

2024 Annual

WATER QUALITY REPORT

Shelbyville Operations
PWS ID: IN5273002

QUALITY. ONE MORE WAY
WE KEEP LIFE FLOWING.

INDIANA
AMERICAN WATER

WE KEEP LIFE FLOWING®

What is a **Consumer Confidence Report (CCR)**

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-492-8373.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-492-8373.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-800-492-8373.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-800-492-8373** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-800-492-8373** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-800-492-8373.

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-800-492-8373.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-800-492-8373.

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A message from **Indiana American Water's President**

To our valued customers:

On behalf of Indiana American Water's nearly 400 employees across the Hoosier state, I am proud to share with you our 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 2024.

Many of us take safe, reliable water service for granted, but at Indiana American Water, it's our top priority. We take great pride in our work and hold ourselves to high standards to help keep your life flowing.

We understand that every water pipe ends with a family or business relying on us for safe and reliable service. At Indiana American Water, we have experienced professionals, advanced technologies, and a strong commitment to upgrading our infrastructure.

Last year, we invested nearly $200 million in our infrastructure across Indiana. These investments have enhanced water quality, pressure, safety, and service reliability for our customers. Although our water already meets or exceeds state and federal standards, we are committed to removing lead and galvanized service lines over the next several years. So far, we've replaced or removed over 33,000 lead service lines, which is over half of the estimated number of lead service lines in our Indiana communities.

Equally important, we are dedicated to being stewards of the environment. In Indiana, we engage in activities and outreach efforts to help communities protect their watersheds and educate customers on wise water use. We collaborate with community partners to plant trees, enhance rivers and streams, and provide water and environmental grants through the American Water Charitable Foundation. Our ongoing goal is to create a healthier environment for generations to come.

Despite rising costs for water and wastewater services nationwide, our investments, advanced technologies, and economies of scale enable us to deliver high-quality service at an exceptional value. Water remains one of the lowest household utility bills.

We consistently rank among the top water companies for complying with strict federal regulations for safe, quality drinking water. We test for around 100 regulated contaminants. Recognized as an industry leader, we collaborate with the US EPA and the Indiana Department of Environmental Management to ensure that existing standards and new regulations benefit our customers.

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

We are proud to be your local water service provider and look forward to serving you!

Sincerely,

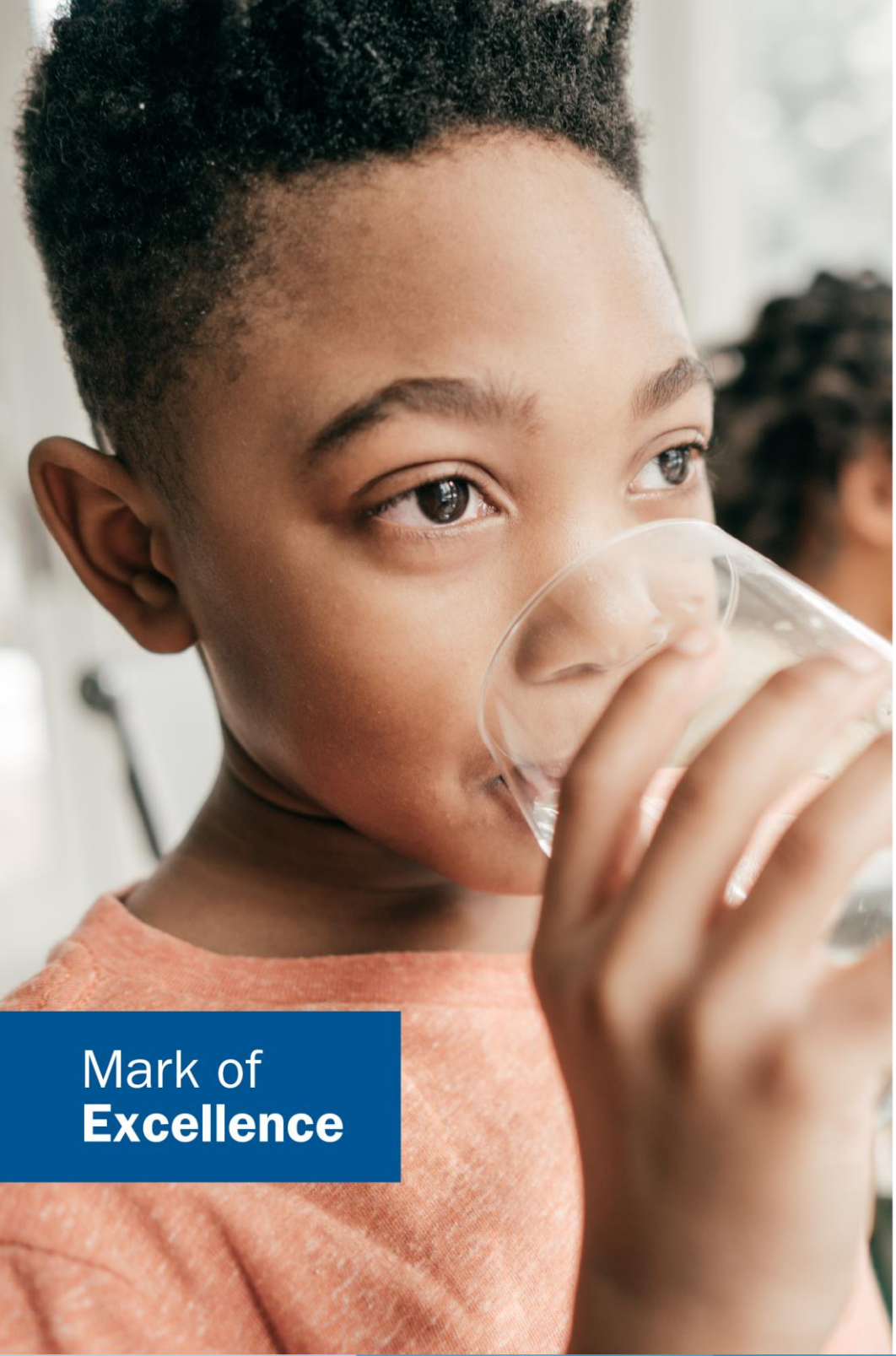
Barry Suits
President, Indiana American Water

