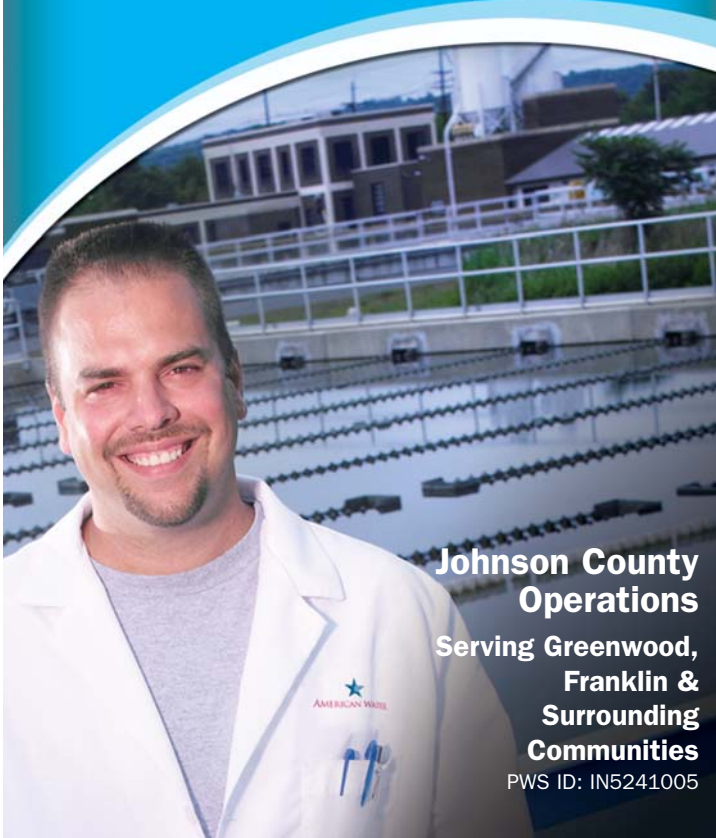


2008 Annual Water Quality Report



**Johnson County
Operations**
Serving Greenwood,
Franklin &
Surrounding
Communities
PWS ID: IN5241005

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

A Message from the President



Dear Indiana American Water Customer,

As a trusted leader in the industry, Indiana American Water places a strong emphasis on sharing information with our customers about the quality of the water service we provide.

One way we do this is by reporting to you annually the results of various tests that we conduct. Please review this Consumer Confidence Report (CCR), which outlines information applicable to your local water system for testing completed through December 2008. You'll find that we provide water service that surpasses or meets all federal and state water quality regulations. In fact, we often address regulations well before they go into effect.

Just as important, Indiana American Water makes the necessary investments to maintain and upgrade its facilities so that we can provide quality water service to your home 24 hours a day, seven days a week.

Our customers are our top priority. We are committed to providing the highest quality drinking water service possible now and in the years to come. In addition to this written report, you can view information about Indiana American Water and your water system on the website <http://www.indianaamwater.com>. For more information or for any questions about this report relating to your drinking water service, please contact us at (800) 492-8373.

Sincerely,

David Baker

President, Indiana American Water

What is a Water Quality Report?

To comply with state and U.S. Environmental Protection Agency (EPA) regulations, Indiana American Water issues a report annually describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect your drinking water sources. In 2008, we conducted tests for many contaminants, all of which were below state and federal maximum allowable levels. This report provides an overview of last year's (2008) water quality. It includes details about where your water comes from and what it contains.

If you have any questions about this report or your drinking water, please call our Indiana Customer Service Center at (800) 492-8373.

About Indiana American Water

Indiana American Water is the State's largest investor-owned water resources company, serving more than 1.2 million people. Indiana American Water has more than a century of experience in the state and takes pride in being caretakers of this precious natural resource. We work tirelessly to ensure your water meets all standards of purity and safety.

About American Water

Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs nearly 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in 32 states and Ontario, Canada. More information can be found by visiting www.amwater.com.

At Indiana American Water our goal is to provide our customers the highest quality of water and service so that they may enjoy and use with confidence.

Source Water Information

The public water system serving Greenwood, Franklin, and surrounding communities relies on ground water obtained from six well fields.

