



2019 Annual

Water Quality Report

Northwest Operations

PWS ID: IN5245015



INDIANA
AMERICAN WATER

This report contains important information about your drinking water. Have someone translate it for you if needed.

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, ó hable con alguien que lo entienda.

A Message from the President

Indiana American Water is proud to be your local water company. Every day, our lives revolve around water. It's involved in everything we do, everything we use. It is our most precious resource. That's why it's important that we provide you with information about our commitment to providing quality water service at a cost of only about a penny a gallon.

At Indiana American Water, in order to keep life flowing, we take great pride in what we do and we hold ourselves to the highest standards in delivering safe, clean, reliable, and affordable drinking water to the people we serve. Our teams consist of industry-leading researchers, scientists, and plant operators, all committed to delivering water of the highest quality.

Just as important, we place a strong focus on acting as stewards of our environment. In Indiana, we participate in activities that help communities protect their watersheds and educate customers on how to use water wisely. You can learn more about these ideas and programs on our website at www.indianaamwater.com.

I am proud to share with you with the 2019 annual water quality report with detailed information about the source and quality of your drinking water. We have prepared this report using data from water quality testing conducted for your local water system through December 2019.

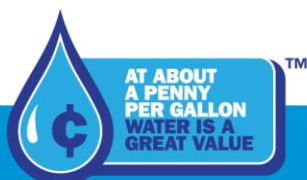
When it comes to complying with strict federal regulations for delivering safe, quality drinking water, we have consistently scored among the highest of all water companies. As a subsidiary of American Water, we're part of a long-standing American tradition of quality service. Our strength as an industry leader comes from our employees all across the business and their expertise, coming together to provide high quality water service.

If you would like more information regarding our commitment to water quality, visit our website at <https://amwater.com/inaw/water-quality>.

We look forward to serving you throughout 2020.

Sincerely,

Matthew Prine
President, Indiana American Water



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About Indiana American Water

Indiana American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 1.34 million people.

About American Water

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

What is a Water Quality Report?

To comply with state and U.S. Environmental Protection Agency (EPA) regulations, Indiana American Water issues a report annually describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect your drinking water sources. In 2019, we conducted tests for many contaminants, all of which were below state and federal maximum allowable levels. This report provides an overview of last year's (2019) water quality. It includes details about where your water comes from and what it contains.

If you have any questions about this report or your drinking water, please call our Indiana Customer Service Center at (800) 492-8373.

Share this report

Landlords, businesses, schools, hospitals and other groups are encouraged to share this important water quality information with water users at their location who are not billed customers of Indiana American Water and therefore do not receive this report directly.

Source Water Information

The surface water source for Indiana American Water's Northwest Operations, serving Gary and surrounding communities, comes entirely from one of the best surface water sources in the world, Lake Michigan. Water treatment is provided at two water filtration plants. Chemical treatment, filtration, and laboratory analysis ensure that the water you drink is of the highest quality.

Protecting Your Water Source

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.

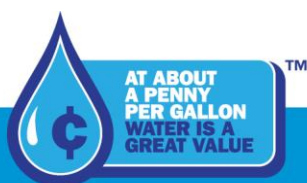
For the purpose of source water assessments, in Indiana all surface waters are considered to be susceptible to contamination. Please share your views with us if you are interested in environmental water quality issues by calling our designated representative listed in this report.

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Dispose of pharmaceuticals, household chemicals, oils and paints at proper waste collection sites. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground. Contact your county waste authority to find out how to dispose of these materials properly.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag in the trash.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Look for local opportunities to take part in watershed activities.
- Report any spills, illegal dumping or suspicious activity to the Indiana Department of Environmental Management.

Investing in Northwest Indiana's Future

Indiana American Water invested more than \$37 million in improvements in the Northwest Indiana Water system in 2019. Indiana American Water also paid over \$4.1 million in local taxes in 2019 and is a valuable source of revenue to the local community and its services.



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Chloramines

Chloramines are an Indiana and federally-approved alternative to free chlorine for water disinfection. Chloramines minimize disinfection byproduct formation. Another benefit of chloramines is improved taste of the water as compared with free chlorine. Indiana American Water has successfully used chloramines in our system for several years. Chloramines are also used by many other water utilities nationally. Chloramines have the same effect as chlorine for typical water uses with the exception that chloramines must be removed from water used in kidney dialysis and fish tanks or aquariums. Treatment to remove chloramines is different than treatment for removing chlorine. Please contact your physician or dialysis specialist for questions pertaining to kidney dialysis water treatment. Contact your pet store or veterinarian for questions regarding water used for fish and other aquatic life. You may also contact Indiana American Water for more chloramine information.



