



CONSUMER CONFIDENCE REPORT CERTIFICATION IN DRINKING WATER

State Form 54187 (R / 7-14)

INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT (IDEM)
OFFICE OF WATER QUALITY – DRINKING WATER BRANCH – COMPLIANCE SECTION

IDEM – DRINKING WATER BRANCH
MC 66-34
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- INSTRUCTIONS:**
1. Complete Consumer Confidence Report (CCR) Certification form.
 2. Submit the certification form to IDEM by October 1st of reporting year.

CERTIFICATION

System Name: Twin Lakes - CUII

PWSID Number: IN5245046

The community water system named above hereby confirms that its consumer confidence report has been distributed to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to primacy agency.

Certified by:

Name Mary Rollins Signature _____

Title HSE Manager

Telephone number 704-319-0519 Date (month, day, year) ____ / ____ / ____

*** You are not required by EPA rules to report the following information, but you may want to provide it to your state. *Check all items that apply.*

- The consumer confidence report (CCR) was distributed by mail or other direct delivery on:

Date (month, day, year) ____ / ____ / ____

Specify other delivery methods below:

- Good faith efforts were used to reach non-bill paying consumers. Those efforts included the following methods as recommended by the primacy agency:

posting the CCR on the Internet at www.uiwater.com/Indiana

mailing the CCR to postal patrons within the service area (*attach ZIP codes served*)

advertising availability of the CCR in news media (*attach copy of announcement*)

publication of CCR in local newspaper (*attach a copy*)

posting the CCR in public places (*attach a list of locations*)

delivering multiple copies to single bill addresses serving several persons such as apartments, businesses, and large private employers

delivering CCR copies to community organizations (*attach a list*)

- For systems serving at least 100,000 persons only, CCR was posted on a publicly-accessible Internet site at the address: www._____.

- Delivered CCR to other agencies as required by the primacy agency (*attach a list*).

Community Utilities of Indiana, Inc. (CUII) Formerly known as Twin Lakes Utilities, Inc.

PWS ID: IN5245046

Annual Water Quality Report 2023

Message from Justin Kersey, President

Dear Community Utilities of Indiana, Inc. Customers,
I am pleased to present your Annual Water Quality Report for 2023. Transparency, health, and safety are key priorities in our company's efforts to provide a high-quality, reliable water supply. Included in this report are details about where your water comes from, what it contains, and how it compares to regulatory standards.

We are proud to share this report which is based on water quality testing through December 2023. We continually strive to supply water that meets and/or exceeds all federal and state water quality regulations at your tap.

Treating and maintaining a safe and reliable water supply is not only hard work, but it is rewarding. Our team of local water experts are proudly dedicated to providing safe, reliable, and cost-effective service every day. This commitment includes acting with integrity, protecting the environment, and enhancing the local community.

Best regards,



Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

Visit us online at www.uiwater.com/indiana to view the Water Quality Reports. Also visit our website for water conservation tips and other educational material.

[We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future](#)

Source of Drinking Water

Our wells draw from the ground water (GW) that is found in the Sand and Gravel aquifer in Lake and Porter Counties. An aquifer is a geological formation that contains water.

Source Water Name	Type of Water	Location:
Well #3	GW	WTP#1 Lake County, Indiana
Well #4	GW	WTP#1 Lake County, Indiana
Well #6	GW	WTP#1 Lake County, Indiana
Well #7	GW	WTP#1 Lake County, Indiana
Well #8	GW	WTP#2 Lake County, Indiana
Well #9	GW	WTP#2 Lake County, Indiana
Well #11	GW	WTP#1 Lake County, Indiana

Source Water Assessment

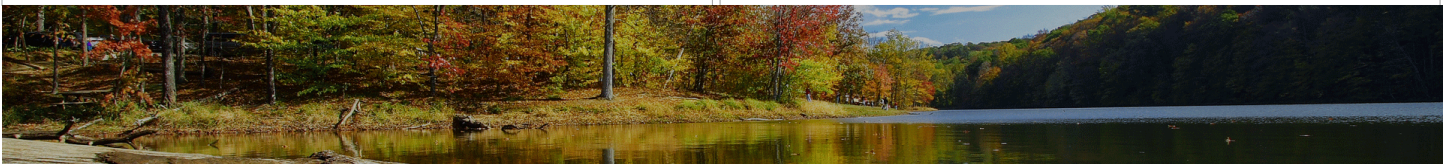
Our system has a source water assessment of "low susceptibility to contamination" based upon a critique of the information on area geology and sources of contamination in our wellhead protection plan.

