



153 N Emerson Ave  
Greenwood IN 46143  
[www.amwater.com](http://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

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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:

101 Lead Service Lines

11 Galvanized Lines Requiring Replacement

31527 Unknown Service Lines

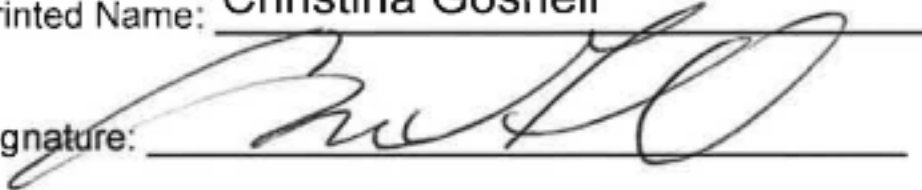
The date the last certification was delivered was (insert date):

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- Southern IN Operations PWSID #: IN5210005

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,

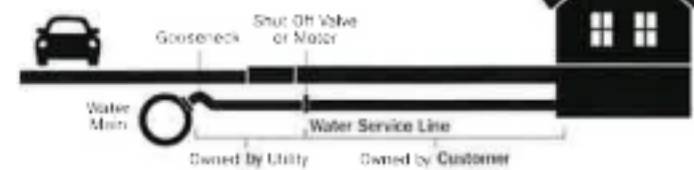
At Indiana American Water, providing safe, reliable water service is our top priority, and we're reaching out to you because our records indicate a portion or all of the water service line serving the property listed below is made of lead, galvanized steel, or your service line material is "unknown."

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](http://indianaamwater.com/leadfacts). If you are planning to replace your customer-owned lead service line, contact us at [leadfreeIN@amwater.com](mailto: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](http://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](http://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](http://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](mailto:leadfreeIN@amwater.com).

WE KEEP LIFE FLOWING.

Continued on reverse





AMERICAN WATER  
INDIANA

# Service Line Material About Your IMPORTANT INFORMATION

[Billing City], [Billing State], [Billing Zip]  
[Billing Address] [Apartment Addi]  
Current Resident

153 N. Emerson Avenue  
Greenwood, IN 46143

AMERICAN WATER  
INDIANA

## STEPS YOU CAN TAKE TO REDUCE YOUR POTENTIAL EXPOSURE TO LEAD IN DRINKING WATER

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.

### ENGLISH

This notice contains important information about your water service and may affect your rights. We encourage you to have this notice translated in full into a language you understand or speak with someone who understands it before you make any decisions that may be required under this notice.

### SPANISH/ESPAÑOL

Este aviso contiene información importante sobre su servicio de agua y puede afectar sus derechos. Le recomendamos que traduzca este aviso en su totalidad a un idioma que comprenda o consulte a alguien que comprenda el contenido de este aviso antes de tomar cualquier decisión que pueda ser necesaria en virtud del mismo.

### TRADITIONAL CHINESE/繁體中文

本公啟者包含有關供水服務的重要資訊，可能會影響您的權利。我們鼓勵您將本公啟者全文翻譯成您能理解的語言或與能理解該語言的人士討論，然後再根據本公啟者作出任何可能需要的決定。

### TRADITIONAL CHINESE (HONG KONG)/繁體中文 (香港地區)

現啟者包含有關供水服務的重要資訊，可能會影響您的權利。我們鼓勵您將本公啟者全文翻譯成您能理解的語言或與能理解該語言的人士討論，然後再根據本公啟者作出任何可能需要的決定。

### SIMPLIFIED CHINESE/簡體中文

本通知包含有关供水服务的重要信息，可能会影响您的权利。我们建议您在根据本通知做出任何所需的决定之前，将本通知全文翻译成您能理解的语言，或请与能理解本通知的人士商量了解内容。

### CROATIAN/HRVATSKI

Ova obavijest sadrži važne informacije vezane uz opskrbu vodom i može utjecati na vaša prava. Savjetujemo vam da prije donošenja bilo kakve odluke koja može biti zatražena na temelju ove obavijesti, date prevesti cjelokupnu obavijest na jezik koji razumijete ili da se posavjetujete s nekim koga je razumije.