Partnership for Safe Drinking Water Program

Indiana American Water – Northwest Operations system was awarded the prestigious 15-Year Director’s Award under the Partnership for Safe Water program administered by the U.S. Environmental Protection Agency (EPA), Indiana Department of Environmental Management, and other water-related organizations. The award honors water utilities for achieving operational excellence for ten consecutive years by voluntarily optimizing their treatment facility operations and adopting more stringent performance goals than those required by federal and state drinking water standards.

How to Contact Us

For more information about this report, or for any questions relating to your drinking water, please call Brian Marciniak, Water Quality Supervisor, at (219) 880-2339. You may also reach Mr. Marciniak by e-mail at Brian.Marciniak@amwater.com.

For questions about your water bill or service issues, please call our Customer Service Center at (800) 492-8373.

To learn more about Indiana American Water, please visit our web site at www.indianaamwater.com.

Water Information Sources

Indiana American Water

www.indianaamwater.com

Indiana Department of Environmental Management

www.in.gov/idem

United States Environmental Protection Agency

www.epa.gov/safewater

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention

www.cdc.gov

American Water Works Association

www.awwa.org

Water Quality Association

www.wqa.org

National Library of Medicine/National Institute of Health

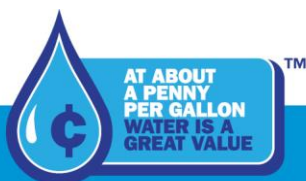
www.nlm.nih.gov/medlineplus

Substances Expected to be in Drinking Water

The source of drinking water (both tap water and bottled water) includes 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:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.



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Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may 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, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and also may come from gas stations, urban stormwater runoff, and septic systems.

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

Special Health Information

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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA and CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the EPA's Safe Drinking Water Hotline at (800) 426-4791. For additional information regarding cryptosporidiosis (a gastrointestinal disease caused by *Cryptosporidium*) and how it may impact those with weakened immune systems, please contact our Customer Service Center at (800) 492-8373.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. Indiana American Water's treatment processes are designed to reduce any such substances to levels well below any health concern and the processes are controlled to provide maximum protection against microbial and viral pathogens which could be naturally present in surface and groundwater. 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 water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's Safe Drinking Water Hotline (800) 426-4791.

Availability of Monitoring Data for Unregulated Contaminants

Monitoring was conducted during 2019 under the EPA Unregulated Contaminant Monitoring Rule 4 (UCMR4). The compound(s) detected under UCMR4 are noted in the table. For information concerning our results, please contact our designated Water Quality Supervisor listed in this report. Data is also available on the EPA's web site (<https://www.epa.gov/dwucmr/fourth-unregulated-contaminant-monitoring-rule>).

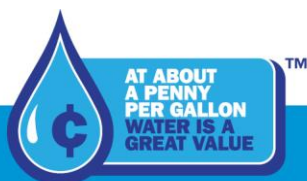
Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether regulation is warranted.

Long Term 2 Enhanced Surface Water Treatment Rule

The U.S. EPA has created the Long Term 2 Enhanced Surface Water Treatment Rule (LT2) for the sole purpose of reducing illness linked with the contaminant *Cryptosporidium* and other disease causing microorganisms in drinking water. The rule will bolster existing regulations and provide a higher level of protection of your drinking water supply. Sampling of our water source during 2017 has shown the following: *Cryptosporidium*: (0 oocysts/L); *Giardia lamblia*: (0 cysts/L); and *E. coli*: (ND-2.0 MPN/100ml). It is important to note that these results are from our raw water source only and not our treated drinking water supply. For more information, contact U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

Lead

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. Indiana American Water- Northwest Operations 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 <http://www.epa.gov/safewater/lead>.



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We take steps to reduce the potential for lead to leach from plumbing into the water. This is accomplished by adding a corrosion inhibitor to the water leaving our treatment facilities. There are steps that you can take to reduce your household's exposure to lead in drinking water. For more information, please review our [Lead and Drinking Water Fact Sheet](#).