This report contains important information about your drinking water. Translate it or speak with someone who understands it at (800) 492-8373, Monday-Friday, 7 a.m. to 7 p.m.



ATTENTION: Landlords and Apartment Owners

Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.



Mark of **Excellence**

EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**

EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

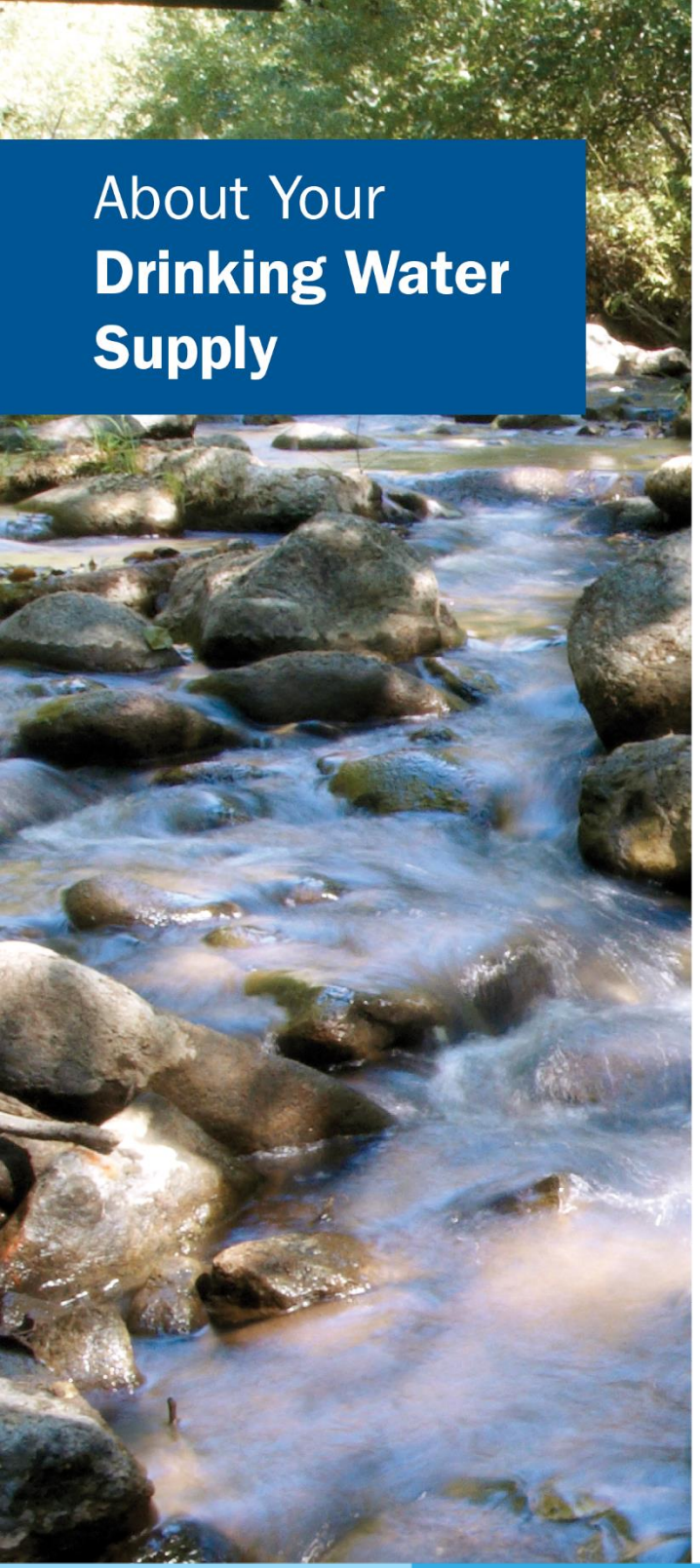
American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.

WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.

MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Indiana American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone**, we invested more than $195 million to improve our water and wastewater treatment and pipeline systems.**



About Your **Drinking Water Supply**

WHERE YOUR WATER COMES FROM

The raw drinking water supply is groundwater obtained from five wells in one well field and a small amount of the finished drinking water is supplied from the Johnson County Operations London Road Treatment Plant (IN5241005).

The Indiana Department of Environmental Management (IDEM) has assessed all public surface and groundwater sources throughout the state to identify potential contaminants. The Indiana American Water–Shelbyville Operations sources have a moderate susceptibility to contamination. This means that under current existing land use practices, the likelihood of the source water aquifer becoming contaminated is moderate. This potential contamination can be minimized by implementing appropriate protective measures. Indiana American Water has developed a comprehensive Wellhead Protection Management Plan, in cooperation with community volunteers, to protect the valuable groundwater resources serving your community. If you are interested in environmental water quality issues, please contact our Customer Service Center at 1-800-492-8373.



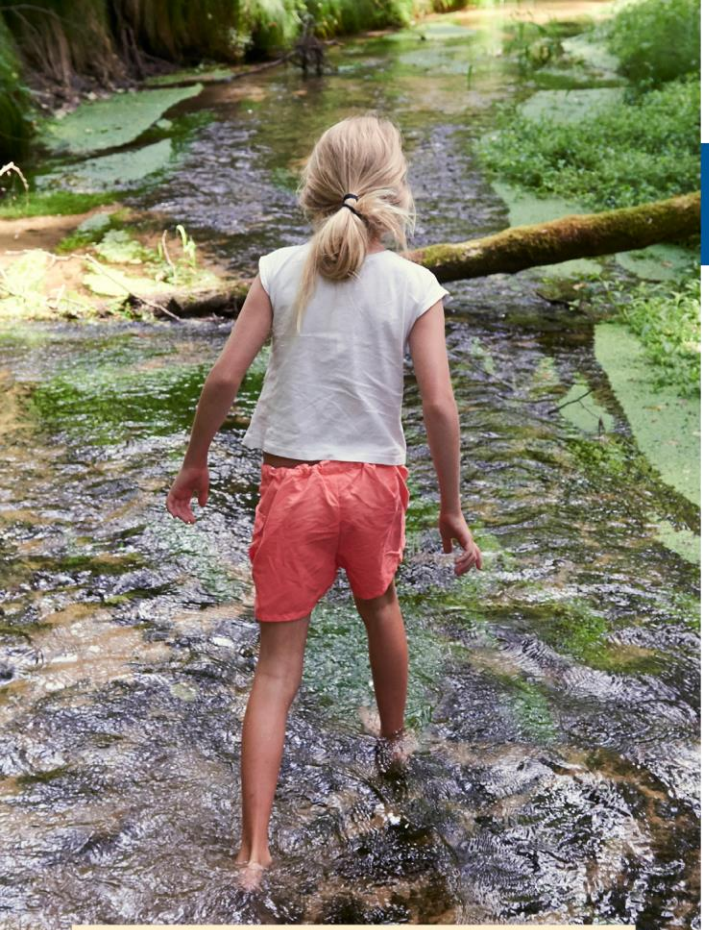
QUICK FACTS ABOUT THE SHELBYVILLE OPERATIONS WATER SYSTEM

Communities served:
Shelbyville

Water source:
5 groundwater wells, treated water from Johnson County Operations London Road Treatment Plant

Average amount of water supplied to customers on a daily basis:
3.8 million gallons per day

Disinfection treatment: The groundwater supplies are treated with chlorine to maintain water quality in the distribution system.



