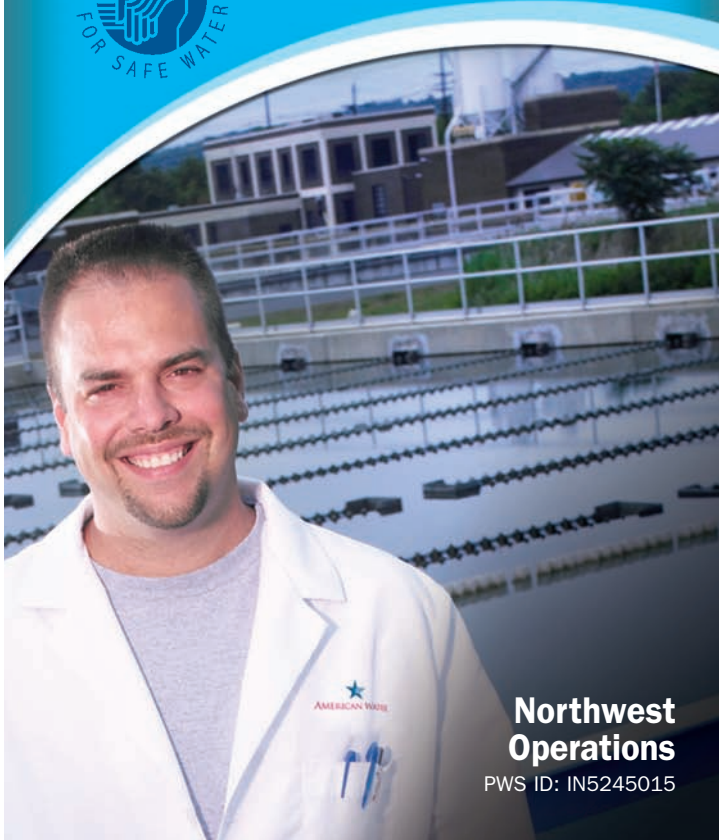


# 2008 Annual Water Quality Report



## 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

## 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 more than 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in 32 states and Ontario, Canada.

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.

## Share this report

Landlords, businesses, schools, hospitals and other groups are encouraged to share this important water quality information with water users at their location who are not billed customers of Indiana American Water and therefore do not receive this report directly.

## 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.

## Source Water Information

The surface water source for Indiana American Water's Northwest Operations, serving Gary and surrounding communities, comes entirely from one of the best surface water sources in the world, Lake Michigan. Water treatment is provided at two water filtration plants. Chemical treatment, filtration, and laboratory analysis ensure that the water you drink is of the highest quality. Additionally, a small percentage of our water is purchased from the City of East Chicago Water Department, which supplements water delivered to residents and businesses located in the northwest section of Gary. East Chicago adheres to our strict water quality standards in treating Lake Michigan water.

## Protecting Your Water Source

The Indiana Department of Environmental Management has assessed all of the public water systems' surface and ground water sources throughout the state. The state's assessment identifies potential contaminant sources. For the purpose of source water assessments, in Indiana all surface waters are considered to be susceptible to contamination. Please share your views with us if you are interested in environmental water quality issues by calling our designated representative listed in this report.

## Investing in Northwest Indiana's Future

Since 2004, Indiana American Water invested over \$53 million in improvements in the Northwest Indiana Water system. Indiana American Water also pays millions in local taxes and is a valuable source of revenue to the local community and its services.

## Partnership for Safe Drinking Water Program

In 2008, the Indiana American Water – Northwest Operations system was awarded the prestigious Five-Year Director's Award under the Partnership for Safe Water program administered by the U.S. Environmental Protection Agency (EPA), Indiana Department of Environmental Management, and other water-related organizations. The award honors water utilities for achieving operational excellence for five consecutive years by voluntarily optimizing their treatment facility operations and adopting more stringent performance goals than those required by federal and state drinking water standards.



