2025 Annual

# WATER QUALITY REPORT

**Indiana American Water- Shelbyville Operations**
PWS ID: IN5273002

INDIANA
AMERICAN WATER

WE KEEP LIFE FLOWING®

# Water Quality Report **Summary**

## We are proud to share our annual Water Quality Report – also known as a Consumer Confidence Report or CCR.

This report provides important details about your drinking water – like where it comes from and what we detected when we sampled. It also explains the importance of protecting water sources and the extensive effort required to deliver safe, clean, and reliable drinking water service – reminding us that keeping water clean is everyone's responsibility.

**We are pleased to report that in 2025, your water met state and federal drinking water requirements.**

## There is more to it than just sampling!

### Dedicated employees.

Our employees care deeply about providing essential water and wastewater services to the customers they serve. From the people collecting samples to those working in the treatment plant to those that keep water flowing through the pipes, our employees strive to be the best at what they do!

### Investing in your water.

At Indiana American Water, we know how important it is to keep our water system reliable and resilient. Last year, we invested more than $254 million across the state to upgrade water and wastewater treatment and pipeline systems.

### Your Voice Matters.

Indiana American Water welcomes your feedback about your water. If you would like to share your thoughts, ask questions, or receive a copy of this report, call our Customer Service team Monday–Friday, 7 a.m. to 7 p.m., at 1-800-492-8373. You can also visit amwater.com/inaw and follow us on Facebook, X, Instagram, LinkedIn, and YouTube.

**IMPORTANT: Please share this information with anyone who drinks this water** (or their guardians), especially those who may not have received this report directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this report in a public place or distributing copies by hand, mail, email, or another method.

**ENGLISH**
This report contains important information about your drinking water. Translate it, or speak with someone who understands it at the number listed below.

**SPANISH/ESPAÑOL**
Este informe contiene información importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien llamando al número de teléfono que aparece debajo.

**TRADITIONAL CHINESE/**繁體中文
該報告包含有關您的飲用水的重要資訊。請將其翻譯，或撥打以下電話與理解報告內容之人士溝通。

**TRADITIONAL CHINESE (HONG KONG)/**繁體中文 (香港地區)
該報告載有關乎閣下飲用水之重要資訊。請將報告內容翻譯，或致電下列號碼，與精通報告內容之人士聯絡。

**SIMPLIFIED CHINESE/简体中文**
本报告包含关于您的饮用水的重要信息。请将其翻译，或拨打以下电话与理解报告内容的人员沟通。

**CREOLE/KREYÒL AYISYEN**
Rapò sa a gen ladan enfòmasyon enpòtan sou dlo pou bwè a. Tradui li, oubyen pale ak yon moun ki konprann li nan nimewo ki endike anba a.

**CROATIAN/HRVATSKI**
Ovo izvješće sadrži važne informacije u vezi vaše pitke vode. Dajte ga prevesti, ili razgovarajte s osobom koja ga razumije, a koju osobu možete kontaktirati na donji broj.

**GERMAN/DEUTSCH**
Dieser Bericht enthält wichtige Informationen zu Ihrem Trinkwasser. Lassen Sie ihn übersetzen oder rufen Sie die unten angegebene Telefonnummer an, um mit jemandem zu sprechen, der Ihnen den Inhalt erklären kann.

**GUJARATI/ગુજરાતી**
આ રિપોર્ટમાં તમારા પીવાના પાણી વિશે મહત્વપૂર્ણ માહિતી છે. તેનો અનુવાદ કરો અથવા નીચે આપેલ નંબર પર તેને સમજતા કોઈ વ્યક્તિ સાથે વાત કરો.

**HINDI/हिन्दी**
इस रिपोर्ट में आपके पीने के पानी के बारे में महत्वपूर्ण जानकारी है। इसका अनुवाद करें, या नीचे दिए गए नंबर पर इसे समझने वाले किसी व्यक्ति से बात करें।

**HMONG/HMOOB**
Daim ntawv tshaj qhia no muaj cov ntaub ntawv tseem ceeb txog koj cov dej haus. Txhais nws, lossis tham nrog ib tus neeg uas nkag siab txog nws ntawm tus nab npawb xov tooj uas teev tseg hauv qab no.

**ITALIAN/ITALIANO**
Questo resoconto contiene informazioni importanti sulla sua acqua potabile. Lo traduca oppure ne parli con qualcuno che lo comprende al numero elencato di seguito.

