on a group of contaminants that are currently not regulated in drinking water at the federal level. U.S. EPA uses this information when deciding if it needs to create new drinking water limits.

The science and regulation of PFAS and other contaminants is always evolving, and Indiana American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

This is one of the most rapidly changing landscapes in drinking water contamination. We have invested time and effort on our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence, fate and transport in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critical for addressing this issue.

**Lauren Weinrich**  
Principal Scientist,  
Water Research and Development



## Water Quality Results

### **WATER QUALITY STATEMENT**

We are pleased to report that during calendar year 2023, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled lists in the tables below showing the testing of your drinking water during 2023. The Indiana Department of Environmental Management allows us to monitor for some contaminants less than once per year because the concentrations of the contaminants do not change frequently. Some of our data, though representative, are more than one year old.

# Definition of Terms

These are terms that may appear in your report.

**Action Level (AL):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, that a water system must follow.

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. See also Secondary Maximum Contaminant Level (SMCL).

**Maximum Contaminant Level Goal (MCLG):** 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.

**Maximum Residual Disinfectant Level (MRDL):** The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

**Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Indiana American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2023, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the applicable “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in these tables were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 30 tap water samples collected at premise taps every three years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2021	Yes	0	15	7	30	0	Corrosion of household plumbing systems.
Copper (ppm)	2021	Yes	1.3	1.3	0.585	30	0	Corrosion of household plumbing systems.

## REVISED TOTAL COLIFORM RULE - At least 40 samples collected each month in the distribution system

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Percentage <b>OR</b> Highest No. of Samples	Typical Source
Total Coliform <sup>1</sup>	2023	Yes	0	*MCL = Less than 5% <b>OR</b> MCL = No more than 1 positive monthly sample	0%	Naturally present in the environment.
E. Coli <sup>2</sup>	2023	Yes	0	TT = No confirmed samples	0	Human and animal fecal waste.

NOTE: Coliforms are bacteria that are naturally present in the environment and are used as an indicator of the general bacteriological quality of the water. We are reporting the highest percentage of positive samples / highest number of positive samples in any month.

<sup>1</sup> The Treatment Technique for Total Coliforms requires that if the maximum percentage OR number of total coliform positive samples are exceeded a system assessment must be conducted, any sanitary defects identified, and corrective actions completed. Additional Level 1 Assessments or Level 2 Assessments are required depending on the circumstances.

<sup>2</sup> The Treatment Technique for E. Coli requires that for any total coliform positive routine sample with one or more total coliform positive check samples and an E. coli positive result for any of the samples a Level 2 Assessment must be conducted, any sanitary defects identified, and corrective actions completed. The E. Coli MCL is exceeded if routine and repeat samples are total coliform-positive and either is E. coli-positive, or the system fails to take repeat samples following an E. coli-positive routine sample, or the system fails to analyze total coliform-positive repeat samples for E. coli.

**DISINFECTION BYPRODUCTS - Collected in the Distribution System**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest LRAA	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2023	Yes	NA	80	41.9	20.7 to 55.9	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2023	Yes	NA	60	52.5	14.0 to 71.6	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location. The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the locational running annual average.

**DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MRDLG	MRDL	Minimum Chlorine Residual	Compliance Result	Range Detected	Typical Source
Distribution System Chloramine Residual (ppm) <sup>1</sup>	2023	Yes	4	4	0.5	2.2	0.8 to 3.13	Water additive used to control microbes.
Distribution System Chlorine Residual (ppm) <sup>1</sup>	2023	Yes	4	4	0.2	1.7	0.2 to 2.78	Water additive used to control microbes.
Treatment System Chlorine Residual (ppm) <sup>2</sup>	2023	Yes	4	4	0.5	0.8	0.8 to 3.2	Water additive used to control microbes.

1 - Data represents the highest monthly running annual average of chlorine residuals measured throughout our distribution system.

2- Data represents the lowest residual entering the distribution system from our surface water treatment plant.

**TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Average Amount Detected	Range of Removal Achieved	Number of Quarters Out of Compliance	Typical Source
*Total Organic Carbon (TOC)	2023	Yes	NA	TT	2.13	1.76 to 3.19	0	Naturally present in the environment.

