



153 N Emerson Ave
Greenwood IN 46143
www.amwater.com

P 317-885-2408

November 7, 2024

Stacy Jones
Section Chief, Chemical and Surface Water Compliance Section
OWQ Drinking Water Branch- Mail Code 66-34
Indiana Department of Environmental Management
100 North Senate Avenue
Indianapolis, IN 46204-2251

RE: Indiana American Water Service Line Material Consumer Notifications

Dear Ms. Jones:

Per our previous conversation please find blank customer notification templates that will serve as our example copy of the notifications that were delivered to our customers. Indiana American Water utilized YSG to print, process, and mail our customer notifications and we were not provided copies of completed templates for each of our PWSs. I am also including the USPS postage statements for the mailing of our notices for your records.

Please contact me with any questions or concerns.

Respectfully,

Christina Gosnell
Senior Manager Water Quality and Environmental Compliance
Indiana American Water



Service Line Material Consumer Notification

Federal regulations require that water systems notify all persons served by a service line classified as Lead, Galvanized Requiring Replacement (GRR), or Lead Status Unknown within thirty (30) days of the effective date (October 16, 2024) of the federal Lead and Copper Rule Revisions (LCRR).

Please certify the notification met the following criteria (by checking each line):

- ☒ Notification was sent to affected customers on or before November 15, 2024. (40 CFR (141.85(e)(2))
- ☒ *Applicable only to community water systems:* For new customers in buildings served by lead, galvanized requiring replacement, or unknown service lines, a notice meeting the criteria below will also be provided at the initiation of service. (40 CFR 141.85(e)(2))
- ☒ The notification included information about the material makeup of the service line (lead, galvanized requiring replacement as defined in 40 CFR 141.84(a)(4), or an unknown material), including information about both the utility-owned sections and customer-owned sections of the service line where relevant. (40 CFR 141.85(e)(1))
- ☒ The notification includes (pursuant to 40 CFR 141.85(e)(3)):
 - ☒ Steps a person can take to reduce lead exposure
 - ☒ Information about the opportunities to replace lead or galvanized service lines
 - ☒ Ways to identify the material of unknown service lines
- ☒ The following EPA-mandated message (pursuant to 40 CFR 141.85(a) was included in each letter:

Health effects of lead. Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.
- ☒ I have attached a copy of each type of notification delivered to my customers. (40 CFR 141.90(f)(4)(6))

The number of each type of notification delivered to my customers is:

675 Lead Service Lines

99 Galvanized Lines Requiring Replacement

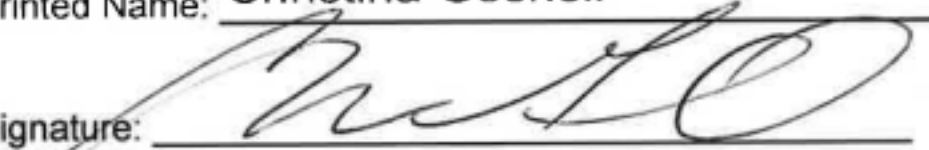
12264 Unknown Service Lines

The date the last certification was delivered was (insert date): 11/01/2024

I certify, as the responsible person (or authorized representative) of the water system indicated above, the notification has been provided to all persons served by a lead, galvanized requiring replacement, or lead status unknown service lines in accordance with the delivery, content, and deadlines of 40 CFR 141.85(e), (40 CFR 141.90(e)(13), and 40 CFR 141.90(f)(4)) and that notice will be provided to new customers at the time-of-service initiation:

Water Supply Name: Indiana American Water- Richmond PWSID #: IN5289012

Printed Name: Christina Gosnell

Signature: 

Date (month, day, year): 11/07/2024

Phone number: 317-885-2408 Email: christina.gosnell@amwater.com

Please mail or email these documents to:

IDEM
Drinking Water Branch
Chemical & Surface Water Compliance Section
100 North Senate Avenue - MC 66-34
Indianapolis, IN 46204-2251

or

scan/email: DWBMGR@idem.in.gov



ESTE INFORME CONTIENE INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

Month XX, 2024

Dear Valued Customer,

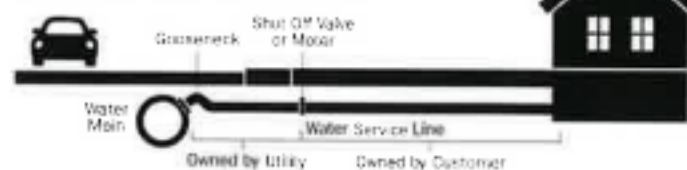
At Indiana American Water, providing safe, reliable water service is our top priority, and we're reaching out to you because our records indicate a portion or all of the water service line serving the property listed below is made of lead, galvanized steel, or your service line material is "unknown."