**KOREAN/한국어**
이 보고서는 귀하가 마시는 물에 관한 중요한 정보를 담고 있습니다. 아래에 기재된 전화번호로 연락하여 번역을 요청하거나, 내용을 이해하는 사람과 상담하십시오.

**POLISH/POLSKI**
Niniejszy raport zawiera ważne informacje dotyczące wody pitnej. Proszę go przetłumaczyć lub skontaktować się z osobą, która go rozumie, dzwoniąc pod numer podany poniżej.

**PORTUGUESE/PORTUGUÊS**
Este relatório contém informações importantes sobre sua água potável. Para obter uma tradução ou conversar com alguém que compreenda o conteúdo, ligue para o número fornecido abaixo.

**RUSSIAN/РУССКИЙ ЯЗЫК**
Этот отчет содержит важную информацию о Вашей питьевой воде. Переведите его или обратитесь к кому-либо, кто его понимает, позвонив по указанному ниже номеру.

**TAGALOG**
Ang ulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong inuming tubig. Isalin ito, o makipag-usap sa isang taong nakakaunawa nito sa numerong nakalista sa ibaba.

**VIETNAMESE/TIẾNG VIỆT**
Bản báo cáo này chứa đựng những thông tin quan trọng về nước uống của quý vị. Vui lòng dịch nội dung này hoặc liên hệ với người hiểu được nội dung này tại số điện thoại được liệt kê bên dưới.

**العربية/ARABIC**
يحتوي هذا التقرير على معلومات مهمة حول مياه الشرب الخاصة بك. يُرجى ترجمته أو التحدث مع شخص يفهمه من خلال الاتصال على الرقم المذكور أدناه.

**فارسی/FARSI**
این گزارش حاوی اطلاعات مهمی درباره آب آشامیدنی شما است. آن را ترجمه کنید، یا با شخصی که آن را درک می کند از طریق شماره ذکر شده در زیر تماس بگیرید.

**1-800-492-8373**

# Water Quality **Results**

Our team of experts conducts extensive sampling on the quality of your water. The tables on the following pages show the substances that were detected. This includes substances with drinking water limits and some that are not currently regulated. Definitions are also provided to help you understand key terms and acronyms.

Most results come from samples collected last year. Some results are from previous years because less sampling is required if levels remain consistently low.

For more information about the results included in these tables, including lead tap sampling, please contact us at 1-800-492-8373

| REGULATED SUBSTANCES - Collected at the Shelbyville Treatment Plant | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Substance (with units)** | **Year Sampled** | **Compliance Achieved** | **MCLG** | **MCL** | **Shelbyville Water Treatment Plant** | | **Typical Source** |
| | | | | | **Highest Level** | **Range** | |
| **Barium (ppm)** | 2024 | Yes | 2 | 2 | 0.1 | NA | Erosion of natural deposits; discharge of drilling wastes; discharge from metal refineries |
| **Fluoride (ppm)** | 2024 | Yes | 4 | 4 | 0.67 | NA | Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories |
| **Nitrate (ppm)** | 2025 | Yes | 10 | 10 | 0.40 | NA | Fertilizer runoff; leaching from septic tanks, sewage; erosion of natural deposits |

## REGULATED SUBSTANCES - Collected at the Johnson County Operations Treatment Plants

| Substance (with units) | Year Sampled | Compliance Achieved | MCLG | MCL | Marlin/Orme Water Treatment Plant | | Sugar Creek Water Treatment Plant | | London Road Water Treatment Plant | | Typical Source |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Highest Level | Range | Highest Level | Range | Highest Level | Range | |
| **Barium** | 2024 | Yes | 2 | 2 | 0.2 | NA | 0.2 | NA | 0.3 | NA | Discharge from drilling wastes; discharge from metal refineries; erosion of natural deposits |
| **Fluoride (ppm)** | 2024 | Yes | 4 | 4 | 0.60 | NA | 0.56 | NA | 0.54 | NA | Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories |
| **Combined Radium (pCi/L)** | 2021 | Yes | 0 | 5 | 1.599 | NA | 0.342 | NA | 0.647 | NA | Erosion of natural deposits |
| **Nitrate (ppm)** | 2025 | Yes | 10 | 10 | 0.36 | NA | ND | NA | 0.01 | NA | Fertilizer runoff; leaching from septic tanks, sewage; erosion of natural deposits |
| **Perfluorooctanoic acid (PFOA)** | 2025 | Yes | 0 | 4 | 3.4 | ND to 3.4 | ND | NA | ND | NA | Manufactured chemicals; used in a wide range of consumer products and industrial applications |
| **Perfluorooctanesulfonic acid (PFOS)** | 2025 | Yes | 0 | 4 | 2.1 | ND to 2.1 | ND | NA | ND | NA | |
| **Perfluorobutanesulfonic acid (PFBS) (ppt)** | 2025 | Yes | Hazard Index 1 | Hazard Index 1 | 2.2 | ND to 2.2 | ND | NA | ND | NA | |

