



2023

DRINKING WATER REPORT

Indianapolis - Morgan Co. - Westfield - Westfield & South Madison



CitizensEnergyGroup.com



What is a drinking water report?

As a regional water supplier serving about 900,000 consumers in multiple counties in Central Indiana, Citizens Energy Group prides itself on providing safe, reliable, and high-quality water. As required by the U.S. Environmental Protection Agency (EPA), this annual drinking water report provides information on where water comes from and how it compares to current public water supply standards. This report contains a summary of water quality data collected over the past calendar year. If after reading this report you have any questions or concerns, please contact us at 317-924-3311.



Where does my water come from?

Citizens Energy Group obtains water for its customers from several sources:

Indianapolis & Morgan County

- White River supplies two of the four surface water treatment plants, White River and White River North. Morse Reservoir, near Noblesville, stores water to ensure a dependable supply in the White River to these plants.
- Fall Creek is another surface water supply. Geist Reservoir and Citizens Reservoir stores water to ensure an adequate supply in Fall Creek for the Fall Creek and White River treatment plants.
- A number of wells are used intermittently to supplement the supplies to the White River, White River North, and Fall Creek plants.
- Citizens also receives some surface water from Eagle Creek Reservoir, which supplies water to the T.W. Moses treatment plant.
- Citizens presently operates six groundwater treatment plants that serve smaller portions of its service territory: White River North, Geist Station, Harding Station, South Well Field, Harbour, and Ford Road. These groundwater plants treat water pumped from underground water sources called aquifers.

Citizens Westfield

Citizens Westfield operates three groundwater treatment plants that serve the service territory: River Road, Cherry Tree, and Greyhound Pass. These groundwater plants treat water pumped from underground water sources called aquifers.

Citizens Westfield -South Madison

Citizens operates the South Madison groundwater treatment plant near Lapel. Three onsite groundwater wells supply groundwater to this treatment plant.

What's in my drinking water before it's treated?

Sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, reservoirs, and groundwater wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and can pick up substances resulting from the presence of animals or human activity.

Contaminants that may be present in source water include the following:

- Microbial contaminants such as viruses, bacteria, and protozoa, which may come from wastewater treatment plants, septic systems, agricultural livestock operations, and wildlife.
- 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.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, which are byproducts of industrial processes and petroleum production and can also come from gas stations, urban stormwater runoff, and septic systems.
- Radioactive contaminants, which are naturally occurring and can be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water that 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 pose a health risk.

What's the difference between surface water and ground water?

Surface water comes from rivers, creeks, streams, and reservoirs and may contain more pollutants and contaminants than groundwater. Groundwater comes from wells drilled deep into the ground. Groundwater usually has higher mineral content than surface water.





How is the water treated?

Groundwater treatment plants aerate and filter water to remove dissolved iron and manganese. Surface water treatment plants physically remove solids or other contaminants through coagulation, flocculation, sedimentation, and filtration. Chlorine is added to kill any bacteria present and to maintain a level of disinfectant as the water travels through the distribution system. Surface water treatment plants also utilize ultraviolet light disinfection to further protect water quality. Fluoride is added to help strengthen resistance to cavities in teeth. A small amount of ammonia is used to minimize byproducts of the disinfection process and to allow chlorine to persist longer in the distribution system.

What's being done to improve water quality?

One of the easiest ways you can protect water quality is to limit the use of lawn fertilizers. When you do use fertilizer, make sure it's phosphorus-free. Excess phosphorus provides nutrients to algae that can harm water quality. For more information on drinking water protection, visit www.citizensenergygroup.com/Water/Protection.

Wellhead Protection

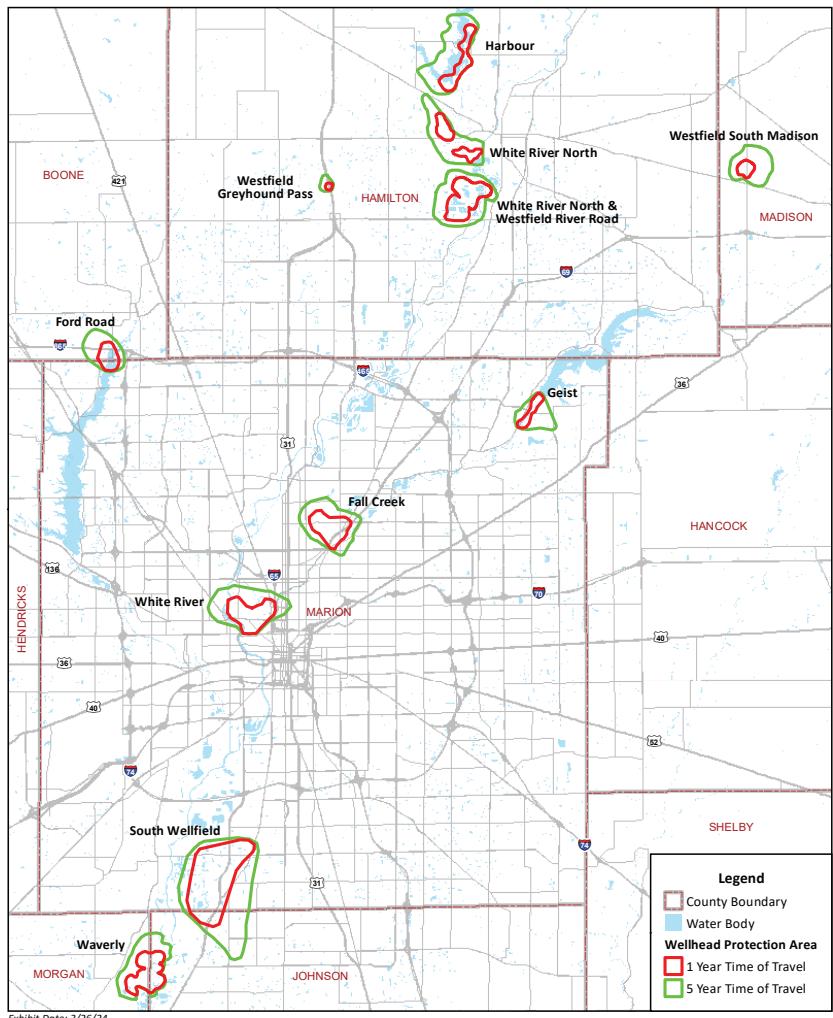
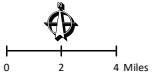
In order to minimize the risk of groundwater contamination, Citizens has implemented a Wellhead Protection Program in accordance with the State Wellhead Protection Rule and local ordinances. The program works with local planning teams and regulators; maps wellhead protection areas; identifies potential sources of groundwater contamination; works with businesses to prevent spills and releases of chemicals; and prepares a contingency plan in case of contamination.