Protecting Your Water Source

The Indiana Department of Environmental Management (IDEM) has assessed all public surface and groundwater sources throughout the state to identify potential contaminants. The Indiana American Water – Johnson County Operations sources have a high susceptibility to contamination. This means that under current existing land use practices, the likelihood of the source water aquifer becoming contaminated is high. This potential

contamination can be minimized by implementing appropriate protective measures. Indiana American Water has developed a comprehensive Wellhead Protection Management Plan, in cooperation with community volunteers, to protect the valuable ground water resources serving your community. IDEM has recently recognized this program by awarding Indiana American Water – Johnson County Operations the Hoosier Water Guardian Award with Distinction. If you are interested in environmental water quality issues please contact our Water Quality Supervisor listed in this report.

Investing in Johnson County's Future

Since 2004, Indiana American Water has invested over \$19 million in improvements in the Johnson County Water system. Indiana American Water pays over \$590,000 in local taxes and is a valuable source of revenue to the local community and its services.

How to Contact Us

For more information about this report, or for any questions relating to your drinking water, please call Rich Nicholson, Water Quality Supervisor, at (765) 962-0470, ext. 225 or (800) 492-8373. You can also contact Mr. Nicholson by e-mail at Richard.Nicholson@amwater.com.

For questions about your water bill or service issues, please call our Customer Service Center at (800) 492-8373.

To learn more about Indiana American Water, please visit our web site at www.indianaamwater.com.

Water Information Sources

Indiana American Water

<http://www.indianaamwater.com>

Indiana Department of Environmental Management

www.in.gov/idem

United States Environmental Protection Agency

www.epa.gov/safewater

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention

www.cdc.gov

American Water Works Association

www.awwa.org

Water Quality Association

www.wqa.org

National Library of Medicine/ National Institute of Health

www.nlm.nih.gov/medlineplus

Substances Expected to be in Drinking Water

The source of drinking water (both tap water and bottled water) includes 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, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and Herbicides, which may come from a variety of sources, such as agriculture, urban stormwater runoff, and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also come from gas stations, urban stormwater runoff, and septic systems.

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

Unregulated Contaminant Monitoring Rule 2 (UCMR2)

Monitoring was conducted during 2008 under the EPA Unregulated Contaminant Monitoring Rule 2 (UCMR2). The compound(s) detected under UCMR2 are noted in the table. For information concerning our results, please contact our designated Water Quality Supervisor listed in this report. Data is also available on the EPA's web site (www.epa.gov/safewater/data/ucmrgetdata.html).

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 regulation is warranted.

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. Indiana American Water – Johnson County Operations 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>.

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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA and CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the EPA's Safe Drinking Water Hotline at (800) 426-4791. For additional information regarding cryptosporidiosis (a gastrointestinal disease caused by Cryptosporidium) and how it may impact those with weakened immune systems, please contact our Customer Service Center at (800) 492-8373.

To ensure that tap water is of high quality, EPA prescribes regulations limiting the amount of certain substances in water provided by public water systems. U.S. Food and Drug Administration 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 EPA's Safe Drinking Water Hotline at (800) 426-4791.

How to Read This Table

Indiana American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the following tables. While most monitoring was conducted in 2008, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting this table, see the "Table Definitions" section.

Starting with a **Substance**, read across. **Year Sampled** is usually in 2008 or year prior. **MCLG** is the goal level for that substance (this may be lower than what is allowed). **MCL** shows the highest level of substance (contaminant) allowed. **Level Found** represents the measured amount (less is better). **Range of Detections** tells the highest and lowest amounts measured. A **Yes** under **Compliance Achieved** means the amount of the substance met government requirements. **Typical Source** tells where the substance usually originates.

Unregulated substances are measured, but maximum contaminant levels have not been established by the government.