Indiana American Water tests for lead in accordance with regulatory requirements. The results of these tests indicate the water meets drinking water standards related to lead. In addition, we take steps to reduce the potential of lead leaching from service lines and household plumbing into the water by monitoring our treatment processes and adding a corrosion inhibitor where needed. In some cases, however lead levels might be detected at some properties due to corrosion of:

- Lead service line serving older homes and buildings
- Lead solder in household plumbing installed before state adoption of the Environmental Protection Agency (EPA) lead ban in March 1987
- Some faucets manufactured prior to 2014

To help reduce our customers' potential exposure to lead, we are committed to replacing lead service lines, and in some cases galvanized service lines, over the course of the next several years. The service line is the pipe that connects a home or business to the water main in the street. A portion of the service line serving your property is owned by Indiana American Water; the other portion is owned by the property owner.

Utility-owned vs. Customer-owned Portion of the Service Line



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

ABOUT YOUR SERVICE LINE

Attention landlords and property owners: If you are the account holder, but do not reside at the below address, please share this information with those receiving water service at this location.

- **Premise#:** [Premise] **Service Type:** [Service Utility Type]
- **Property:** [Address, City, State]
- **Indiana American Water Service Line Material:** [Curr Comp Mat EPA]
- **Customer Owned Service Line Material:** [ConsolidatedEPACode]
- **Water System ID#:** [PWSID]
- **Water System Name:** [System]

If your service line is:

- **Lead:** Indiana American Water has a lead service line replacement program that will replace the company- and customer-owned service lines at no direct cost to you. Information on this program is available at indianaamwater.com/leadfacts. If you are planning to replace your customer-owned lead service line, contact us at leadfreeIN@amwater.com prior to replacement so that we can coordinate our efforts.
- **Galvanized Requiring Replacement:** This indicates that the service line is or was potentially at one time connected to a lead service line. Indiana American Water will work with you to determine if your galvanized line qualifies for our replacement program. Learn more at indianaamwater.com/leadfacts.
- **Lead Status Unknown:** Due to age or lack of records, the service line material is unknown but may be lead. Please visit indianaamwater.com/leadfacts for instructions on how to determine and self-report the customer-owned service line material entering your household/building.

HEALTH EFFECTS OF LEAD

According to the U.S. Environmental Protection Agency, exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.



Scan to learn more about lead and drinking water

LEARN MORE ABOUT LEAD AND DRINKING WATER

Additional information about our lead service line replacement program can be found at indianaamwater.com/leadfacts, including answers to frequently asked questions and an interactive map of the company's service line inventory.

Still have questions? Contact us at leadfreeIN@amwater.com.



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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.

FEARSI



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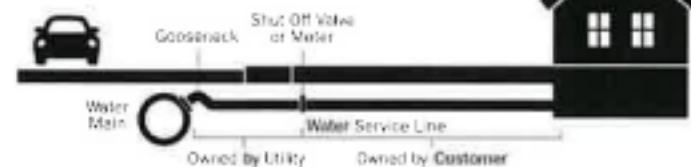
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- **Water System ID#:** [PWSID]
- **Water System Name:** [System]

What does "Service Line Replaced with Lead Remaining" mean?

Indiana American Water replaced a portion of the customer-owned lead service line with cross-linked polyethylene pipe, also known as PEX; however we were unable to replace a portion of your lead service line due to its location (For example: piping located in a slab, foundation, or inaccessible crawl space or basement). This means a portion of lead service line exists between the PEX service line and the shut off valve inside the building. We will be in contact with you to discuss potential options. In the meantime, we encourage you to follow the steps to reduce your potential exposure to lead provided on the other side.

NOTE: Any lead remaining following the shut off valve and within your home is the responsibility of the homeowner to replace.

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