Source Water Assessments

An inventory of identified potential sources of contamination upstream of each surface water treatment facility has been conducted by the United States Geological Survey for the Indiana Department of Environmental Management (IDEM). These assessments are a helpful component of Citizens' overall source water protection strategy.



Citizens Energy Group
Wellhead Protection Areas



What if I have special health considerations?

Raw water may contain cryptosporidium and other microbial contaminants, which water treatment technologies effectively inactivate. However, some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised individuals, such as people with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly individuals, and infants, can be particularly at risk for infections. These people should seek advice about drinking water from their health care providers. EPA and Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the EPA Safe Drinking Water Hotline at (800) 426-4791 or www.epa.gov.



How does Citizens minimize lead in drinking water and how can I avoid it?

Citizens regularly tests drinking water from customer taps for lead and copper and takes steps in its treatment process to ensure corrosive conditions are not created in the distribution system that would contribute to elevated levels of lead and copper. While rare, elevated lead levels are sometimes found in isolated samples of tap water taken from customer homes that have lead service lines or plumbing. Since each home has different plumbing pipes and materials, test results may differ for each home, but it is important to note that most homes with lead service lines or plumbing do not have elevated levels of lead in the tap water.

Once every three years, drinking water regulations require Citizens to sample tap water from 50 homes in the Indianapolis system and 30 homes in the Westfield system. These samples are taken from homes whose ages indicate that they either have lead service lines or have copper pipes with lead solder. Results from these sampling events continue to be below the EPA's action levels for lead and copper.

Citizens received approval in 2022 from the Indiana Utility Regulatory Commission (IURC) to implement a multi-year program to eliminate customer-owned lead service lines, both in the public right-of-way and on customer property. For more information, visit

www.citizensenergygroup.com/LSLRP.

You cannot see, taste, or smell lead in drinking water, and boiling water will not remove lead. Although the quality of the water provided by Citizens minimizes the risk of lead, you can reduce your household's exposure to lead in drinking water from lead service lines by following these recommendations:

2. Try not to cook with or drink water from the hot water faucet. Hot water has the potential to contain more lead than cold water. When you need hot water, heat cold water on the stove or in the microwave.
3. Consider using certified lead filters in drinking-water pitchers and on faucets used for drinking and cooking.
4. Remove loose lead solder and debris from plumbing. In homes in which the plumbing was recently replaced, remove the strainers from each faucet and run the water for three to five minutes. When replacing or working on pipes, be sure to use materials that are lead-free. Use of lead-based solders has been illegal since 1986.
5. Check water softener systems. Certain home treatment devices such as water softeners might increase lead levels in your water. Always consult the device manufacturer for information on potential impacts to your drinking water or household plumbing.
6. Have an electrician check your wiring. If grounding wires from the electrical system in your home are connected to your plumbing, it can accelerate corrosion. A licensed electrician can determine whether your system is properly grounded. Do not attempt to change the wiring yourself, as improper grounding can cause electrical shock and fire hazards.

Additional information is available at www.citizensenergygroup.com/lead and from the EPA Safe Drinking Water Hotline at 800-426-4791 or www.epa.gov.

What is Cryptosporidium?

Cryptosporidium is a microbial contaminant that lives in the intestines of animals and people. When ingested, this microbial contaminant may cause a disease called cryptosporidiosis, which causes flu-like symptoms. Although cryptosporidium has not been found in treated finished drinking water, cryptosporidium is found in surface water sources such as the White River, Fall Creek, and Eagle Creek Reservoir.

Citizens utilizes a stringent monitoring program, testing source water and finished drinking water as well as using online monitors that measure the clarity of the water, which helps determine the likeliness of the microbe's presence in drinking water. In addition, Citizens' surface water treatment process uses ultraviolet disinfection to further improve water quality protection.