\*The value reported under "Average Amount Detected" is the lowest running annual average ratio between the percentage of TOC actually removed to the percentage of TOC required to be removed. A value of greater than or equal to 1.0 indicates that the water is in compliance with TOC removal requirements.

**TURBIDITY - Continuous Monitoring at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Single Measurement and Lowest Monthly % of Samples ≤0.3 NTU	Typical Source
*Turbidity (NTU)	2023	Yes	0	TT: Single result >1 NTU	0.06	Soil runoff.
	2023	Yes	NA	TT: At least 95% of samples ≤0.3 NTU	100%	Soil runoff.

\*Turbidity is caused by particles suspended in water. We monitor because it is a good indicator of the effectiveness of our filtration system.

**OTHER REGULATED SUBSTANCES - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
2,4-D (ppb)	2021	Yes	70	70	0.3	ND to 0.3	Runoff from herbicide used on row crops.
Arsenic (ppb)	2023	Yes	0	10	2	NA	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Atrazine (ppb)	2023	Yes	3	3	0.2	ND to 0.2	Runoff from herbicide used on row crops.
Fluoride (ppm)	2023	Yes	4	4	0.65	NA	Erosion of natural deposits; Water additive which promotes strongteeth; Discharge from fertilizer and aluminum factories.
Nickel (ppm) <sup>1</sup>	2023	Yes	NA	NA	0.006	NA	Erosion of natural deposits; discharge from electroplating, stainless steel, and alloy products, mining and refining operations.
Nitrate (ppm)	2023	Yes	10	10	3.39	NA	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

1- Although Nickel is a regulated contaminant, there is no MCL.

**OTHER REGULATED SUBSTANCES - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	MCLG	SMCL	Level Found	Range Detected	Typical Source
Chloride (ppm) <sup>1</sup>	2023	NA	250	68.0	NA	Erosion of natural deposits; road salting.
Iron (ppm) <sup>1</sup>	2023	NA	0.3	0.01	0.01 to 0.05	Naturally occurring.
Manganese (ppm) <sup>1</sup>	2023	NA	0.05	0.01	0.01 to 0.04	Naturally occurring.
pH <sup>1</sup>	2023	NA	6.5 - 8.5	7.26	7.02 to 7.70	Naturally occurring.
Sulfate (ppm) <sup>1</sup>	2023	NA	250	25.8	NA	Erosion of natural deposits.

1 - Substances with Secondary MCLs do not have MCLGs; these limits are primarily established to address aesthetic concerns.

**OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	EPA Guidance Level	Level Found	Range Detected	Typical Source
Hardness (ppm)	2023	NA	247	200 to 290	Naturally occurring.
Sodium (ppm) <sup>1</sup>	2023	20	33.5	NA	Naturally occurring.

1 - For healthy individuals the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

## UNREGULATED CONTAMINANT MONITORING

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored. If you are interested in examining the results, please contact Indiana American Water at 1-800-492-8373. The tables below provide information on the unregulated contaminants that were detected in the water system under the previous round of monitoring.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST – (Water in the Distribution System)					
Parameter	Units	Year Sampled	Level Found	Range Detected	Typical Source
Bromochloroacetic Acid	ppb	2019	1.9	0.97 to 1.9	By-product of drinking water disinfection.
Bromodichloroacetic acid	ppb	2019	1.9	0.91 to 1.9	By-product of drinking water disinfection.
Chlorodibromoacetic acid	ppb	2019	0.78	ND to 0.78	By-product of drinking water disinfection.
Dibromoacetic Acid	ppb	2019	0.72	ND to 0.72	By-product of drinking water disinfection.
Dichloroacetic Acid	ppb	2019	9.7	2.4 to 9.7	By-product of drinking water disinfection.
Trichloroacetic Acid	ppb	2019	22	1.2 to 22	By-product of drinking water disinfection.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST – (Water Leaving the Treatment Facility)					
Parameter	Units	Year Sampled	Level Found	Range Detected	Typical Source
Manganese*	ppb	2019	0.77	ND to 0.77	Naturally occurring.