### GERMAN/DEUTSCH

Diese Mitteilung enthält wichtige Informationen über Ihre Wasserversorgung und kann Ihre Rechte betreffen. Wir empfehlen Ihnen, diese Mitteilung vollständig in eine Sprache zu übersetzen zu lassen, die Sie verstehen, oder mit jemandem zu sprechen, der sie versteht, bevor Sie Entscheidungen treffen, die aufgrund dieser Mitteilung erforderlich sein können.

### GUJARATI/ગુજરાતી

આ જાણકારી સાર્વજનિક સેવાઓના સંબંધમાં છે અને તે સેવાઓના ઉપયોગને અસર કરી શકે છે. આ જાણકારીને સમજી શકતા અથવા તેને સમજાવી શકતા કોઈપણ ભાષામાં અનુવાદ કરવામાં આવે છે અથવા તેને સમજાવી શકતા કોઈપણ ભાષામાં સમજાવવામાં આવે છે.

### HINDI/हिन्दी

यह सूचना पानी की आपूर्ति से संबंधित महत्वपूर्ण जानकारी है और यह आपके अधिकारों को प्रभावित कर सकती है। हम सलाह देते हैं कि आप इस सूचना को अपने समझ में आने वाली भाषा में अनुवाद करवाएं या किसी ऐसे व्यक्ति से सलाह लें जो इसे समझ सकते हैं।

### ITALIAN/ITALIANO

Questo avviso contiene informazioni importanti sul servizio idrico e può influire sui Suoi diritti. Le consigliamo di tradurre questo avviso nella sua interezza in una lingua a Lei comprensibile o di parlarne con qualcuno che lo comprenda prima di prendere qualsiasi decisione richiesta ai sensi del presente avviso.

### KOREAN/한국어

이 통지에는 수도 서비스에 대한 중요한 정보가 포함되어 있으며 귀하의 권리에 영향을 미칠 수 있습니다. 본 통지를 따라 요구될 수 있는 결정을 내리기 전에 이 통지 내용을 귀하가 이해하는 언어로 번역하거나 이를 이해하는 사람과 대화할 것을 권장합니다.

### POLISH/POLSKI

Niniejsze powiadomienie zawiera ważne informacje dotyczące usług wodociągowych i może mieć wpływ na prawa użytkownika. Zalecamy przetłumaczenie niniejszego powiadomienia w całości na zrozumiały język lub porozmawianie z kimś, kto je rozumie, przed podjęciem jakiegokolwiek decyzji, które mogą być wymagane zgodnie z niniejszym powiadomieniem.

### PORTUGUESE/PORTUGUÊS

Este aviso contém informações importantes sobre seu serviço de água e pode afetar seus direitos. Recomendamos que traduza este aviso na totalidade para um idioma que você consiga entender ou que fale com alguém que entenda o idioma do aviso antes de tomar qualquer decisão que possa ser necessária em virtude deste aviso.

### TAGALOG

Ang pabalid na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong serbisyo ng tubig at maaaring makapag-ambag sa inyong mga karapatan. Inirerekomenda namin na isaling-wika ninyo ang pabalid na ito sa kanyang kabuuang sa nang wikang naintindihan ninyo o makipag-usap sa isang tao na nakakaintindihan ng ito bago magsagawa ng anumang desisyon na maaaring iatas ng pabalid na ito.

### VIETNAMESE/TIẾNG VIỆT

Thông báo này có chứa những thông tin quan trọng về dịch vụ nước của quý vị và có thể ảnh hưởng đến quyền lợi của quý vị. Chúng tôi khuyên quý vị dịch toàn bộ thông báo này sang một ngôn ngữ mà quý vị hiểu hoặc nói chuyện với một người hiểu thông báo này trước khi quý vị đưa ra bất kỳ quyết định nào mà thông báo này có thể yêu cầu.

### ARABIC/العربية

هذه المعلومة هامة حول خدمة المياه الخاصة بك وقد تؤثر على حقوقك. نوصي بترجمة هذا الإعلان بأكمله إلى لغة تفهمها أو تتحدث بها، أو التحدث مع شخص يفهم اللغة التي أنت تفهمها.

### FARSI/فارسی

این اطلاعیه حاوی اطلاعات مهمی در مورد خدمات آب شماست و ممکن است بر حقوق شما تأثیر بگذارد. توصیه می‌کنیم این اطلاعیه را به فارسی ترجمه کنید یا با کسی که فارسی را می‌فهمد صحبت کنید.