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 can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control and Prevention (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 (800-426-4791).

What are the **Sources of Contaminants**?

To provide tap water that 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 (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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.
Inorganic Contaminants	such as salts and metals, which can be naturally occurring or may result from urban storm water 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 storm water runoff, and residential uses.
Organic Chemical Contaminants	including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also, come from gas stations, urban storm water runoff, and septic systems.
Radioactive Contaminants	which can be naturally occurring or may be the result of oil and gas production and mining activities.



Protecting **Your Drinking Water Supply**

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

WHAT CAN YOU DO?

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

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- 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. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

Report any spills, illegal dumping or suspicious activity to the Indiana Department of Environmental Management at 1-888-233-7745.

FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at indianaamwater.com or contact our Customer Service Center at 1-800-492-8373.

WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for our customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. We have developed Source Water Protection Plans for all our surface and groundwater systems.

Stakeholder involvement is an important part of the program. We partner with many community members and organizations to host annual wellhead protection meetings to review progress on the plan with stakeholders.

Here are a few of the efforts underway to protect our shared water resources:



Community Involvement: We are involved in the Pathway to Water Quality exhibit at the Indiana State Fairgrounds. The exhibit has been helping to protect source water since 1993 by providing hands-on water quality education to State Fair attendees.



Environmental Grant Program: Each year, we fund projects that improve water resources in our local communities.



Greening our Communities: We have planted over 20 acres of prairie grass at various locations across Indiana. Prairie grass acts as a habitat for pollinators that have been in rapid decline. Prairie grass also helps to stabilize soil and improve water quality.

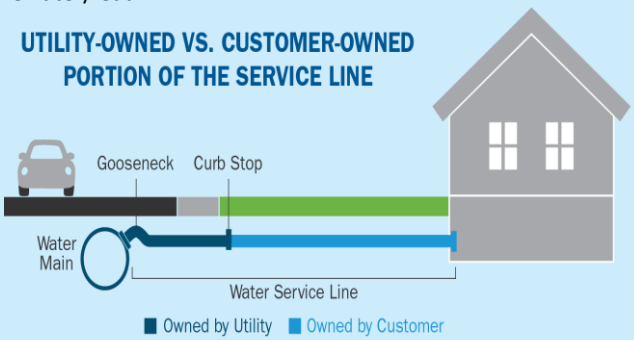


Discovering New Opportunities: We recently began a project with The Nature Conservancy funded by the United States Department of Agriculture under the Farm Bill. The project will develop a strategy to improve water quality at the headwaters of the White River.

About **Lead**

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Indiana American Water Shelbyville Operations is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Indiana American Water at 1-800-492-8373 for a list of certified labs. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead.

UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

REDUCING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-800-492-8373



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



2. **Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



3. **Routinely remove and clean all faucet aerators.**



4. **Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



5. **Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



6. **Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

Determining Your **Service Line Material**

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.



TYPES OF PIPE

	• Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.
	• Copper: The color of a copper penny.
	• Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	• Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will not cling to lead pipes.

YOUR SERVICE LINE MATERIAL

At Indiana American Water, providing safe, reliable water service is our top priority. The Lead and Copper Rule Revisions finalized in 2021 require that all water providers share with customers the material of the utility-owned and customer-owned service lines that provide water to their property.

To support this initiative, Indiana American Water created an interactive map to help our customers learn or identify their service line material and the next steps they can take to support this initiative. To access the online inventory map, please visit https://www.amwater.com/servicelineinventory.

Please note: if your service lines contain lead, it does not mean you cannot use water as you normally do. Indiana American Water tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead. For added protection and to comply with the new legislation, we will be removing lead and lead/galvanized piping from service lines over time. For more information on lead in drinking water, please visit https://www.amwater.com/inaw/water-quality/Lead-And-Drinking-Water/.

Important Information About **Drinking Water**

NITRATES

Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant you should ask advice from your health care provider.