Cross Connection and Backflow Prevention

Protecting your drinking water supply is everyone's responsibility. State regulations require residential, commercial and industrial customers served by a public water system to protect the public water system from potential contamination. Under certain conditions water from private plumbing can flow into the public water distribution system, this is referred to as backflow. In order to prevent potential backflow, some customers are required to install and maintain backflow prevention devices on the main water service lines.

How to Read This Table

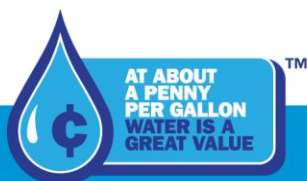
Indiana American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the accompanying tables. While most monitoring was conducted in 2019, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting this table, see the "Table Definitions" section.

Starting with a **Substance**, read across. **Year Sampled** is usually in 2019 or year prior. **MCLG** is the goal level for that substance (this may be lower than what is allowed). **MCL** shows the highest level of substance (contaminant) allowed. **Level Found** represents the measured amount (less is better). **Range of Detections** tells the highest and lowest amounts measured. A **Yes** under **Compliance Achieved** means the amount of the substance met government requirements. **Typical Source** tells where the substance usually originates.

Unregulated substances are measured, but maximum contaminant levels have not been established by the government.

Definitions of Terms Used in This Report

- **AL (Action Level):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.
- **MCL (Maximum Contaminant Level):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the 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 health. MCLGs allow for a margin of safety.
- **MRDL (Maximum Residual Disinfectant Level):** The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLs do not reflect the benefits of the use of disinfectants to control microbial contamination.
- **MRDLG (Maximum Residual Disinfectant Level Goal):** The level of 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 contamination.
- **mrem/year:** Millirems per year (a measure of radiation absorbed by the body).
- **NA:** Not applicable
- **ND:** Not detected
- **NTU (Nephelometric Turbidity Units):** Measurement of the clarity, or turbidity, of the water.
- **pCi/L (picocuries per liter):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).
- **ppm (parts per million):** One part substance per million parts water, or milligrams per liter.
- **ppb (parts per billion):** One part substance per billion parts water, or micrograms per liter.
- **ppt (parts per trillion):** One part substance per trillion parts water, or nanograms per liter.
- **TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water.
- **%:** means percent



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Water Quality Statement

We are pleased to report that during the past year, the water delivered to your home or business complied with, or was better than, all state and federal drinking water requirements. For your information, we have compiled a list in the table below indicating what substances were detected in your drinking water during 2019. Although all of the substances listed below are under the Maximum Contaminant Level (MCL) set by the EPA, we feel it is important that you know exactly what was detected and how much of the substance was present in the water.

Water Quality Results

Turbidity – A Measure of the Clarity of the Water at the Treatment Facilities

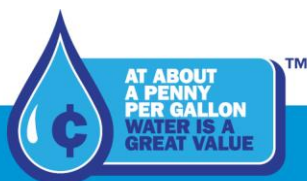
Substance (units)	Year Sampled	MCL	MCLG	Highest Level Detected	Compliance Achieved	Typical Source
Turbidity (NTU) ¹	2019	TT= 1 NTU	0	0.15	Yes	Soil Runoff
Turbidity % meeting standards	2019	TT= % of samples <0.3 NTU	NA	100%	Yes	Soil Runoff

Regulated Substances - Measured on the Water Leaving the Treatment Facilities

Substance (units)	Year Sampled	MCL	MCLG	Maximum Amount Detected	Range Low-High	Compliance Achieved	Typical Source
Fluoride (ppm)	2019	4	4	0.55	0.48 - 0.55	Yes	Water additive which promotes strong teeth; Erosion of natural deposits; Discharge from fertilizer and aluminum factories
Nitrate (ppm)	2019	10	10	0.40	0.32 – 0.40	Yes	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

Total Organic Carbon Removal - Measured within the Treatment Facilities

Substance (units)	Year Sampled	MCL	MCLG	Level Found	Range Low-High	Compliance Achieved	Typical Source
Total Organic Carbon (Removal Ratio) ²	2019	TT	NA	1.0	NA	Yes	Naturally present in the environment



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Bacterial Results - Measured in the Distribution System

Substance	Year Sampled	MCL	MCLG	Highest Percentage of Positive Samples Detected per Month	Compliance Achieved	Typical Source
Total Coliform Bacteria	2019	TT	NA	0.81%	Yes	Naturally present in the environment