PFAS are currently regulated in Indiana at the levels listed. U.S. EPA has established national limits that we must meet by **April 2029**. For more information on the U.S. EPA's PFAS drinking water standards, please visit https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas

## REGULATED SUBSTANCES - Collected in the Johnson County Operations Distribution System

| Substance (with units) | Year Sampled | Compliance Achieved | MCLG | MCL | Highest Running Annual Average | Range Detected | Typical Source |
|---|---|---|---|---|---|---|---|
| **Haloacetic Acids (ppb)** | 2025 | Yes | NA | 60 | 8.6 | 5.5 to 7.4 | By-product of drinking water disinfection |
| **Total Trihalomethanes (ppb)** | 2025 | Yes | NA | 80 | 29.0 | 18.6 to 25.8 | By-product of drinking water disinfection |

**Haloacetic Acids (HAAs) and Total Trihalomethanes (TTHMs):** Compliance based on the highest LRAA (locational running annual average) that is calculated quarterly. The highest quarterly LRAA is provided in the table.

| REGULATED SUBSTANCES - Collected in the Shelbyville Distribution System | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Substance (with units)** | **Year Sampled** | **Compliance Achieved** | **MCLG** | **MCL** | **Highest Running Annual Average** | **Range Detected** | **Typical Source** |
| **Haloacetic Acids (ppb)** | 2025 | Yes | NA | 60 | 8.3 | ND to 8.3 | By-product of drinking water disinfection |
| **Total Trihalomethanes (ppb)** | 2025 | Yes | NA | 80 | 20.7 | 4.9 to 20.7 | By-product of drinking water disinfection |
| **Chlorine (ppm)** | 2025 | Yes | MRDLG 4 | MRDL 4 | 0.9 | 0.43 to 1.23 | Water additive used to control microbes |

**Haloacetic Acids (HAAs) and Total Trihalomethanes (TTHMs):** Compliance based on the highest LRAA (locational running annual average) that is calculated quarterly. The highest quarterly LRAA is provided in the table.
**Chlorine**: A public water system is compliant with the MRDL if the running annual average of monthly averages of samples taken in the distribution system computed quarterly is less than or equal to the MRDL.

| OTHER SUBSTANCES OF INTEREST - Collected at the Shelbyville Treatment Plant | | | | | |
|---|---|---|---|---|---|
| **Substance (with units)** | **Year Sampled** | **EPA Guidance Level** | **Level Found** | **Range Detected** | **Typical Source** |
| **Hardness (ppm)** | 2025 | NA | 372 | 357 to 393 | Naturally occurring |
| **Sodium (ppm)** | 2024 | 20 | 10.2 | NA | Naturally occurring |

**Sodium**: 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.

| LEAD AND COPPER MONITORING PROGRAM - At least 30 tap water samples collected at customers' taps every 3 years | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Substance (with units)** | **Year Sampled** | **Compliance Achieved** | **MCLG** | **Action Level** | **90th Percentile** | **Range** | **Number of Sites Sampled** | **Sites Above Action Level** | **Typical Source** |
| **Lead (ppb)** | 2023 | Yes | 0 | 15 | 2 | ND to 5 | 31 | 0 | Corrosion of household plumbing systems |
| **Copper (ppm)** | 2023 | Yes | 1.3 | 1.3 | 0.149 | ND to 0.480 | 31 | 0 | Corrosion of household plumbing systems |

**Lead and Copper:** Compliance is achieved when at least 90% of samples collected from water standing in contact with plumbing for at least 6 hours are below the Action Level. Complete lead tap sampling data are available for review by contacting 1-800-492-8373.

| ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST - Water Leaving the Shelbyville Treatment Facility | | | | |
|---|---|---|---|---|
| **Substance (with units)** | **Year Sampled** | **SMCL** | **Shelbyville Water Treatment Plant** | |
| | | | **Level Found** | **Range Detected** |
| **Chloride (ppm)** | 2024 | 250 | 22.4 | NA |
| **Copper (ppm)** | 2024 | 1 | 0.089 | NA |
| **Iron (ppm)** | 2025 | 0.3 | 0.02 | ND to 0.06 |
| **Manganese (ppm)** | 2025 | 0.05 | 0.015 | ND to 0.032 |
| **pH** | 2025 | 6.5 to 8.5 | 7.74 | 7.53 to 8.02 |
| **Sulfate (ppm)** | 2024 | 250 | 41 | NA |

**SMCLs:** EPA has established secondary maximum contaminant levels (SMCLs) as guidelines to assist public water systems in managing their drinking water for aesthetic considerations, such as taste, color, and odor. These contaminants are not considered to present a risk to human health at the SMCL.

## Availability of Monitoring Data for Unregulated Contaminants

Unregulated contaminants are those for which the EPA has not established drinking water standards. Unregulated contaminant monitoring helps EPA to determine where certain contaminants occur and whether the Agency should consider regulating those contaminants in the future. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored. More information is available at https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule

The Shelbyville system participated the latest round of sampling under the Unregulated Contaminant Monitoring Rule (UCMR 5) in 2025. There were no detections of these unregulated contaminants in the Shelbyville Operations finished drinking water. If you are interested in examining the results, please contact us at 1-800-492-8373.

The Johnson County Operations system participated the latest round of sampling under the Unregulated Contaminant Monitoring Rule (UCMR 5). Below are the detections of these unregulated contaminants. If you are interested in examining the results, please contact us at 1-800-492-8373.

**UNREGULATED CONTAMINANT MONITORING - Collected at the Johnson County Operations Treatment Plants**

| Substance (with units) | Year Sampled | USEPA MCL (2029) | Marlin/Orme Water Treatment Plant | | Sugar Creek Water Treatment Plant | | London Road Water Treatment Plant | | Typical Source |
|---|---|---|---|---|---|---|---|---|---|
| | | | Average | Range | Average | Range | Average | Range | |
| Perfluoropentanoic acid (PFPeA) (ppt) | 2024 | NA | 4.9 | NA | ND | NA | ND | NA | Manufactured chemicals; used in a wide range of consumer products and industrial applications |
| Perfluorohexanoic acid (PFHxA) (ppt) | 2024 | NA | 4.5 | NA | ND | NA | ND | NA | |

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.

U.S. EPA has established national limits for six PFAS substances that we must meet by April 2029. For more information on the U.S. EPA's PFAS drinking water standards, please visit https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas

# Tested for, but **Not Detected**

- 1,1,1-Trichloroethane
- 1,1,2-Trichloroethane
- 1,1-Dichloroethene
- 1,2,4-Trichlorobenzene
- 1,2-Dibromo-3-chloropropane
- 1,2-Dibromoethane (EDB)
- 1,2-Dichlorobenzene
- 1,2-Dichloroethane
- 1,2-Dichloropropane
- 1,4-Dichlorobenzene
- 2,4,5-T
- 2,4,5-TP (Silvex)
- 2,4-DB
- 3,5-Dichlorobenzoic Acid
- 3-Hydroxycarbofuran
- Acifluorfen
- Alachlor
- Aldicarb
- Aldicarb Sulfone
- Aldicarb Sulfoxide
- Antimony - Total
- Arsenic- Total
- Arochlor-1016
- Arochlor-1221
- Arochlor-1232
- Arochlor-1242
- Arochlor-1248
- Arochlor-1254
- Arochlor-1260
- Bentazon
- Benzene
- Benzo(a)pyrene
- Beryllium – Total
- Boron – Total
- Bromoform
- Cadmium - Total
- Carbaryl (Sevin)
- Carbofuran
- Carbon tetrachloride
- Chlorobenzene
- Chromium - Total
- cis-1,2-Dichloroethene
- Cobalt - Total
- Cyanide, Total
- Dacthal
- Dalapon
- Di(2-ethylhexyl)adipate
- Di(2-ethylhexyl)phthalate
- Dicamba
- Dichloroprop
- Dinoseb
- Diquat
- Endothall
- Endrin
- Ethyl Benzene
- Gamma-BHC (Lindane)
- Glyphosate
- Heptachlor
- Heptachlor epoxide
  Hexachlorobenzene
- Hexachlorocyclopentadiene
- Mercury – Total
- Methiocarb
- Methomyl
- Methoxychlor
- Methyl tert-Butyl ether (MTBE)
- Methylene chloride
- Molybdenum – Total
- Monobromoacetic Acid
- Nickel- Total
- Oxamyl (Vydate)
- Pentachlorophenol
- Perchlorate
- Picloram
- Silver – Total
- Simazine (Princep)
- Styrene
- Technical Chlordane
- Tetrachloroethene (PCE)
- Thallium - Total
- Toluene
- Total PCBs
- Toxaphene
- trans-1,2-Dichloroethene
- Trichloroethene (TCE)
- Vinyl chloride
- Xylene (total)
- Zinc – Total