Important Information About **Drinking Water**



PFAS

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Indiana American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to be better prepared as U.S. EPA has finalized drinking water standards for six PFAS chemicals. For more information on the PFAS drinking water standards, please visit https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas.

Indiana American Water Shelbyville Operations collected samples under the U.S. EPA Unregulated Contaminants Monitoring Rule (UCMR) for 29 PFAS compounds and Lithium. This monitoring is being conducted so the EPA can receive occurrence data for these compounds to determine what additional compounds may need to be regulated in drinking water. We collected samples in February, August, and October 2024 and detected the compounds shown in this table in the drinking water that we purchase from public water system IN5241005. These compounds are not regulated at this time. If you would like to view our results, contact our office at 1-800-492-8373.

The science and regulation of PFAS and other contaminants is always evolving, and Indiana American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.



Our scientists and engineers are experts in addressing this important issue and have a long history of researching and addressing contaminants of concern in our water. We continue to focus on water quality and treatment technologies and processes that can effectively remove PFAS from drinking water.

Lauren Weinrich, Ph.D.
Principal Scientist,
Water Research and Development



Water Quality **Results**

WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2024, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled lists in the tables below showing the testing of your drinking water during 2024. The Indiana Department of Environmental Management allows us to monitor for some contaminants less than once per year because the concentrations of the contaminants do not change frequently. Some of our data, though representative, are more than one year old.

Definition of Terms

These are terms that may appear in your report.

Action Level (AL): The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, that a water system must follow.

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

LRAA: Locational Running Annual Average

Maximum Contaminant Level (MCL): 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. See also Secondary Maximum Contaminant Level (SMCL).

Maximum Contaminant Level Goal (MCLG): 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.

Maximum Residual Disinfectant Level (MRDL): The highest level of 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.

MFL: Million fibers per liter.

micromhos per centimeter (µmhos/cm): A measure of electrical conductance.

NA: Not applicable

ND: Not detected

Nephelometric Turbidity Units (NTU): Measurement of the clarity, or turbidity, of the water.

pH: A measurement of acidity, 7.0 being neutral.

picocuries per liter (pCi/L): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

parts per billion (ppb): One part substance per billion parts water, or micrograms per liter.

parts per million (ppm): One part substance per million parts water, or milligrams per liter.

parts per trillion (ppt): One part substance per trillion parts water, or nanograms per liter.

Secondary Maximum Contaminant Level (SMCL): Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

TON: Threshold Odor Number

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

%: Percent

MEASUREMENTS

Parts Per Million



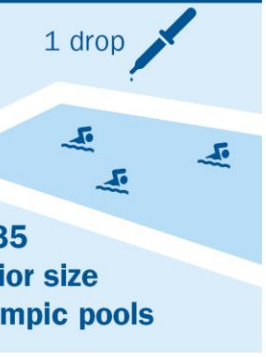
in a 10 gallon fish tank

Parts Per Billion



in a 10,000 gallon swimming pool

Parts Per Trillion



in 35 junior size Olympic pools

Water Quality **Results**

Indiana American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2024, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the applicable "Definition of Terms" on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

NOTE: Regulated contaminants not listed in these tables were not found in the treated water supply.

LEAD AND COPPER MONITORING PROGRAM - At least 30 tap water samples collected at premise taps every three years									
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MCLG**	**Action Level (AL)**	**90th Percentile**	**Range**	**No. of Homes Sampled**	**Homes Above Action Level**	**Typical Source**
Lead (ppb)	2023	Yes	0	15	2	ND to 5	31	0	Corrosion of household plumbing systems.
Copper (ppm)	2023	Yes	1.3	1.3	0.149	ND to 0.480	31	0	Corrosion of household plumbing systems.

Note: Complete lead tap sampling data are available for review. Contact us at leadfreein@amwater if you are interested in reviewing this data.

REVISED TOTAL COLIFORM RULE - At least 20 samples collected each month in the Shelbyville distribution system						
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MCLG**	**MCL**	**Highest Percentage OR Highest No. of Samples**	**Typical Source**
Total Coliform[1]	2024	Yes	0	*MCL = Less than 5% OR MCL = No more than 1 positive monthly sample	0%	Naturally present in the environment.
E. Coli[2]	2024	Yes	0	TT = No confirmed samples	0	Human and animal fecal waste.