## Chloramines

Chloramines are an Indiana and federally-approved alternative to free chlorine for water disinfection. Chloramines minimize disinfection byproduct formation. Another benefit of chloramines is improved taste of the water as compared with free chlorine. Indiana American Water has successfully used chloramines in our system for several years. Chloramines are also used by 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. Treatment to remove chloramines is different than treatment 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 Indiana American Water for more chloramine information.

## 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](http://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.

## How to Contact Us

For more information about this report, or for any questions relating to your drinking water, please call Martin Wille, Water Quality Supervisor, at (219) 880-2339. You may also reach Mr. Wille by e-mail at [martin.wille@amwater.com](mailto:martin.wille@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](http://www.indianaamwater.com).

## 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

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

## 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- Northwest 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>.

## 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% removal. A small percentage of our water is purchased from the City of East Chicago Water Department. The City of East Chicago Water Department had a detection of the Cryptosporidium organism in 2008. 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 the 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.

## 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.

## 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.

## 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 the 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: Northwest Operations

Regulated Substances (Measured on the Water Leaving the Treatment Facility)									
Substance (units)	Year Sampled	MCLG	MCL	Northwest Indiana		East Chicago		Compliance Achieved	Typical Source
				Level Found	Range of Detections (Low - High)	Level Found	Range of Detections (Low - High)		
Alpha emitters (pCi/L)	2002	0	15	1.78	1.0 - 3.2	NA	NA	YES	Erosion of natural deposits
Arsenic (ppb)	2008	0	10	ND	NA	ND	NA	YES	Runoff from glass and electronics productions wastes; erosion of natural deposits; runoff from orchards
Barium (ppm)	2008	2	2	0.02	NA	0.021	NA	YES	Erosion of natural deposits; discharge of drilling wastes; discharge from metal refineries
Beta/photon emitters (pCi/L)	2002	0	50 <sup>1</sup>	5.35	2.9 - 7.5	NA	NA	YES	Decay of natural and man-made deposits
Chromium (ppb)	2008	100	100	ND	NA	ND	NA	YES	Erosion of natural deposits; discharge from steel and pulp mills
Di(2-ethylhexyl)phthalate (ppb)	2006	0	6	0.7	ND - 0.7	NA	NA	YES	Discharge from rubber and chemical factories
Fluoride (ppm)	2008	4	4	1.1	ND - 1.1	0.92	0.8 - 1.2	YES	Water additive which promotes strong teeth; erosion of natural deposits
Nickel (ppb)	2008	NA	NA <sup>2</sup>	1.7	1.3 - 1.7	2.9	NA	YES	Erosion of natural deposits; discharge from electroplating, stainless steel, and alloy products, mining and refining operations
Nitrate (ppm)	2008	10	10	0.38	0.30 - 0.38	0.59	NA	YES	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Radium 228 (pCi/L)	2003	0	5	NA	NA	0.6	NA	YES	Erosion of natural deposits
Total Organic Carbon (Removal Ratio) <sup>3</sup>	2008	NA	TT	1.0	1.0 - 1.04	1.0	NA	YES	Naturally present in the environment
Bacteria Results (Measured in the Distribution System)									
Substance (units)	Year Sampled	MCLG	MCL	Highest Percentage Detected	Compliance Achieved	Typical Source			
Total Coliform (% positive samples)	2008	0	5%	0.8%	YES	Naturally present in the environment			
Other Compounds (Measured in the Distribution System)									
Substance (units)	Year Sampled	MCLG	MCL	Northwest Indiana		East Chicago		Compliance Achieved	Typical Source
				Level Found	Range of Detections (Low - High)	Level Found	Range of Detections (Low - High)		
Total trihalomethanes - TTHM (ppb)	2008	NA	80	29.5	17.0 - 47.5	22.9	12.9 - 38.4	YES	By-product of drinking water chlorination
Haloacetic Acids - HAA5 (ppb)	2008	NA	60	21.1	7.9 - 42.7	14.1	8.4 - 20.7	YES	By-product of drinking water chlorination
Substance (units)	Year Sampled	MRDLG	MRDL	Northwest Indiana		Compliance Achieved		Typical Source	
				Level Found	Range of Detections (Low - High)				
Chloramines (ppm)	2008	4	4	1.4	1.1 - 1.7	YES		Water additive used to control microbes	
Turbidity - A Measure of the Clarity of the Water (Measured on the Water Leaving the Treatment Facility)									
Substance (units)	Year Sampled	MCLG	MCL	Northwest Indiana	East Chicago	Compliance Achieved	Typical Source		
				Highest Single Measurement	Highest Single Measurement				
Turbidity (NTU) <sup>4</sup>	2008	NA	TT	0.30	0.10	YES	Soil runoff		
Turbidity % meeting standards	2008	NA	TT	100%	100%	YES	Soil runoff		
Unregulated Substances (Measured on the Water Leaving the Treatment Facility)									
Substance (units)	Year Sampled	Northwest Indiana		East Chicago		Typical Source			
		Level Found	Range of Detections (Low - High)	Level Found	Range of Detections (Low - High)				
Bromodichloromethane (ppb)	2007	NA	NA	5.6	NA	By-product of drinking water disinfection			
Chlorodibromomethane (ppb)	2008	NA	NA	3.5	NA	By-product of drinking water disinfection			
Chloroform (ppb)	2008	NA	NA	5.2	NA	By-product of drinking water disinfection			
Dibromochloromethane (ppb)	2004	3.2	2.8 - 3.6	NA	NA	By-product of drinking water disinfection			
Sodium (ppm)	2008	10	NA	16	NA	Naturally occurring			
Sulfate (ppm)	2008	33.7	25.4 - 33.7	NA	NA	Erosion of natural deposits			
N-Nitroso-Pyrrolidine (ppt) <sup>5</sup>	2008	5.3	NA	NA	NA	Leather, rubber and plastic manufacturing			