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

2023 Water Quality Data

Assurance of drinking water quality produced by all our treatment plants includes extensive water quality testing to ensure compliance with drinking water regulations. Each year, Citizens measures and reports our compliance with drinking water regulations by analyzing more than 11,000 samples.

2023 Treated Drinking Water Data: Indianapolis, Morgan County

The chart below gives you a quick look at some of the substances the EPA requires Citizens to test for. The contaminant is listed to the left, followed by the maximum amount allowed by regulations, then the amount we found in our water. The tests are done on treated finished water (excluding those listed under "Untreated Source Water"). See page 12 for definitions of terms used in this chart.

REGULATED CONTAMINANTS (Sampled at Treatment Plants)							
Contaminant	MCLG (Goal)	MCL (Limit)	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Barium (ppm)	2 ppm	2 ppm	0.13 ppm	0.26 ppm	0.035 - 0.26 ppm	YES	Erosion of natural deposits
Fluoride (ppm)	4 ppm	4 ppm	0.65 ppm	1.0 ppm	0.21 - 1.0 ppm	YES	Natural deposits & treatment additive
Nitrate (ppm)	10 ppm	10 ppm	0.55 ppm	1.95 ppm	ND - 1.95 ppm	YES	Fertilizer, septic tank leachate
Atrazine (ppb)	3 ppb	3 ppb (RAA)	0.20 ppb	5.1 ppb	ND - 5.1 ppb	YES	Herbicide runoff
Xylenes (ppm)	10 ppm	10 ppm	ND	ND	ND	YES	Discharge from petroleum factories; discharge from chemical factories
1,2,4-Trichlorobenzene (ppb)	70 ppb	70 ppb	ND	ND	ND	YES	Discharge from textile-finishing factories.
Simazine (ppb)	4 ppb	4 ppb	0.013 ppb	0.57 ppb	ND - 0.57 ppb	YES	Herbicide runoff
Contaminant	TT		Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Turbidity (NTU)	100% <1 NTU 95% <0.3 NTU		0.048 NTU	0.13 NTU	0.020 - 0.13 NTU	YES	Soil runoff

SOURCE WATER QUALITY MONITORING (Prior to Treatment)

Contaminant	TT	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Cryptosporidium (Untreated Water, org/10L)	N/A	0.6	3	ND - 3 oocysts / 10 L	N/A	
Giardia (Untreated Water, org/10L)	N/A	1.7	7	ND - 7 cysts / 10 L	N/A	
TOC (Untreated Water, ppm)	N/A	4.0 ppm	7.7 ppm	1.5 - 7.7 ppm	N/A	Naturally present in the environment

SECONDARY DRINKING WATER STANDARDS & UNREGULATED CONTAMINANTS (Sampled at Treatment Plant)

*Secondary standards are non-mandatory guidelines established by the EPA to assist utilities in managing drinking water for aesthetic considerations, such as taste, odor, and color. These contaminants are not considered to present a risk to human health at the SMCL.

Contaminant	SMCL	Average of All Samples	Maximum of All Samples	System Wide Range	Possible Source
Aluminum (ppb)	200 ppb	30 ppb	150 ppb	ND - 150 ppb	Natural deposits; water treatment additive
Chloride (ppm)	250 ppm	75 ppm	210 ppm	21 - 210 ppm	Natural deposits; water treatment additive
Hardness (ppm)	N/A	300 ppm	424 ppm	172 - 424 ppm	Erosion of natural deposits; leaching
Iron (ppm)	0.3 ppm	0.0092 ppm	0.24 ppm	ND - 0.24 ppm	Erosion of natural deposits; leaching
Manganese (ppm)	0.05 ppm	ND	ND	ND	Erosion of natural deposits; leaching
Metolachlor (ppb)	N/A	0.14 ppb	0.30 ppb	ND - 0.30 ppb	Herbicide runoff
Nickel (ppb)	N/A	0.30 ppb	2.4 ppb	ND - 2.4 ppb	Erosion of natural deposits; leaching
pH (Standard Units)	6.5 - 8.5	7.8	8.5	7.0 - 8.5	
Sodium (ppm)	N/A	53 ppm	160 ppm	14 - 160 ppm	Erosion of natural deposits; leaching
Sulfate (ppm)	250 ppm	48 ppm	187 ppm	6.2 - 187 ppm	Erosion of natural deposits; leaching

Indianapolis

REGULATED CONTAMINANTS (Sampled in Distribution System)

Contaminant	MRDLG	MRDL	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Chloramines (measured as Total Chlorine)	4 ppm	4 ppm	2.0 ppm	3.1 ppm	0.13 - 3.1 ppm	YES	Water additive used to control microbes.
Contaminant	MCLG (Goal)	MCL (Limit)	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Total Trihalomethanes (TTHMs)	N/A	80 ppb (LRAA)	45 ppb	55 ppb (LRAA)	24 - 69 ppb	YES	By-product of chlorination treatment
Haloacetic acids (HAA5)	N/A	60 ppb (LRAA)	36 ppb	44 ppb (LRAA)	17 - 62 ppb	YES	By-product of chlorination treatment
E coli	0	1	ND	ND	ND	YES	Human and animal fecal waste
Total Coliforms	N/A	5.0%	0.50%	1.3%	0 - 1.3%	YES	Naturally present in the environment
Cryptosporidium (org/10L)	0 org/10L	TT	N/A	N/A	No Organisms Found	YES	Removed during treatment
Giardia (org/10L)	0 org/10L	TT	N/A	N/A	No Organisms Found	YES	Removed during treatment
Combined Radium (-226 & -228) [2022 data]	0	5 pCi/L	N/A	0.80 pCi/L	ND - 0.80 pCi/L	YES	Erosion of natural deposits
Gross Alpha, Excl. Radon & Uranium [2022 data]	0	15 pCi/L	N/A	2.0 pCi/L	ND - 2.0 pCi/L	YES	Erosion of natural deposits

