



# 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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Indianapolis, IN 46204-2251  
Telephone: 317-234-7435  
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- INSTRUCTIONS:**
1. Complete Consumer Confidence Report (CCR) Certification form.
  2. Submit the certification form to IDEM by October 1<sup>st</sup> of reporting year.

## CERTIFICATION

System Name: Indiana Water Service - CUI

PWSID Number: IN5245057

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 Indiana Water Service, Inc.

PWS ID: IN5245057

## 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](http://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

We purchase water from Indiana - American Water Company (PWS IN5245015) whose source is Lake Michigan. This report includes results from both Indiana-American Water Company and Community Utilities of Indiana, Inc.

### Source Water Assessment

The Indiana Department of Environmental Management has assessed all of the public water systems’ surface and ground water sources throughout the state. The state’s assessment identifies potential contaminant sources. For the purpose of source water assessments, in Indiana all surface waters are considered to be susceptible to contamination. Please share your views with us if you are interested in environmental water quality issues by calling Colin Webb at (877) 294-8890.

### 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](http://www.epa.gov/watersense)

## 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](http://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](http://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](http://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.
Nephelometric Turbidity Units (NTU)	A measure of water clarity. Turbidity in excess of 5 NTU is just noticeable to the average person
Treatment Technique (TT)	A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

**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. does not hold regular public meetings. If you have any questions about this report or your water utility, please contact Colin Webb at 1-877-294-8890.

**Violations**

In 2023, Community Utilities of Indiana, Inc. performed all required monitoring for contaminants and did not exceed any allowable levels of these contaminants. In addition, we received **no violations** from Indiana Department of Environmental Management and was in compliance with applicable testing and reporting requirements.

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

## Water Quality Test Results - COMMUNITY UTILITIES OF INDIANA, INC.

### Lead and Copper

Contaminants (units)	Collection Date	Violation Y/N	90 <sup>th</sup> Percentile of all samples collected	Range of Sampled Results (low - high)	Number of sites exceeding AL	AL	MCLG	Likely Source of Contamination
Copper (ppm)	2020 - 2023	N	0.1465	0.0077 - 0.1781	0	1.3	1.3	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2020 - 2023	N	1.7	1 - 15.5	0	15	0	Corrosion of interior plumbing, Erosion of natural deposits

### Stage 2 Disinfection Byproduct Compliance

Contaminants (units)	Year Sampled	Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
Total Trihalomethanes - TTHM (ppb)	2023	N	23	21 - 23	N/A	80	Byproduct of drinking water disinfection
Haloacetic Acids - HAA5 (ppb)	2023	N	9.1	8.3 - 9.1	N/A	60	Byproduct of drinking water disinfection

### Disinfectant Residuals Summary (Highest Running Annual Average)

Chlorine (ppm)	2023	N	2	2 - 2	4	4	Water additive used to control microbes
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### Regulated Contaminants

Dibromochloromethane (ppm)	2023	N	0.0058	0.0052-0.0058	0	0.1	
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### 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](http://www.uiwater.com/indiana) and click Water Quality Reports under Water Safety. For more information visit <https://www.epa.gov/pfas>.



## INDIANA – AMERICAN WATER CO. TEST RESULTS

### Regulated Substances (Measured on the Water Leaving the Treatment Facility)

Substance	Violation Y/N	Year Sampled	Level Found	Range of Detects	Unit Measurement	MCLG	MCL	Likely Source of Contamination
Nitrate	N	2023	0.34	0.33 - 0.34	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Fluoride	N	2023	0.46	0.12 - 0.46	ppm	4	4	Water additive which promotes strong teeth, Erosion of natural deposits, Discharge from fertilizer and aluminum factories
Total Organic Carbon (TOC)	N	2023	1.0	N/A	(Removal Ratio) <sup>2</sup>	N/A	TT	Naturally present in the environment

### Turbidity: Measure of the Clarity of the Water (Measured on the Water Leaving the Treatment Facility)

Substance (with units)	Violation Y/N	Year Sampled	Highest Single Measurement	Unit Measurement	MCLG	MCL	Likely Source of Contamination
Turbidity (NTU) <sup>1</sup>	N	2022	0.37	NTU <sup>1</sup>	0	TT	Soil Runoff
	N	2022	99.95%	% Meeting Standards	N/A	TT: At least 95% of samples ≤0.3 NTU	Soil Runoff

### Unregulated Substances (Measured on the Water Leaving the Treatment Facility)

Substance	Violation Y/N	Year Sampled	Level Found	Range of Detects	Unit Measurement	MCLG	MCL	Likely Source of Contamination
Hardness	N/A	2022	156	134 - 156	ppm	N/A	N/A	Naturally occurring
Sulfate	N/A	2022	24.5	23.3 - 24.5	ppm	N/A	N/A	Erosion of natural deposits
Sodium	N/A	2022	12.6	9.6 - 12.6	ppm	N/A	N/A	Naturally occurring
Bromodichloroacetic acid <sup>3</sup>	N/A	2019	3.7	1.3 - 3.7	ppb	N/A	N/A	By-product of drinking water chlorination
Bromochloroacetic acid <sup>3</sup>	N/A	2019	4.0	1.9 - 4.0	ppb	N/A	N/A	By-product of drinking water chlorination
Chlorodibromoacetic acid <sup>3</sup>	N/A	2019	1.2	0.67 - 1.20	ppb	N/A	N/A	By-product of drinking water chlorination
Dibromoacetic acid <sup>3</sup>	N/A	2019	1.3	0.59 - 1.30	ppb	N/A	N/A	By-product of drinking water chlorination
Dichloroacetic acid <sup>3</sup>	N/A	2019	7.7	4.1 - 7.7	ppb	N/A	N/A	By-product of drinking water chlorination
Monobromoacetic acid <sup>3</sup>	N/A	2019	0.41	ND - 0.41	ppb	N/A	N/A	By-product of drinking water chlorination
Trichloroacetic acid <sup>3</sup>	N/A	2019	7.3	3.5 - 7.3	ppb	N/A	N/A	By-product of drinking water chlorination

1. Turbidity is a measure of the cloudiness of the water. American Water monitors it because it is a good indicator of the effectiveness of the filtration system.
2. The value reported under "Level Found" 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.
3. Monitored under UCMR4, the EPA has not set drinking water standards for these contaminants.

### Unregulated Substances - Measured in the Raw Water prior to Treatment

Substance	Year Sampled	Level Found	Range (Low-High)	Typical Source
Bromide (ppm)	2019	0.04	ND - 0.04	Naturally present in the environment
Total Organic Carbon (ppb) <sup>3</sup>	2019	2003	1739 - 2003	Naturally present in the environment



**Other Regulated Substances - Collected at the Treatment Plant (American Water Co.)**

Substance (with units)	Year Sampled	MCLG	SMCL	Level Found	Range Detected	Likely Source of Contamination
Aluminum (ppm)	2022	NA	0.2	0.26	0.05 - 0.26	Erosion of natural deposits
Chloride (ppm)	2022	NA	250	24	19.6 - 24	Erosion of natural deposits; road salting
Iron (ppm)	2022	NA	0.3	ND	NA	Naturally occurring
Manganese	2022	NA	0.05	ND	NA	Naturally occurring
pH	2021	NA	6.5 - 8.5	7.9	7.2 - 8.7	Naturally occurring
Sulfate (ppm)	2022	NA	250	24.5	23.3 - 24.5	Erosion of natural deposits

