

Service Line Information

Public Water System Name:	Citizens Water Indianapolis
PWSID:	IN5249004
Street Address:	2150 Dr. Martin Luther King Jr. Blvd
City:	Indianapolis
State:	IN
Zip Code:	46202
PWS Contact Name:	Cheryl Carlson
Contact Phone Number:	(317) 429-3569
Contact Email Address:	ccarlson@citizensenergygroup.com

I. Service Line Inventory Information

A. List information sources or records checked by utility for service line information:

1. Water Service Point Database (This is Citizens' database of service line records)
2. Water Main GIS Database (This is Citizens' database of water mains)
3. Customer Suite (This is Citizens' billing database for water services)

B. From above list, specify all sources or records that contain service line information:

1. Water Service Point Database
2. Water Main GIS Database (No service line information, but contains main date of install)
3. Customer Suite (No service line material information, but provides meter location)

C. Service Line Material

Service Line Material	Number of Service Connections	Is Number Estimated (E) or from Records (R)	Confidence in Records or Estimates (Insert 1-10, with 1 being no confidence in records or estimate and 10 being very confident)
1. No lead portion	297,818	E/R (See Note 1)	5
2. Service line material is unknown	52,232 (See Note 2)	E/R (See Note 4)	5
3. Lead gooseneck only	Not Available (See Note 3)		
4. Entire service line is lead from the water main to home	20,310		
5. Lead only from the water main to external service shut-off, curb or property line	2,849		
6. Lead only from the external shut-off valve to the home	323		
Total number of service connections (add 1 through 6)	373,532 (See Note 5)	R	7
Total number of service lines with lead portions (add 3 through 6)	23,482 (see Note 6)	E/R	5

Note 1: Citizens arrives at this value in part through an assumption that service lines installed post-1950 are lead-free based on a change in utility standards that no longer permitted the installation of lead services after 1950.

Note 2: In its review of the available records, Citizens has reviewed database information on the material type and date of installation for services within the area of the system in existence in 1950. If both the material type and date were unknown for a specific portion of the service line (i.e. water main-to-property line, property line-to-meter, meter-to-home) the material for that portion of the service line was considered unknown. If the available information was insufficient to distinguish the material type, the entire service line was categorized as unknown.

Note 3: Citizens' records contain information on the different portions of the service line, but do not contain details specifying exactly where lead goosenecks are present. Service lines that may contain lead goosenecks are included in the counts for items #4, #5, and #6.

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Note 4: The process used by Citizens to respond to this request involved a review and query of historic records. Because these records are aged, some level of interpretation is applied to filter those services that are within the bounds of the question asked.

Note 5: The total number of service connections reported will not match the total number of accounts billed because the Water Service Point database includes inactive accounts and some legacy records.

Note 6: Citizens' records indicate 23,482 service lines with lead portions. In addition, Citizens has further evaluated the 52,232 unknown material service lines, and found records indicating that 31,419 of these contain an inside meter set. Based on historic installation practices, an inside meter set correlates to a high probability of containing lead in the service line. Therefore, Citizens believes that the system may contain a total of 54,901 ($23,482 + 31,419 = 54,901$) service lines with some lead portion.

II. Service Line Ownership

1. Specify who owns the portion of the service line from the water main to the external shut-off, curb or property line. Municipality (M), Public Water System (P) Resident (R) or Unknown/not sure (U)?

Resident (R)

2. Specify who owns the portion of the service line from the curb, property line or shut-off to the home. Municipality (M), Public Water System (P) Resident (R) or Unknown/not sure (U)?

Resident (R)

For questions 1 and 2 above, please provide any additional information that may be relevant to the issue of ownership of the service line segments.

Citizens Water Terms & Conditions of Service, Rule 7 (refer to page 23 of the PDF file)
<http://www.citizensenergygroup.com/pdf/TermsConditions-Water.pdf>

3. What is the legal citation of the State or local ordinance that establishes and specifies the ownership of the service lines?

Citizens Water Terms & Conditions of Service, Rule 7, as approved by the Indiana Utility Regulatory Commission



2020 North Meridian St. | Indianapolis | IN 46202

CitizensEnergyGroup.com

March 31, 2016

IDEM/OWQ/DWB-Compliance
100 N. Senate Avenue – Mail Code 66-34
Indianapolis, IN 46204-2251

RE: IDEM - Drinking Water Branch
Service Line Questionnaire

To Whom It May Concern:

In response to your request of January 7, 2016, enclosed please find the completed Drinking Water Branch Service Line Questionnaire for the Citizens Water Indianapolis (Citizens) public water system (IN5249004).

Citizens has evaluated a variety of available historic records that have been digitized and reside within its GIS Water Service Point database. While every effort has been made to reconcile the field content of these records, there remains a level of uncertainty associated with the specific interpretation of some historic service line records. The attached Questionnaire includes Notes associated with the table to clarify responses.

Please feel free to contact me with questions or concerns via e-mail at ccarlson@CitizensEnergyGroup.com or via phone at (317) 429-3569.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl L. Carlson".

Cheryl L. Carlson
Manager, Environmental Compliance

Enclosure

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