REGULATED CONTAMINANTS (Sampled at Customer Tap)

Contaminant	MCLG	AL	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Copper (ppm) [2022 Data]	1.3 ppm	1.3 ppm (90th percentile)	0.10 ppm	1.0 ppm	0.27 ppm is the 90th Percentile (0 of 71 > AL)	YES	Corrosion of customer plumbing
Lead (ppb) [2022 Data]	0 ppb	15 ppb (90th percentile)	4.3 ppb	32 ppb	9.1 ppb is the 90th Percentile (2 of 71 > AL)	YES	Corrosion of customer plumbing

UNREGULATED CONTAMINANT MONITORING (UCMR 5) and IDEM VOLUNTARY MONITORING (Sampled at Treatment Plant)

EPA uses the Unregulated Contaminant Monitoring Rule (UCMR) to collect data for contaminants that are suspected to be present in drinking water and do not have health-based standards set under the Safe Drinking Water Act (SDWA). Data below is representative of samples collected through EPA UCMR 5 monitoring and the IDEM PFAS Voluntary Monitoring Program.

Contaminant	HBRV	Average of All Samples	Maximum of All Samples	System Wide Range	Possible Source
Perfluorobutanesulfonic acid (PFBS)	2000 ppt 4 ppm	0.86 ppt	4.0 ppt	ND - 4.0 ppt YES	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities.
Perfluorobutanoic acid (PFBA)	N/A	0.38 ppt	5.0 ppt	ND - 5.0 ppt	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities.
Perfluorohexanoic acid (PFHxA)	N/A	1.4 ppt	5.1 ppt	ND - 5.10 ppt	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities.
Perfluoropentanoic acid (PFPeA)	N/A	3.2 ppt	7.6 ppt	ND - 7.6 ppt	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities.
Tested for 25 other PFAS compounds.	N/A	ND	ND	ND	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities.
Lithium	N/A	ND	ND	ND	Naturally present in the environment

Morgan County

REGULATED CONTAMINANTS (Sampled at Treatment Plants)

Contaminant	MRDLG	MRDL	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Chloramines (measured as Total Chlorine)	4 ppm	4 ppm	1.5 ppm	1.9 ppm	1.2 - 1.9 ppm	YES	Water additive used to control microbes.
Contaminant	MCLG (Goal)	AL (Limit)	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Total Trihalomethanes (TTHMs)	N/A	80 ppb	12.0 ppb	12.2 ppb	11.8 - 12.2 ppb (2 samples)	YES	By-product of chlorination treatment
Haloacetic acids (HAA5)	N/A	60 ppb	5.25 ppb	5.3 ppb	5.2 - 5.3 ppb (2 samples)	YES	By-product of chlorination treatment
Haloacetic acids (HAA5)	N/A	60 ppb	5.25 ppb	5.3 ppb	ND	YES	By-product of chlorination treatment
Total Coliforms	N/A	5.0%	0%	0%	0%	YES	Naturally present in the environment

REGULATED CONTAMINANTS (Sampled at Customer Tap)

Contaminant	MCLG	AL	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Copper (ppm) [2021 Data]	1.3 ppm	1.3 ppm (90th percentile)	0.088 ppm	0.31 ppm	0.14 ppm is the 90th Percentile (0 of 21 > AL)	YES	Corrosion of customer plumbing
Lead (ppb) [2021 Data]	0 ppb	15 ppb (90th percentile)	1.1 ppb	3.7 ppb	3.5 ppb is the 90th Percentile (0 of 21 > AL)	YES	Corrosion of customer plumbing

UNREGULATED CONTAMINANT MONITORING (UCMR 5) and VOLUNTARY MONITORING (Sampled at Treatment Plant)

EPA uses the Unregulated Contaminant Monitoring Rule (UCMR) to collect data for contaminants that are suspected to be present in drinking water and do not have health-based standards set under the Safe Drinking Water Act (SDWA).

Contaminant	HBRV	Average of All Samples	Maximum of All Samples	System Wide Range	Possible Source
Tested for 29 PFAS compounds. Zero (0) were detected.	N/A	ND	ND	ND	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities.
Lithium	N/A	ND	ND	ND	Naturally present in the environment

Note: **The State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though accurate, is more than one year old. Some contaminants are sampled less frequently than once a year; as a result, not all contaminants were sampled for during the 2023 calendar year. If any of these contaminants were detected the last time they were sampled for, they are included in the table along with the date the detection occurred. Compliance monitoring for lead and copper is required no less frequently than every three years. Radiochemical contaminant monitoring is conducted every three years.