# 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 which a water system must follow.

**Contaminant:** Any physical, chemical, biological, or radiological substance or matter in water.

**Hazard Index:** The Hazard Index is an approach that determines the health concerns associated with mixtures of certain PFAS in finished drinking water. Low levels of multiple PFAS that individually would not likely result in adverse health effects may pose health concerns when combined in a mixture. The Hazard Index MCL represents the maximum level for mixtures of PFHxS, PFNA, HFPO-DA, and/or PFBS allowed in water delivered by a public water system. A Hazard Index greater than 1 requires a system to take action.

**Herbicide:** Any chemical(s) used to control undesirable vegetation.

**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 a 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 (µmhos/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.

**parts per billion (ppb):** One part substance per billion parts water; equal to micrograms per liter (µg/L)

**parts per million (ppm):** One part substance per million parts water; equal to milligrams per liter (mg/L)

**parts per trillion (ppt):** One part substance per trillion parts water; equal to nanograms per liter (ng/L)

**Pesticide:** Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

**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).

**Primary Drinking Water Standard (PDWS):** MCLs for contaminants that affect health along with their monitoring and reporting requirements and water treatment requirements.

**RAA:** Running Annual Average

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

**TON:** Threshold Odor Number

**Total Dissolved Solids (TDS):** An overall indicator of the amount of minerals in water.

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

**Variances and Exemptions:** State or EPA permission not to meet an MCL or utilize a treatment technique under certain conditions.

**µg/L:** Micrograms per liter

**%:** 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

# Important Information About **Drinking Water**

## 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) or on EPA's website epa.gov/safewater.

## Chlorine Disinfection

Chlorine is used to destroy disease-causing organisms in water, an essential step in delivering safe drinking water and protecting public health. Chlorination is the most widely used method for disinfecting water supplies in the United States. Chlorine is first applied at the water treatment facility and a continual residual is maintained as it travels from the source, through the distribution system, and finally to your water tap. Medical centers that perform dialysis are responsible for on-site treatment and removal of chlorine.

## Fluoride

Indiana American Water adds fluoride to the Shelbyville water supply as required by local ordinance. The U.S. Department of Health and Human Services recommends a fluoride concentration in drinking water (also called the Optimal Level) of 0.7 milligrams of fluoride per liter of water. The U.S. EPA limit for fluoride in drinking water is 4.0 mg/L. The U.S. EPA also recommends, as a secondary standard, that drinking water contain no more than 2.0 mg/L of fluoride. This secondary standard is a non-enforceable guideline and is intended to help children avoid dental fluorosis.

## PFAS

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.

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.

**For more information, contact our Customer Service Organization at 1-800-492-8373, M-F, 7 a.m. to 7 p.m.**

# About **Lead**

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Shelbyville Operations is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact us at 1-800-492-8373 for a list of certified labs. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at http://www.epa.gov/safewater/lead.

**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

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

The utility-owned 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.

## Steps to Reduce Your Potential Exposure to Lead in Drinking Water

### Steps we are taking:

Corrosion of pipes, plumbing fittings and fixtures may cause lead and copper to enter drinking water. To assess corrosion of lead and copper, Shelbyville Operations conducts tap sampling for lead and copper at selected sites every three years.

Shelbyville drinking water and the purchased water from the Johnson County London Road Plant is treated using phosphoric acid to control corrosion, which was designated as the optimal corrosion control treatment by the Indiana Department of Environmental Management. To ensure the treatment is operating effectively, Shelbyville monitors water quality parameters monthly.