Tap Water Samples: Lead and Copper Results										
Substance (units)	Year Sampled	MCLG	Northwest Indiana			East Chicago			Compliance Achieved	Typical Source
			Action Level	90th Percentile	Number of Samples	Action Level	90th Percentile	Number of Samples Above Action Level		
Copper (ppm) <sup>6</sup>	2008	1.3	1.3	0.244	54	1.3	0.031	0	YES	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb)	2008	0	15	9	54	15	6.7	2	YES	Corrosion of household plumbing systems; erosion of natural deposits

<sup>1</sup> The MCL for Beta/photon emitters is written as 4 mrem/year. EPA considers 50 pCi/L the level of concern for beta emitters.  
<sup>2</sup> Although Nickel is a regulated contaminant, there is no MCL.  
<sup>3</sup> The value reported under "Level Found" 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.  
<sup>4</sup> Turbidity is caused by particles suspended in water. We monitor because it is a good indicator of the effectiveness of our filtration system. During the reporting year, turbidity levels met the water quality standards of 0.3 NTU in 100% of the measurements.  
<sup>5</sup> Monitored under UCMR2, the EPA has not set drinking water standards for this contaminant.  
<sup>6</sup> The Town of Ogden Dunes' copper 90th percentile in 2007 was 0.22 ppm; the City of Crown Point's copper 90th percentile in 2008 was 0.63 ppm.

## 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 accompanying 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 level of drinking water disinfectant below which there is no known or expected risk to health. MRDLs do not reflect the benefits of the use of disinfectants to control microbial contamination.
- **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.
- **mrem/year:** Millirems per year (a measure of radiation absorbed by the body).
- **NA:** Not applicable
- **ND:** Not detected
- **NTU (Nephelometric Turbidity Units):** Measurement of the clarity, or turbidity, of the water.
- **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.
- **ppt (parts per trillion):** One part substance per trillion parts water, or nanograms per liter.
- **TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water.
- **%:** means percent



P.O. Box 570  
Greenwood, IN 46142-0570

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