Note about Lead in Tap Water: Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that the lead levels in your home may be higher than other homes in your community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested. Also, flush your tap water for 30 seconds to two minutes before using. Additional information is available from the U.S. EPA Safe Drinking Water Hotline at 800-426-4791 or www.epa.gov.

Citizens collected samples under the EPA Unregulated Contaminants Monitoring Rule 5 (UCMR) for 29 PFAS compounds and Lithium. This monitoring is being conducted so EPA can receive occurrence data for these compounds to determine what additional compounds may need to be regulated in drinking water. Citizens collected samples in August and November 2023 and detected the compounds shown in this table. These compounds are not regulated at this time. If you would like to view our results, contact our office at 317-924-3311.

Citizens participated in the Indiana Department of Environmental Management (IDEM) voluntary monitoring program for PFAS compounds. Citizens collected samples from source and finished water from January through April 2023 and detected the compounds shown in this table. More information and full results can be found on IDEM's website at www.in.gov/IDEM/PFAS/.

2023 Treated Drinking Water Data - Westfield

The chart below gives you a quick look at some of the substances the EPA requires Citizens to test for. The contaminant is listed to the left, followed by the maximum amount allowed by regulations, then the amount that we found in our water. The tests are done on treated finished water. See page 12 for definitions of terms used in this chart.

Westfield							
REGULATED CONTAMINANTS							
Contaminant	MCLG	MCL	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Barium (ppm)	2 ppm	2 ppm	0.19 ppm	0.32 ppm	0.083 - 0.32 ppm	YES	Erosion of natural deposits
Fluoride (ppm)	4 ppm	4 ppm	0.56 ppm	0.70 ppm	0.43 - 0.70 ppm	YES	Natural deposits & treatment additive
Nitrate (ppm)	10 ppm	10 ppm	0.034 ppm	1.1 ppm	ND - 1.1 ppm	YES	Fertilizer, septic tank leachate
E coli	0	1	ND	ND	ND	YES	Human and animal fecal waste
Total Coliforms	N/A	5.0%	0.47%	3.2%	0 - 3.2%	YES	Naturally present in the environment
Combined Radium (-226 & -228) [2020 data]	0	5 pCi/L	N/A	1.2 pCi/L	ND - 1.2 pCi/L	YES	Erosion of natural deposits
Gross Alpha, Excl. Radon & Uranium [2020 data]	0	15 pCi/L	N/A	3.2 pCi/L	ND - 3.2 pCi/L	YES	Erosion of natural deposits
Contaminant	MRDLG	MRDL	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Chloramines (measured as Total Chlorine)	4 ppm	4 ppm	2.0 ppm	2.9 ppm	0.27 - 2.9 ppm	YES	Water additive used to control microbes.
Contaminant	MCLG	AL	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Copper (ppm) [2021 Data]	1.3 PPM	1.3 ppm (90th percentile)	0.19 ppm	0.51 ppm	0.36 ppm is the 90th Percentile (0 of 37 > AL)	YES	Corrosion of customer plumbing
Lead (ppb) [2021 Data]	0 ppb	15 ppb (90th percentile)	0.95 ppb	7.6 ppb	3.4 ppb is the 90th Percentile (0 of 37 > AL)	YES	Corrosion of customer plumbing
Contaminant	MCL		Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Total Trihalomethanes (TTHMs)	80 ppb (LRAA)		10 ppb	11 ppb (LRAA)	6.6 - 13 ppb	YES	By-product of chlorination treatment
Haloacetic acids (HAA5)	60 ppb (LRAA)		5.6 ppb	6.8 ppb (LRAA)	1.5 - 9.0 ppb	YES	By-product of chlorination treatment

Westfield (cont.)

SECONDARY DRINKING WATER STANDARDS & UNREGULATED CONTAMINANTS:

* Secondary standards are non-mandatory guidelines established by the EPA to assist utilities in managing drinking water for aesthetic considerations, such as taste, odor, and color. These contaminants are not considered to present a risk to human health at the SMCL.

Contaminant	SMCL	Average of All Samples	Maximum of All Samples	System Wide Range	Possible Source
Chloride (ppm)	250 ppm ² ppm	44 ppm	80 ppm	17 - 80 ppm	Natural deposits; water treatment additive
Hardness (ppm)	N/A	368 ppm	511 ppm	282-511 ppm	Erosion of natural deposits; leaching
Iron (ppm)	0.3 ppm	0.030 ppm	0.39 ppm	ND - 0.39 ppm	Erosion of natural deposits; leaching
pH (Standard Units)	6.5 - 8.5	7.5	7.8	7.2 - 7.8	
Nickel (ppb)]	N/A	0.70 ppb	2.0 ppb	ND - 2.0 ppm	Erosion of natural deposits
Sodium (ppm)	N/A	30 ppm	38 ppm	26 - 38 ppm	Erosion of natural deposits; leaching
Sulfate (ppm)	250 ppm	87 ppm	174 ppm	3.1 - 174 ppm	Erosion of natural deposits; leaching
Zinc (ppb)	5000 ppb	7.5 ppb	13 ppb	ND - 13 ppm	Natural deposits

UNREGULATED CONTAMINANT MONITORING (UCMR 5) and VOLUNTARY MONITORING (Sampled at Treatment Plant)

EPA uses the Unregulated Contaminant Monitoring Rule (UCMR) to collect data for contaminants that are suspected to be present in drinking water and do not have health-based standards set under the Safe Drinking Water Act (SDWA). Data below is representative of samples collected through EPA UCMR 5 monitoring and the IDEM PFAS Voluntary Monitoring Program.