Tap Water Samples: Lead and Copper Results - Measured in the Distribution System

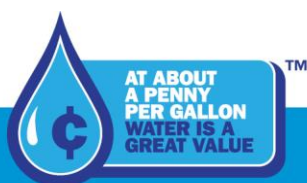
Substance (units)	Year Sampled	Action Level	MCLG	90th Percentile	Number of Samples Taken	Number of Samples Above Action Level	Compliance Achieved	Typical Source
Lead (ppb)	2018	15	0	6	50	0	Yes	Corrosion of household plumbing systems; Erosion of natural deposits
Copper (ppm)	2018	1.3	1.3	0.279	50	0	Yes	Corrosion of household plumbing systems; Erosion of natural deposits

Other Regulated Compounds - Measured in the Distribution System

Substance (units)	Year Sampled	MCL	MCLG	Results	Range Low-High	Compliance Achieved	Typical Source
Total Trihalomethanes (ppb)	2019	80	NA	27.8	16.4– 36.2	Yes	By-product of drinking water chlorination
Haloacetic Acids (ppb)	2019	60	NA	14.9	8.1 – 26.2	Yes	By-product of drinking water chlorination

Disinfectant Residual - Measured in the Distribution System

Substance (units)	Year Sampled	MRDL	MRDLG	Level Found	Range Low-High	Compliance Achieved	Typical Source
Chloramines (ppm)	2019	4	4	2.1	2.0 – 2.3	Yes	Water additive used to control microbes



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Unregulated Substances- Measured on the Water Leaving the Treatment Facilities

Substance	Year Sampled	Level Found	Range (Low-High)	Typical Source
Hardness (ppm)	2019	150	132 – 150	Naturally occurring
Sodium (ppm)	2019	9.8	9.7 – 9.8	Naturally occurring
Sulfate (ppm)	2019	24.7	24.6 – 24.7	Erosion of natural deposits

Other Unregulated Compounds - Measured in the Raw Water prior to Treatment

Substance	Year Sampled	Level Found	Range (Low-High)	Typical Source
Bromide (ppm) ³	2019	0.04	ND – 0.04	Naturally present in the environment
Total Organic Carbon (ppm) ³	2019	2.003	1.739 - 2.003	Naturally present in the environment

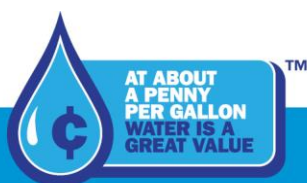
Unregulated Substances- Measured in the Distribution System

Substance	Year Sampled	Level Found	Range (Low-High)	Typical Source
Bromochloroacetic acid (ppb) ³	2019	4.0	1.9 – 4.0	By-product of drinking water chlorination
Bromodichloroacetic acid (ppb) ³	2019	3.7	1.3 – 3.7	By-product of drinking water chlorination
Chlorodibromoacetic acid (ppb) ³	2019	1.2	0.67 – 1.20	By-product of drinking water chlorination
Dibromoacetic Acid (ppb) ³	2019	1.3	0.59 – 1.30	By-product of drinking water chlorination
Dichloroacetic Acid (ppb) ³	2019	7.7	4.1 – 7.7	By-product of drinking water chlorination
Monobromoacetic Acid (ppb) ³	2019	0.41	ND - 0.41	By-product of drinking water chlorination
Trichloroacetic Acid (ppb) ³	2019	7.3	3.5 – 7.3	By-product of drinking water chlorination

¹ Turbidity is a measure of the cloudiness of the water. We monitor 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.



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INDIANA AMERICAN WATER Cross Connection Control

Three Means Of Preventing Backflow

■ Reduced Pressure Principle Assembly

• Inspection Required
Annually



■ Double Check Principle Assembly

• Inspection Required
Annually



■ Pressure Vacuum Principle Assembly

• Inspection Required
Annually



Backflow Device Test Submittal:



Phone: 1-800-414-4990
Web: <https://bsionline.com>
Email: bsionline@backflow.com

Indiana Dept. of Environmental Management's Requirements for Cross Connection Control

