



2023 Annual  
**WATER QUALITY  
REPORT**

**Lowell Operations**  
PWS ID: IN5245029

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



**INDIANA  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

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

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

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

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

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

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

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

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

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

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

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



**Matt Prine**

President, Indiana  
American Water

To our valued customers:

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

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

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

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

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

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

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

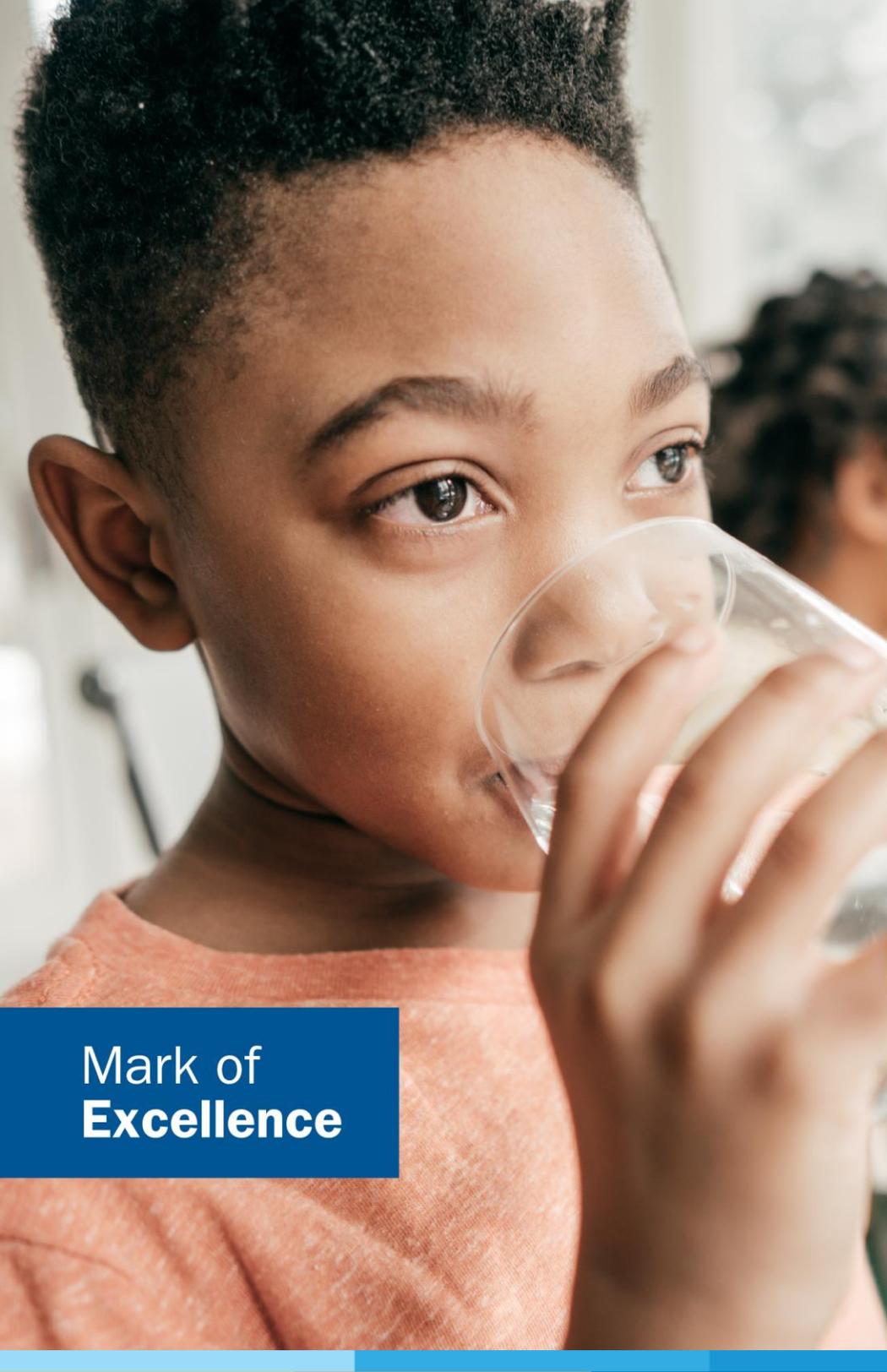
Matt Prine  
President, Indiana American Water

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



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

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



Mark of  
Excellence



### EVERY STEP OF THE WAY.

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



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

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



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

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



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

The raw drinking water supply is groundwater obtained from eleven wells in one well field.