Availability of a Source Water Assessment

A Source Water Assessment (SWA) has been prepared for our system. According to this assessment, our system has been categorized with a low susceptibility risk. More information of this assessment can be obtained by contacting Mr. Colin Webb at 877-294-8890. You can also obtain additional information by contacting Ms. Rebecca Travis of IDEM's Drinking Water Branch at (317) 308-3329.

Our Watershed Protection Efforts

Our water system is working with the community to increase awareness of better waste disposal practices to further protect the sources of our drinking water. We are also working with other agencies and with local watershed groups to educate the community on ways to keep our water safe.



EPA Wants You To Know

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

Contaminants that may be present in source water include:

- A. **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B. **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C. **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- D. **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.
- E. **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

What measures are in place to ensure water is safe to drink?

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The 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 the 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 at 1-800-426-4791.

Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

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. USEPA/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 (1-800-426-4791).

Information Concerning Lead in Water

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. Community Utilities of Indiana, Inc. 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 www.epa.gov/safewater/lead.

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

Drain Disposal Information

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

- Never pour grease down sink drains or into toilets. Scrape grease into a can or trash.
- Put strainers in sink drains to catch food scraps / solids for disposal.

Prescription Medication and Hazardous Waste

Household products such as paints, cleaners, oils, and pesticides, are considered to be household hazardous waste. Prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the wastewater treatment system and enter rivers and lakes (or leach into the ground and seep into groundwater in a septic system). Follow the directions for proper disposal procedures. **Do not flush hazardous waste or prescription and over-the-counter drugs down the toilet or drain.** They may flow downstream to serve as sources for community drinking water supplies. Many communities offer a variety of options for conveniently and safely managing these items. For more information, visit the EPA website at: www.epa.gov/hw/household-hazardous-waste-hhw.

The Safe Drinking Water Act was passed in 1974 due to congressional concerns about organic chemical contaminants in drinking water and the inefficient manner by which states supervised and monitored drinking water supplies. Congress' aim was to assure that all citizens served by public water systems would be provided high quality water. As a result, the EPA set enforceable standards for health-related drinking water contaminants. The Act also established programs to protect underground sources of drinking water from contamination.

Understanding This Report In order to help you understand this report, we want you to understand a few terms and abbreviations that are contained in it.

Action level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Action level goal (ALG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. ALG's allow for a margin of safety.
Avg	Regulatory compliance with some MCLs is based on running annual average of monthly samples.
EPA	Environmental Protection Agency.
Maximum Contaminant Level (MCL)	The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
Maximum Contaminant Level Goal (MCLG)	The "goal" is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's 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.
Not applicable (N/A)	Not applicable.
Not Detected (ND)	Analysis or test results indicate the constituent is not detectable at minimum reporting limit.
Parts per million (ppm) or Milligrams per liter (mg/l)	One part per million corresponds to one minute in two years or a single penny in \$10,000.
Parts per billion (ppb) or Micrograms per liter (ug/l)	One part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000.
Picocuries per liter (pCi/L)	A measure of radioactivity in the water.
Running Annual Average (RAA)	Calculated running annual average of all contaminant levels detected.
Treatment Technique (TT)	A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

Help Protect our Resources

Help put a stop to the more than **1 trillion gallons of water lost annually** nationwide due to household leaks. These easy to fix leaks waste the average family the amount of water used to fill a backyard swimming pool each year. Plumbing leaks can run up your family's water bill an extra 10 percent or more, but chasing down these water and money wasting culprits is as easy as 1—2—3. Simply check, twist, and replace your way to fewer leaks and more water savings:

- ⇒ **Check** for silent leaks in the toilet with a few drops of food coloring in the tank, and check your sprinkler system for winter damage.
- ⇒ **Twist** faucet valves; tighten pipe connections; and secure your hose to the spigot. For additional savings, twist a WaterSense labeled aerator onto each bathroom faucet to save water without noticing a difference in flow. They can save a household more than 500 gallons each year—equivalent to the amount water used to shower 180 times!
- ⇒ **Replace** old plumbing fixtures and irrigation controllers that are wasting water with WaterSense labeled models that are independently certified to use 20 percent less water and perform well.

