

# Indiana American Water 2008 Consumer Confidence Report- Westwood PWS ID IN5279019

Indiana American Water, P.O. Box 570, Greenwood, IN 46142-0570

## President's Message

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

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

## 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](http://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.

## Investing in Westwood's Future

Indiana American Water continually invests in improvements to the Westwood Public Water System. Indiana American Water believes in its role of good citizenship and proudly contributes a substantial amount in local taxes annually and is a valuable source of revenue to the local community and its services.

## 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.

## 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.

## Source Water Information

The public water system serving Westwood relies on ground water obtained from two wells located in a single well field.

## 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 – Westwood Operations sources have a low susceptibility to contamination. This means that under current existing land use practices, the likelihood of the source water aquifer becoming contaminated is low. 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. If you are interested in environmental water quality issues please contact our Water Quality Supervisor listed in this report.



## 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.

## Substances Expected to be in Drinking Water

The sources of drinking water (both tap 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, 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.

## 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)

## How to Contact Us

For more information about this report, or for any questions relating to your drinking water, please call John Durham, Water Quality Supervisor, at (812) 232-7369, ext. 235 or (800) 492-8373. You can also contact Mr. Durham by e-mail at [John.Durham@amwater.com](mailto:John.Durham@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).

## 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.
- mrem/year:** Millirems per year (a measure of radiation absorbed by the body).
- 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.
- TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water.

## Radon

Radon is a radioactive gas that occurs naturally in some ground waters. It may pose a health risk when the gas in the drinking water is released from water into air, as occurs during showering, bathing, or washing dishes or clothes. Radon gas is released into homes and ground water from soil. Westwood's water was tested each quarter for radon during 2007. The highest level detected was 148 pCi/L (picocuries per liter – a measure of radiation). EPA is planning to regulate radon at a level of 300 pCi/L to 4,000 pCi/L. Inhalation of radon gas has been linked to lung cancer; however, the effects of radon ingested in drinking water are not yet clear. If you are concerned about radon in your home, tests are available to determine the total exposure level. For additional information on how to have your home tested for radon, contact your Indiana Radon Hotline at (800) 272-9723, or the National Radon Hotline at (800) 767-7236.

## 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: Westwood

Regulated Substances (Measured by Westwood PWS ID IN5279019, on Water Leaving the Treatment Facility)								
Substance (units)	Year Sampled	MCLG	MCL	Level Found	Range of Detections (Low-High)	Compliance Achieved	Typical Source	
Arsenic (ppb)	2008	0	10	3	NA	YES	Runoff from glass and electronics productions wastes; erosion of natural deposits; runoff from orchards	
Barium (ppm)	2008	2	2	.167	NA	YES	Erosion of natural deposits; discharge of drilling wastes; discharge from metal refineries	
Fluoride (ppm)	2008	4	4	0.4	NA	YES	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories	
Nitrite (ppm)	2008	1	1	.006	NA	YES	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	
Nickel (ppb)	2008	NA	NA <sup>1</sup>	2.7	NA	YES	Erosion of natural deposits; discharge from electroplating, stainless steel, and alloy products, mining and refining operations	
Radium 228 (pCi/L)	2004	0	5	0.4	NA	YES	Erosion of natural deposits	
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	6.9	0.5-6.9	YES	By-product of drinking water chlorination	
Haloacetic Acids - HAA5 (ppb)	2008	NA	60	4.3	ND-4.3	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	0.7	0.3-0.8	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				
Sodium (ppm)	2008	16	NA	Naturally occurring				
Sulfate (ppm)	2008	23.8	NA	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	0.235	5	0	YES	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb)	2006	0	15	4	5	0	YES	Corrosion of household plumbing systems; erosion of natural deposits

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

### 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- Westwood 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>.