\* Manganese has a Secondary MCL of 50 ppb.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST – (Measured in the raw water prior to treatment)					
Parameter	Units	Year Sampled	Level Found	Range Detected	Typical Source
Bromide	ppm	2019	0.04	ND to 0.04	Naturally present in the environment.
Total Organic Carbon	ppm	2019	4.999	ND to 4.999	Naturally present in the environment.

## Unregulated Contaminant Monitoring Rule

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored. If you are interested in examining the results, please contact Indiana American Water at 1-800-492-8373. The table below provides information on the unregulated contaminants that were detected in the water system under the current round of monitoring.

UNREGULATED COMPOUNDS						
Analyte	Year Sampled	Average Amount Detected	Range Low - High	Proposed U.S. EPA MCL	Hazard Index Calculation	Typical Source
Perfluorooctanoic acid (PFOA)	2023	ND	NA	4.0 ppt	NA	Manufactured chemicals used in household goods for stain, grease, heat and water resistance.
Perfluorooctane sulfonic acid (PFOS)	2023	ND	NA	4.0 ppt	NA	
hexafluoropropylene oxide dimer acid (HFPO-DA) (GenX chemicals)	2023	ND	NA	1.0 Hazard Index (unitless)	NA	
perfluorobutanesulfonic acid (PFBS)	2023	ND	NA			
perfluorohexane sulfonic acid (PFHxS)	2023	ND	NA			
perfluorononanoic acid (PFNA)	2023	ND	NA			

For more information on the U.S. EPA's proposed PFAS drinking water standards, including the Hazard Index, please visit <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>.

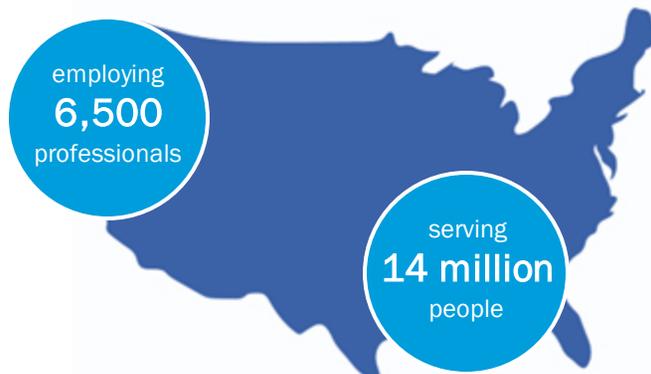
PFAS chemicals are unique, so two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another.



## About Us

**Indiana American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 1.4 million people.

With a history dating back to 1886, **American Water** (NYSE:AWK) is the largest regulated water and wastewater utility company in the United States. 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.



### INDIANA AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
138 communities served in 22 counties
- **PEOPLE SERVED**  
Approximately 1.4 million people
- **EMPLOYEES**  
Approximately 385 employees
- **TREATMENT FACILITIES**  
41 surface and groundwater treatment plants. Average daily delivery including surface water, groundwater and purchased water is approximately 114 million gallons per day (MGD); 3 wastewater plants, 1 wastewater collection system with a wastewater mound system and 1 wastewater collection system
- **MILES OF PIPELINE**  
5,300 miles of water and sewer pipe
- **STORAGE AND TRANSMISSION**  
More than 129 water tanks (with a storage capacity of more than 90 million gallons) and nearly 31,000 fire hydrants help to provide an adequate supply of water for our customers
- **SOURCE OF SUPPLY**  
60% groundwater  
39% surface water  
1% purchased water
- **PARTNERSHIP FOR SAFE WATER AWARDS**  
All five of our surface water treatment plants received Directors Awards for the Partnership for Safe Water for going above what is required in the treatment process.

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Indiana American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-800-492-8373.

## WATER INFORMATION SOURCES

Indiana American Water

[www.indianaamwater.com](http://www.indianaamwater.com)

Indiana Department of Environmental Management:

[www.in.gov/idem](http://www.in.gov/idem)

United States Environmental Protection Agency (USEPA):

[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:

[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-492-8373.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-492-8373.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-492-8373.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-800-492-8373.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-800-492-8373** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-800-492-8373** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-800-492-8373.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-800-492-8373.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-800-492-8373.