For more information visit www.epa.gov/watersense

Monitoring Your Water

We routinely monitor for contaminants in your drinking water according to Federal and State laws. The tables below lists all the drinking water contaminants that were detected in the last round of sampling for each particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in the table**

is from testing done January 1 through December 31, 2023. The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, maybe more than one year old. *MCLs are set at very stringent levels. To understand the possible health effects described for many regulated contaminants, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.*

If You Have Questions Or Want To Get Involved

Community Utilities of Indiana, Inc. will be holding public meeting(s) during 2023. Please contact Colin Webb at 1-877-294-8890 for more information, including date, time and location. If you have any questions about this report or your water quality, please contact Loren Grosvenor.

Please Share This Information

Large water volume customers (like apartment complexes, hospitals, and schools) are encouraged to post extra copies of this report in conspicuous locations. This "good faith" effort will allow non-billed customers to learn more about the quality of the water that they consume.

Violations

In 2023, Community Utilities of Indiana, Inc. performed all required monitoring for contaminants and did not exceed any allowable levels of these contaminants. See the last page for a violation incurred during 2023.

Water Quality Test Results

Contaminants (units)	Year Sampled	MCL Violation Y/N	Highest Level Detected	Range Low High	MCLG	MCL	Likely Source of Contamination
Regulated Contaminants							
Barium (mg/l)	2021	N	0.071	0.042 - 0.071	2	2	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Fluoride (mg/l)	2021	N	0.26	0.22 - 0.26	4	4	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate–Nitrite (ppm)	2023	N	0.1174	0- 0.1174	10	10	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Dibromochloromethane (ppm)	2023	N	0.0021	0.0021	0	0.1	
Radioactive Contaminants							
Combined Radium 226/228	2021	N	1.6	1.18 - 1.6	0	5	Erosion of natural deposits
Gross alpha excluding radon and uranium (pCi/L)	2021	N	4.1	3.1 - 4.1	0	15	Erosion of natural deposits
Disinfectant Residuals Summary							
Contaminants (units)	Year Sampled	MRDL Violation Y/N	Your Water (highest RAA)	Range Low High	MRDLG	MRDL	Likely Source of Contamination
Chlorine (ppm)	2023	N	1	0.6 - 1.6	4	4.0	Water additive used to control microbes
Stage 2 Disinfection Byproduct Compliance							
Disinfection Byproduct	Year Sampled	MCL Violation Y/N	Your Water (highest RAA)	Range Low High	MCLG	MCL	Likely Source of Contamination
Total Trihalomethanes (TTHM) (ppb)	2023	N	8	7.7 - 7.7	N/A	80	Byproduct of drinking water disinfection
Haloacetic Acids (HAA5) (ppb)	2023	N	6	6 - 6	N/A	60	Byproduct of drinking water disinfection
Lead and Copper							
Contaminants (units)	Violation Y/N	Collection Date	90th Percentile	# Sites Over AL	MCLG	AL	Major Sources in Drinking Water
Copper (ppm)	N	2022	0.6763	1	1.3	1.3	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	N	2022	3.4	0	0	15	Erosion of natural deposits. Corrosion of household plumbing systems
<p><i>Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson’s Disease should consult their personal doctor.</i></p>							

Violations

Please see the following violations that Community Utilities of Indiana, Inc. received in 2023:

Revised Total Coliform Rule (RTCR)

Violation Type	Violation Begin	Violation End	Violation Explanation
Report Sample Results/ Fail Monitor RTCR	1/01/2023	1/31/2023	The company correctly collected water samples during the required collection period, and the samples were negative for Total Coliform and E. Coli. Therefore, no public notice was required. However, due to a technical/communication error between our contracted lab and IDEM's database, our samples were not submitted as routine and caused them to be reported late, which is considered a violation.

The Revised Total Coliform Rule (RTCR) seeks to prevent waterborne diseases caused by E. Coli. E. Coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human Pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They pose a greater health risk for infants, young children, and people with severely-compromised immune systems.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

PFAS Testing

Community Utilities of Indiana, Inc. continues efforts to conduct statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. During 2023, the Environmental Protection Agency (EPA) had Health Advisory Levels (HALs) for GenX, PFBS, PFOA, and PFOS. On April 10, 2024, the EPA approved new drinking water standards for six PFAS including PFOA, PFOS, PFNA, PFHxS, PFBS, and GenX Chemicals. We are reviewing the components of the new rule and will take appropriate actions to meet new regulations.

Our focus will remain, as always, on supplying our customers with quality, reliable water service.

For the latest PFAS results, visit our website at www.uiwater.com/indiana and click Water Quality Reports under Water Safety. For more information visit <https://www.epa.gov/pfas>.

To access your utility account anytime, anywhere, please register for our customer portal & download My Utility Account at <https://account.myutility.us>