Contaminant	HBRV	Average of All Samples	Maximum of All Samples	System Wide Range	Possible Source
Tested for 29 PFAS compounds. Zero (0) were detected.	N/A	ND	ND	ND	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities.
Lithium	N/A	ND	ND	ND	Naturally present in the environment

Note: **The State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though accurate, is more than one year old. Some contaminants are sampled less frequently than once a year; as a result, not all contaminants were sampled for during the 2023 calendar year. If any of these contaminants were detected the last time they were sampled for, they are included in the table along with the date the detection occurred. Compliance monitoring for lead and copper is required no less frequently than every three years. Radiochemical contaminant monitoring is conducted every nine years.

Note about lead in tap water: Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that the lead levels in your home may be higher than other homes in your community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested. Also, flush your tap water for 30 seconds to two minutes before using. Additional information is available from the U.S. EPA Safe Drinking Water Hotline at 800-426-4791 or www.epa.gov.

Citizens collected samples under the EPA Unregulated Contaminants Monitoring Rule 5 (UCMR) for 29 PFAS compounds and Lithium. This monitoring is being conducted so EPA can receive occurrence data for these compounds to determine what additional compounds may need to be regulated in drinking water. Citizens collected samples in November 2023 and did not detect any of the compounds. If you would like to view our results, contact our office at 317-924-3311.

Citizens participated in the Indiana Department of Environmental Management (IDEM) voluntary monitoring program for PFAS compounds. Citizens collected samples from source and finished water in February 2023 and no detections were found. More information and full results can be found on IDEM's website at www.in.gov/IDEM/PFAS/.

2023 Treated Drinking Water Data: Westfield-South Madison

The chart below gives you a quick look at some of the substances that the EPA requires Citizens to test for. The contaminant is listed to the left, followed by the maximum amount allowed by regulations, then the amount that we found in our water. The tests are done on treated finished water. See page 12 for definitions of terms used in this chart.

South Madison							
REGULATED CONTAMINANTS							
Contaminant	MCLG (Goal)	MCL (Limit)	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Barium (ppm)	2 ppm	2 ppm	0.37 ppm	0.37 ppm	0.37 ppm (1 sample)	YES	Erosion of natural deposits
Chromium (ppb)	100 ppb	100 ppb	ND	ND	ND	YES	Discharge from steel and pulp mills; erosion of natural deposits.
Fluoride (ppm)	4 ppm	4 ppm	0.58 ppm	0.65 ppm	0.49 - 0.65 ppm	YES	Natural deposits & treatment additive
Nitrate (ppm)	10 ppm	10 ppm	0.49 ppm (1 sample)	0.49 ppm (1 sample)	0.49 ppm (1 sample)	YES	Fertilizer, septic tank leachate
Total Trihalomethanes (TTHMs)	N/A	80 ppb	9.4 ppb	10 ppb	8.9 - 10 ppb	YES	By-product of chlorination treatment
Haloacetic acids (HAA5)	N/A	60 ppb	5.9 ppb	6.2 ppb	5.6 - 6.2 ppb	YES	By-product of chlorination treatment
E coli	0	1	ND	ND	ND	YES	Human and animal fecal waste
Total Coliforms	N/A	5.0%	0%	0%	0%	YES	Naturally present in the environment
Combined Radium (-226 & -228) [2019 data]	0	5 pCi/L	N/A	1.3 pCi/L	1 Sample	YES	Erosion of natural deposits
Gross Alpha, Excl. Radon & Uranium [2019 data]	0	15 pCi/L	N/A	1.1 pCi/L	1 Sample	YES	Erosion of natural deposits
Contaminant	MRDLG	MRDL	Average of All Samples	Maximum of All Samples	2021 System Wide Range	Compliance Achieved	Possible Source
Chloramines (measured as Total Chlorine)	4 ppm	4 ppm	1.9 ppm	2.2 ppm	1.0 - 2.2 ppm	YES	Water additive used to control microbes.
Contaminant	MCLG	AL	Average of All Samples	Maximum of All Samples	2021 System Wide Range	Compliance Achieved	Possible Source
Copper (ppm) [2021 Data]	1.3 ppm	1.3 ppm (90th percentile)	0.30 ppm	1.6 ppm	0.80 ppm is the 90th Percentile (1 of 7 > AL)	YES	Corrosion of customer plumbing
Lead (ppb) [2021 Data]	0 ppb	15 ppb (90th percentile)	2.6 ppb	6.9 ppb	5.2 ppb is the 90th Percentile (0 of 7 > AL)	YES	Corrosion of customer plumbing
SECONDARY DRINKING WATER STANDARDS & UNREGULATED CONTAMINANTS:							
*Secondary standards are non-mandatory guidelines established by the EPA to assist utilities in managing drinking water for aesthetic considerations, such as taste, odor, and color. These contaminants are not considered to present a risk to human health at the SMCL.							
Contaminant	SMCL		Average of All Samples	Maximum of All Samples	System Wide Range	Possible Source	
Chloride (ppm)	250 ppm		29 ppm	41 ppm	25 - 41 ppm	Natural deposits; water treatment additive	
Hardness (ppm)	N/A		413 ppm	436 ppm	392 - 436 ppm	Erosion of natural deposits; leaching	