### Steps you can take:

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.

1. Replace any lead service lines. If you have a lead service line, replace it.
2. 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 6 hours, flush the tap with cold water for 30 seconds to 2 minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.
3. 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.
4. Routinely remove and clean all faucet aerators.
5. Check to see if your interior plumbing or faucets contain lead and replace any that do. Look for the "Lead Free" label when replacing or installing plumbing fixtures.
6. 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.
7. 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 aerator from each faucet and run the water for 3 to 5 minutes.

**Note:** Homeowners are responsible for their in-home plumbing. Plumbing fixtures like faucets, valves and solder can contain small amounts of lead. If lead exists in your internal plumbing or fixtures, we recommend that you follow the above tips to help reduce your potential exposure to lead. If you have concerns about the plumbing in your home, please contact a licensed plumber.

# 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.

## Your Service Line Material

At Indiana American Water, providing safe, reliable water service is our top priority. The Lead and Copper Rule Revisions finalized in 2021 require that all water providers share with customers the material of the utility-owned and customer-owned service lines that provide water to their property.

To support this initiative, Indiana American Water created an interactive map to help our customers learn or identify their service line material and the next steps they can take to support this initiative. To access the online inventory map, please visit Indianaamwater.com/leadfacts.

Please note: if your service lines contain lead, it does not mean you cannot use water as you normally do. Indiana American Water tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead. For added protection and to comply with the new legislation, we will be removing lead and lead/galvanized piping from service lines over time. For more information on lead in drinking water, please visit **Indianaamwater.com/leadfacts**

### If you visit our interactive map and the customer-owned portion of the service line material is listed as unknown, help us identify the material.

Due to age or lack of records, your service line material may be unknown. Help us by identifying and reporting your service line material online:

- **Visit Indianaamwater.com/leadfacts** and search for your address.
- **Follow the instructions,** answer a few questions and upload a photo of your service line material.
- **CLICK "SUBMIT!"**

### 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 not cling to lead pipes. |

# What are the **Sources of Contaminants?**

To protect public health, the Environmental Protection Agency prescribes regulations which limit the amount of certain contaminants in tap water provided by public water systems. The 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 mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by contacting the Environmental Protection Agency by calling the Safe Drinking Water Hotline (800-426-4791) or visiting the website epa.gov/safewater.

Both tap water and bottled water come from 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. The water can also pick up and transport substances resulting from the presence of animals or from human activity. These substances are also called contaminants.

| **Contaminants are any physical, chemical, biological, or radiological substance or matter in water. 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 occur naturally in the soil or groundwater 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 can also come from gas stations, urban stormwater runoff, and septic systems. |
| **Radioactive Contaminants** | which can occur naturally or be the result of oil and gas production and mining activities. |

# About Your **Drinking Water Supply**

## Where Your Water Comes From

The raw drinking water supply is groundwater obtained from five wells in one well field and a small amount of the finished drinking water is supplied from the Johnson County Operations London Road Treatment Plant (IN5241005). 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–Shelbyville Operations sources have a moderate susceptibility to contamination. This means that under current existing land use practices, the likelihood of the source water aquifer becoming contaminated is moderate. 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 groundwater resources serving your community. If you are interested in environmental water quality issues, please contact our Customer Service Center at 1-800-492- 8373.

## How it's Treated

Generally, groundwater supplies are disinfected with chlorine and surface water supplies are treated with chloramines for bacteriological quality in the distribution system.

## 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 We're Doing

Our priority is to provide reliable, quality drinking water service for 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 of 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 wellhead 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 have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.

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

## 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.
- Check for leaks from automobiles and heating fuel tanks. 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 amwater.com/inaw or contact the regional Source Water Protection Lead at 1-800-492-8373.

# Every Drop **Counts**

## Six Simple Steps to **Save Water**

**Fix any leaking faucets.**
One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.

**Don't let faucets run when brushing, shaving, or washing the dishes.** Just turning off the water while you brush can save 200 gallons a month.

**Run washing machines and dishwashers only when they are full**, or select the properly-sized wash cycle for the current laundry load.

**Install water-saving shower heads and faucet aerators** in the bathroom and kitchen (available at most home improvement stores and some supermarkets).

**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.

**Turn off automatic lawn and garden sprinklers** when it's raining outside and at the end of the growing season.