Definitions of Terms Used in This Report

- **AL (Action Level):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.
- **MCL (Maximum Contaminant Level):**
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.
- **MCLG (Maximum Contaminant Level Goal):**
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.
- **MRDL (Maximum Residual Disinfectant Level):**
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.
- **MRDLG (Maximum Residual Disinfectant Level Goal):** The level of 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 contamination.
- **NA:** Not applicable
- **ND:** Not detected
- **pCi/L** (picocuries per liter): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).
- **ppm** (parts per million): One part substance per million parts water, or milligrams per liter.
- **ppb** (parts per billion): One part substance per billion parts water, or micrograms per liter.
- **Treatment Technique:** A required process intended to reduce the level of a contaminant in drinking water.
- **<:** Less than

Water Quality Statement

We are pleased to report that during the past year, the water delivered to your home or business complied with, or was better than, all state and federal drinking water requirements. For your information, we have compiled a list in the table below indicating what substances were detected in your drinking water during 2008. Although all of the substances listed below are under the Maximum Contaminant Level (MCL) set by EPA, we feel it is important that you know exactly what was detected and how much of the substance was present in the water.

Water Quality Results: Johnson County Operations

Regulated Substances (Measured on the Water Leaving the Treatment Facility)								
Substance (units)	Year Sampled	MCLG	MCL	Level Found	Range of Detections (Low-High)	Compliance Achieved	Typical Source	
Alpha emitters (pCi/L)	2004	0	15	2	<0.8 - 2.0	Yes	Erosion of natural deposits	
Barium (ppm)	2006	2	2	0.45	0.083 - 0.45	Yes	Erosion of natural deposits; discharge of drilling wastes; discharge from metal refineries	
cis-1,2-Dichloroethylene (ppb)	2006	70	70	60.5	ND - 60.5	Yes	Discharge from industrial chemical factories	
Di(2-ethylhexyl)phthalate	2007	0	6	0.7	ND - 0.7	Yes	Discharge from rubber and chemical factories	
Fluoride (ppm)	2006	4	4	1.0	0.8 - 1.0	Yes	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories	
Nickel (ppb)	2006	NA	NA ¹	3.5	0.5 - 3.5	Yes	Erosion of natural deposits; discharge from electroplating, stainless steel, and alloy products, mining and refining operations	
Nitrate (ppm)	2008	10	10	1.59	0.02 - 1.59	Yes	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	
Picloram	2008	500	500	0.2	ND - 0.3	Yes	Herbicide runoff	
Radium 228 (pCi/L)	2004	0	5	1.4	0.30 - 1.40	Yes	Erosion of natural deposits	
trans-1,2-Dichloroethylene (ppb)	2006	100	100	3.1	ND - 3.1	Yes	Discharge from industrial chemical factories	
Other Compounds (Measured in the Distribution System)								
Substance (units)	Year Sampled	MCLG	MCL	Level Found	Range of Detections (Low-High)	Compliance Achieved	Typical Source	
Total trihalomethanes - TTHM (ppb)	2008	NA	80	18.4	1.1 - 20.9	Yes	By-product of drinking water chlorination	
Haloacetic Acids - HAA5 (ppb)	2008	NA	60	11.3	3.1 - 14.5	Yes	By-product of drinking water chlorination	
Substance (units)	Year Sampled	MRDLG	MRDL	Level Found	Range of Detections (Low-High)	Compliance Achieved	Typical Source	
Chlorine (ppm)	2008	4	4	0.85	0.74 - 1.00	Yes	Water additive used to control microbes	
Unregulated Substances (Measured on the Water Leaving the Treatment Facility)								
Substance (units)	Year Sampled	Level Found	Range of Detections (Low-High)	Typical Source				
Bromodichloromethane (ppb)	2004	2.3	1.5 - 3.0	By-product of drinking water disinfection				
Chloroform (ppb)	2004	2.8	1.9 - 4.2	By-product of drinking water disinfection				
Dibromochloromethane (ppb)	2004	0.7	0.7 - 1.5	By-product of drinking water disinfection				
Sodium (ppm)	2006	40	7 - 40	Naturally occurring				
Sulfate (ppm)	2006	91.2	45.6 - 91.2	Erosion of natural deposits				
Tap Water Samples: Lead and Copper Results								
Substance (units)	Year Sampled	MCLG	Action Level	90th Percentile	Number of Samples	Number of Samples Above Action Level	Compliance Achieved	Typical Source
Copper (ppm)	2006	1.3	1.3	1.004	30	0	Yes	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb)	2006	0	15	2	30	1	Yes	Corrosion of household plumbing systems; erosion of natural deposits

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