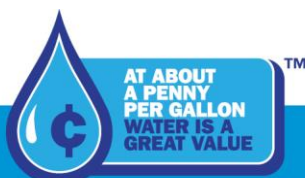
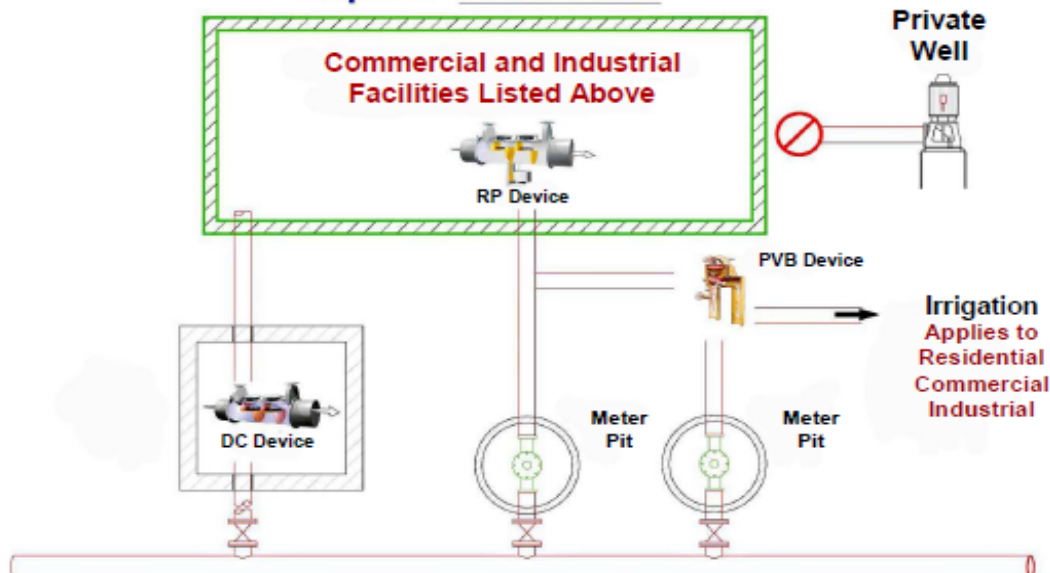
If the activities on your premises are listed below, then you must have or install a state approved cross connection control device on each water service line and promptly submit test results to Indiana American Water. The state designates the following list of facilities as cross connection hazards. A state approved reduced pressure principle backflow preventer shall be installed on the customer service line serving these facilities, unless otherwise specified.

- (1) All customers with hand irrigation systems, including residential. Either a pressure type vacuum breaker or a reduced pressure principle backflow preventer can be used for cross connection control.
- (2) All customer fire service lines. Double check detector assembly should be used for cross connection control.
- (3) Aircraft and missile manufacturing plants.
- (4) Automotive plants, including plants that manufacture motorcycles, automobiles, trucks, recreational vehicles, and construction and agricultural equipment.
- (5) Beverage bottling plants, including dairies and breweries.
- (6) Canneries, packing houses, and reduction plants.
- (7) Car washes.
- (8) Chemical, biological, and radiological laboratories, including those in high schools, trade schools, colleges, universities, and research institutions.
- (9) Hospitals, clinics, medical buildings, autopsy facilities, morgues, other medical facilities, and mortuaries.
- (10) Metal and plastic manufacturing, fabricating, cleaning, plating, and processing facilities.
- (11) Plants manufacturing paper and paper products.
- (12) Plants manufacturing, refining, compounding, or processing fertilizer, film, herbicides, natural or synthetic rubber, pesticides, petroleum or petroleum products, pharmaceuticals, radiological materials, or any chemical that could be a contaminant to the public water supply.
- (13) Commercial facilities that use herbicides, pesticides, fertilizers, or any chemical that could be a contaminant to the public water supply.
- (14) Plants processing, blending, or refining animal, vegetable, or mineral oils.
- (15) Commercial laundries and dye works, excluding coin-operated Laundromats.
- (16) Sewage, storm water, and industrial waste treatment plants and pumping stations.
- (17) Waterfront facilities, including piers, docks, marinas, and shipyards.
- (18) Industrial facilities that recycle water.
- (19) Restricted or classified facilities (federal government defense or military installations), or other facilities closed to the supplier of water or to the commissioner.

Prohibited connections

No secondary source of water supply shall be physically connected on the customer service line to or into the facility.

Indiana American Water Co. Cross Connection Control Program Requires "Containment"



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