The Indiana Department of Environmental Management (IDEM) has assessed all public surface and groundwater sources throughout the state to identify potential contaminants. All groundwater under direct influence of surface water has 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 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.



## QUICK FACTS ABOUT THE LOWELL WATER SYSTEM

**Communities served:**

Lowell

**Water source:**

Eleven groundwater wells

**Average amount of  
water supplied to  
customers on a daily basis:**

1.01 million gallons per day

**Disinfection treatment:** The groundwater supply is disinfected with chlorine to maintain water quality in the distribution system.



# What are the Sources of Contaminants?

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

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be

obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

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

## SPECIAL HEALTH INFORMATION

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

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

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



# Protecting Your Drinking Water Supply

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

## WHAT CAN YOU DO?

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

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

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

## FOR MORE INFORMATION

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

## WHAT ARE WE DOING?

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

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

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



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



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



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

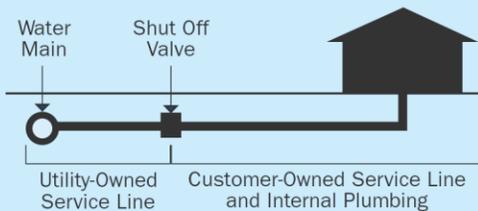


**Discovering New Opportunities:** We recently began a project with The Nature Conservancy funded by the United States Department of Agriculture under the Farm Bill. The project will develop a strategy to improve water quality at the headwaters of the White River.

# About Lead

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

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



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

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

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

### MINIMIZING YOUR POTENTIAL EXPOSURE

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

### CHECK YOUR PLUMBING AND SERVICE LINE

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



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



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



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



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



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



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

# Determining Your Service Line Material

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

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

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

## TYPES OF PIPE

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

## YOUR SERVICE LINE MATERIAL

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

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

# Important Information About **Drinking Water**

## **NITRATES**

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





## 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.

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

Additionally, in 2024, Lowell Operations will be testing our drinking water for 29 PFAS chemicals through our participation in the U.S. EPA Unregulated Contaminant Monitoring Rule program, or UCMR. Through the UCMR program, water systems collect data on a group of contaminants that are currently not regulated in drinking water at the federal level. U.S. EPA uses this information when deciding if it needs to create new drinking water limits.

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

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

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



## Water Quality Results

### **WATER QUALITY STATEMENT**

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

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

# Definition of Terms

These are terms that may appear in your report.

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

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

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

**LRAA:** Locational Running Annual Average

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

**Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

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

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

**MFL:** Million fibers per liter.

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

**NA:** Not applicable

**ND:** Not detected

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

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

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

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

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

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

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

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



1 drop

in a 10 gallon fish tank

### Parts Per Billion



1 drop

in a 10,000 gallon swimming pool

### Parts Per Trillion



1 drop

in 35 junior size Olympic pools

# Water Quality Results

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

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

## LEAD AND COPPER MONITORING PROGRAM - At least 20 tap water samples collected at premise taps every three years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2022	Yes	0	15	ND	20	0	Corrosion of household plumbing systems.
Copper (ppm)	2022	Yes	1.3	1.3	0.059	20	0	Corrosion of household plumbing systems.

## REVISED TOTAL COLIFORM RULE - At least 10 samples collected each month in the distribution system

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

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

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

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

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

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest LRAA	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2023	Yes	NA	80	73.3	33.4 to 106.3	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2023	Yes	NA	60	11.9	4.2 to 15.1	By-product of drinking water disinfection.

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

**DISINFECTANTS - Collected in the Distribution System**

Substance (with units)	Year Sampled	Compliance Achieved	MRDLG	MRDL	Minimum Chlorine Residual	Compliance Result	Range Detected	Typical Source
Distribution System Chlorine Residual (ppm) <sup>1</sup>	2023	Yes	4	4	0.2	1.15	0.31 to 1.76	Water additive used to control microbes.
Treatment System Chlorine Residual (ppm) <sup>2</sup>	2023	No	4	4	0.2	0.8	0.8 to 2.1	Water additive used to control microbes.

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

2- Data represents the lowest residual entering the distribution system from our groundwater under the direct influence of surface water treatment plant.