2023 Treated Drinking Water Data: Westfield-South Madison (continued)

SECONDARY DRINKING WATER STANDARDS & UNREGULATED CONTAMINANTS:					
<p>*Secondary standards are non-mandatory guidelines established by the EPA to assist utilities in managing drinking water for aesthetic considerations, such as taste, odor, and color. These contaminants are not considered to present a risk to human health at the SMCL.</p>					
Contaminant	SMCL	Average of All Samples	Maximum of All Samples	System Wide Range	Possible Source
pH (Standard Units)	6.5 - 8.5	7.4	7.9	6.9 - 7.9	
Sodium (ppm)	N/A	9.6 ppm	12 ppm	8.6 - 12 ppm	Erosion of natural deposits; leaching
Sulfate (ppm)	250 ppm	48 ppm	51 ppm	43 - 51 ppm	Erosion of natural deposits; leaching

IDEM VOLUNTARY MONITORING (Sampled at Treatment Plant)					
Contaminant	HBRV	Average of All Samples	Maximum of All Samples	System Wide Range	Possible Source
Tested for 29 PFAS compounds. Zero (0) were detected.	NA	ND	ND	ND	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities.
Lithium	NA	ND	ND	ND	Naturally present in the environment

Note: **The State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though accurate, is more than one year old. Some contaminants are sampled less frequently than once a year; as a result, not all contaminants were sampled for during the 2023 calendar year. If any of these contaminants were detected the last time they were sampled for, they are included in the table along with the date that the detection occurred. Compliance monitoring for lead and copper is required no less frequently than every three years. Radiochemical contaminant monitoring is conducted every nine years.

Note about lead in tap water: Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that the lead levels in your home may be higher than other homes in your community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested. Also, flush your tap water for 30 seconds to two minutes before using. Additional information is available from the U.S. EPA Safe Drinking Water Hotline at 800-426-4791 or www.epa.gov.

Citizens participated in the Indiana Department of Environmental Management (IDEM) voluntary monitoring program for PFAS compounds. Citizens collected samples from source and finished water in June 2022 and detected compounds are shown in the table above. More information and full results can be found on IDEM's website at in.gov/idem/pfas/.



How hard is my water?

As is common with water in this region, Citizens' water is considered "hard" due to the naturally occurring levels of the minerals calcium and magnesium. Water hardness, expressed as calcium carbonate, typically ranges from around 200 to 425 milligrams per liter, or parts per million (ppm). This equates to 12 to 25 grains per gallon (the measure often referred to in determining water softener settings). Water hardness can vary depending on the hardness of the source water that is used to supply different treatment plants. More specific information about typical water hardness at your address can be obtained by calling 317-924-3311.



What can I do to conserve water?

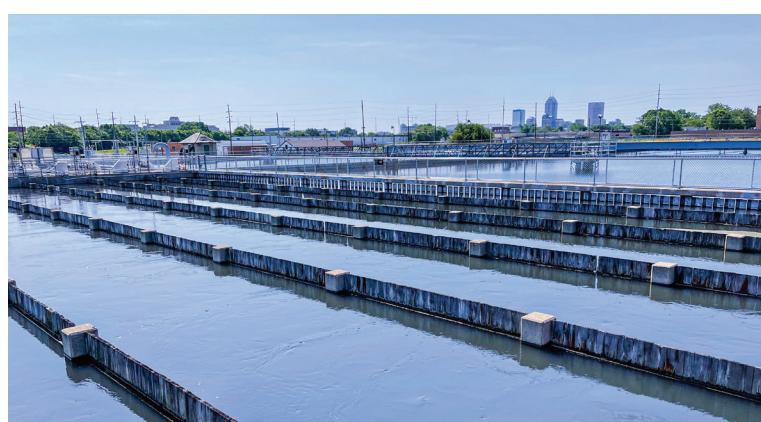
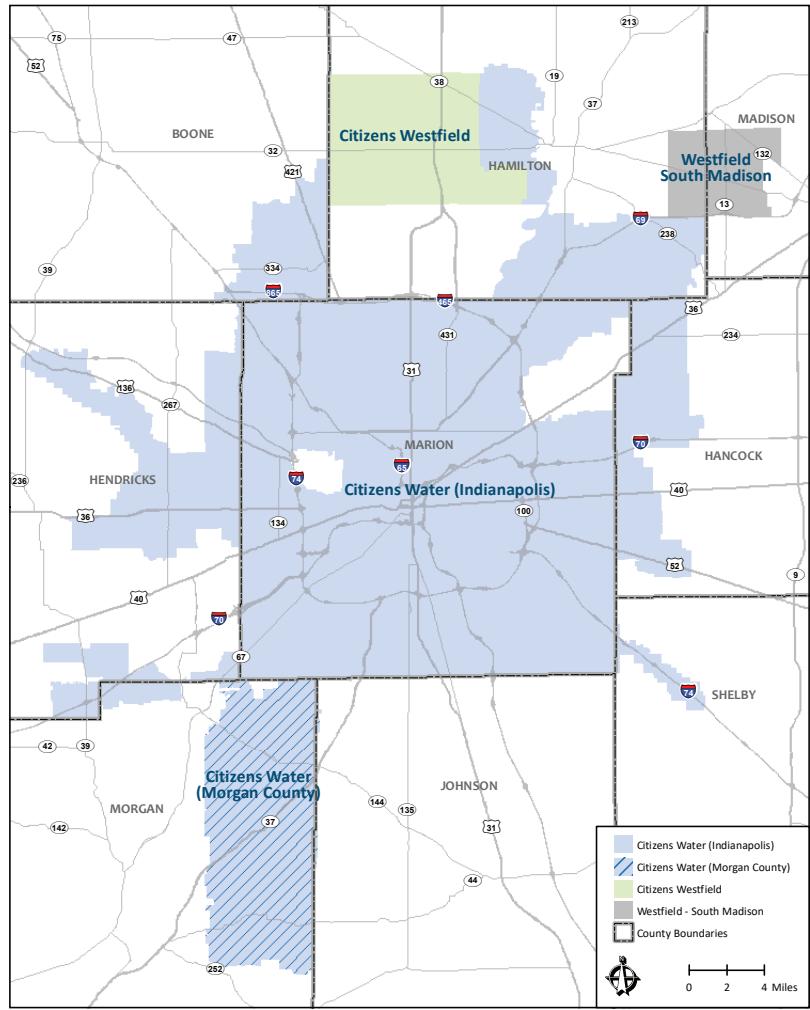
Wise water use can help save you money and ensure a sustainable water supply. Did you know that during hot, dry weather events, approximately 40 to 70% of all drinking water produced in Central Indiana is used for lawn irrigation purposes? Consider these hints for water conservation:

- Water your lawn only twice per week.
- If you have an irrigation system, use a rain sensor to avoid watering when it's raining.
- To prevent evaporation, don't water your lawn during the heat of the day.
- Use a shut-off nozzle on your garden hose, and never use water to clean sidewalks and driveways.
- To conserve year-round, regularly check for leaks in toilets and faucets, and run dishwashers and washing machines only when they're full.
- Don't let water run while brushing your teeth or shaving.
- Consider buying low-flow plumbing fixtures and high-efficiency appliances with WaterSense and Energy Star labels.

For more information on water conservation, visit www.citizensenergygroup.com/WaterWise.



Citizens Energy Group
Water Service Territories



About Citizens

Citizens Energy Group provides safe and reliable water, wastewater, natural gas, and thermal energy services to about 900,000 people and thousands of businesses in Central Indiana. Citizens operates its utilities for the benefit of customers and the community.



What do all of these terms mean?

- 90th percentile - 90 percent of the analytical results in the sample data set are equal to or lower than the analytical result listed
- AL (action level) - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow
- BDL - below detection level
- HBRV - health based reference value
- LRAA (locational running annual average) - The average of sample analytical results for samples taken at a particular monitoring location during the previous four quarters.
- MCL (maximum contaminant level) - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the maximum contaminant level goals (MCLGs) as feasible using the best available treatment technology.
- MCLG (maximum contaminant level goal) - The level of a contaminant in drinking water below which there is no known or expected risk to human health. MCLGs allow for a margin of safety.
- MRDL (maximum residual disinfectant level) - The highest level of the disinfectant allowed in drinking water. There is convincing evidence that the addition of disinfectant is necessary for control of microbial contaminants.
- N/A - not applicable
- ND - non-detect
- NTU (nephelometric turbidity units) - Unit to measure turbidity
- org/10L - organisms per 10 liters
- ppm - parts per million (also known as milligrams per liter [mg/L])
- ppb - parts per billion (also known as micrograms per liter [ug/L])
- ppt - parts per trillion (also known as nanograms per liter [ng/L])
- pCi/L (picocuries per liter) - Used to measure radioactivity
- PFAS - per-and polyfluoroalkyl substances - a group of manufactured chemicals that have been used in industry and consumer products since the 1940s
- RAA (running annual average) - The average of sample analytical results for samples taken during the previous four quarters.
- SMCL (secondary maximum contaminant limits) - Non-mandatory guidelines established by the U.S. EPA to assist utilities in managing drinking water for aesthetic considerations, such as taste, odor, and color. These contaminants are not considered to present a risk to human health at the SMCL.
- TOC - total organic carbon
- TT (treatment technique) - A required process intended to reduce the level of a contaminant in drinking water
- Turbidity - The measure of the cloudiness of water. Citizens monitors turbidity as an indicator of the effectiveness of the filtration system.

Citizens Energy Group

Customer Service & Water Quality Information

Call Center: (317) 924-3311

Hours: Mon - Fri: 7:00 a.m. - 7:00 p.m.

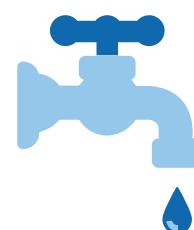
Saturday: 9:00 a.m. - 1:00 p.m.

To report emergencies or check account balances 24/7, please call 317-924-3311.

Website: CitizensEnergyGroup.com

Corporate Office:

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Indianapolis, IN 46202



Bill Payment Address:

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PO Box 7056
Indianapolis, IN 46207-7056

Have Questions About Your Water?

Our Water Wizard provides answers and solutions to most common water-related concerns.



www.CitizensEnergyGroup.com/WaterWizard