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

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Fluoride (ppm)	2023	Yes	4	4	0.63	NA	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Nitrate (ppm)	2023	Yes	10	10	0.02	NA	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

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

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Average Amount Detected	Range	Number of Quarters Out of Compliance	Typical Source
<b>*Total Organic Carbon (TOC)</b>	2023	Yes	NA	TT	1.0	0.94 to 0.98	0	Naturally present in the environment.

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

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

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Single Measurement and Lowest Monthly % of Samples ≤0.3 NTU	Typical Source
<b>*Turbidity (NTU)</b>	2023	Yes	0	TT: Single result >1 NTU	0.07	Soil runoff.
	2023	Yes	NA	TT: At least 95% of samples ≤0.3 NTU	100%	Soil runoff.

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

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

Substance (with units)	Year Sampled	MCLG	SMCL	Level Found	Range Detected	Typical Source
Chloride (ppm) <sup>1</sup>	2023	NA	250	57.2	NA	Erosion of natural deposits; road salting.
pH <sup>1</sup>	2023	NA	6.5 - 8.5	8.6	8.01 to 9.27	Naturally occurring.
Sulfate (ppm) <sup>1</sup>	2023	NA	250	126.6	NA	Erosion of natural deposits.

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

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

Substance (with units)	Year Sampled	EPA Guidance Level	Level Found	Range Detected	Typical Source
Hardness (ppm)	2023	NA	158	92 to 158	Naturally occurring.
Sodium (ppm) <sup>1</sup>	2023	20	61.9	NA	Naturally occurring.

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



# Public Notification

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

ESTE INFORME CONTIENE INFORMACION MUY IMPORTANTE SOBRE SU AGUA DE BEBER. TRADUZCALO O HABLE CON ALGUIEN QUE LO ENTIENDA BIEN.

### Significant Deficiency Received for the Lowell Operations

While under the ownership of the Town of Lowell your water system received a significant deficiency during a regulatory inspection in 2021. Even though this is not an emergency, as our customers, you have a right to know what happened and what is being done to correct this situation.

#### **What happened?**

All public water systems are required to maintain a water loss calculation of under 25%. It was determined during a June 10<sup>st</sup>, 2021 inspection that the Town of Lowell had a water loss of 31%.

#### **What's being done?**

Lowell Operations is taking the following steps to address the water loss issue:

- Regular system monitoring to detect leaks so that they may be addressed timely, thus reducing the amount of water loss.
- Continued change out of meters that are slowing or have completely stopped so that actual water usage is accurately recorded.
- Continued adherence to our length of service program (LOS), replacing meters as their age runs out and accuracy of water usage decreases.
- Continued identification of connections that are not being billed.
- Continued recording of all accounted for water loss including flushing, main breaks, known leaks, and fire usage.
- Continued monitoring of inactive with consumption on meters.
- Continued annual testing of flow meters at the plant to ensure the accurate account of treated water usage.

#### **What should I do?**

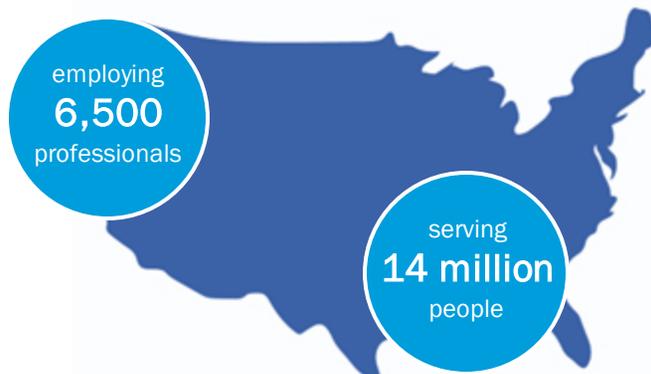
There is nothing you need to do at this time.



## About Us

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

With a history dating back to 1886, **American Water** (NYSE:AWK) is the largest regulated water and wastewater utility company in the United States. We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations.



### INDIANA AMERICAN WATER FACTS AT A GLANCE

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

# How to Contact Us

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

## WATER INFORMATION SOURCES

Indiana American Water  
[www.indianaamwater.com](http://www.indianaamwater.com)

Indiana Department of Environmental Management:  
[www.in.gov/idem](http://www.in.gov/idem)

United States Environmental Protection Agency (USEPA):  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

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

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

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

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

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

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

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

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

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

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

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

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

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