NOTE: Coliforms are bacteria that are naturally present in the environment and are used as an indicator of the general bacteriological quality of the water. We are reporting the highest percentage of positive samples / highest number of positive samples in any month.

[1] The Treatment Technique for Total Coliforms requires that if the maximum percentage OR number of total coliform positive samples are exceeded a system assessment must be conducted, any sanitary defects identified, and corrective actions completed. Additional Level 1 Assessments or Level 2 Assessments are required depending on the circumstances.

[2] The Treatment Technique for E. Coli requires that for any total coliform positive routine sample with one or more total coliform positive check samples and an E. coli positive result for any of the samples a Level 2 Assessment must be conducted, any sanitary defects identified, and corrective actions completed. The E. Coli MCL is exceeded if routine and repeat samples are total coliform-positive and either is E. coli-positive, or the system fails to take repeat samples following an E. coli-positive routine sample, or the system fails to analyze total coliform-positive repeat samples for E. coli.

DISINFECTION BYPRODUCTS - Collected in the Shelbyville Distribution System							
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MCLG**	**MCL**	**Highest LRAA**	**Range Detected**	**Typical Source**
Total Trihalomethanes (TTHMs) (ppb)	2024	Yes	NA	80	14.0	4.4 to 14.0	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2024	Yes	NA	60	7.4	1.3 to 7.4	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location. The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the locational running annual average.

DISINFECTANTS - Collected in the Shelbyville Distribution System								
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MRDLG**	**MRDL**	**Minimum Chlorine Residual Required**	**Compliance Result**	**Range Detected**	**Typical Source**
Distribution System Chlorine Residual (ppm)	2024	Yes	4	4	0.2	0.9 [1]	0.34 to 1.33	Water additive used to control microbes.

1 - Data represents the highest monthly running annual average of chlorine residuals measured throughout our distribution system at compliance sampling locations.

OTHER REGULATED SUBSTANCES - Collected at the Shelbyville Treatment Plant							
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MCLG**	**MCL**	**Highest Compliance Result**	**Range Detected**	**Typical Source**
Barium (ppm)	2024	Yes	2	2	0.1	NA	Erosion of natural deposits; discharge of drilling wastes; discharge from metal refineries.
Fluoride (ppm)	2024	Yes	4	4	0.67	NA	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Nitrate (ppm)	2024	Yes	10	10	0.33	NA	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

DISINFECTION BYPRODUCTS - Collected in the Johnson County Distribution System							
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MCLG**	**MCL**	**Highest LRAA**	**Range Detected**	**Typical Source**
Total Trihalomethanes (TTHMs) (ppb)	2024	Yes	NA	80	29.0	21.0 to 29.0	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2024	Yes	NA	60	8.6	8.4 to 8.6	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location. The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the locational running annual average.

OTHER REGULATED SUBSTANCES - Collected at the Johnson County Treatment Plants							
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MCLG**	**MCL**	**Highest Compliance Result**	**Range Detected**	**Typical Source**
Barium (ppm)	2024	Yes	2	2	0.3	0.2 to 0.3	Erosion of natural deposits; discharge of drilling wastes; discharge from metal refineries.
Combined Radium (pCi/L)	2021	Yes	0	5	1.599	0.342 to 1.599	Erosion of natural deposits.
Fluoride (ppm)	2024	Yes	4	4	0.60	0.54 to 0.60	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Nitrate (ppm)	2024	Yes	10	10	0.32	ND to 0.32	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

OTHER REGULATED SUBSTANCES - Collected at the Shelbyville Treatment Plant						
Substance (with units)	**Year Sampled**	**MCLG**	**SMCL**	**Level Found**	**Range Detected**	**Typical Source**
Chloride (ppm)[1]	2024	NA	250	22.4	NA	Erosion of natural deposits; road salting.
Copper (ppm)[1]	2024	NA	1	0.089	NA	Corrosion of household plumbing systems.
Iron (ppm)[1]	2024	NA	0.3	0.02	0.007 to 0.08	Naturally occurring.
Manganese (ppm)[1]	2024	NA	0.05	0.016	0.002 to 0.035	Naturally occurring.
pH [1]	2024	NA	6.5 - 8.5	7.74	7.4 to 8.0	Naturally occurring.
Sulfate (ppm) [1]	2024	NA	250	41	NA	Erosion of natural deposits.

1 - Substances with Secondary MCLs do not have MCLGs; these limits are primarily established to address aesthetic concerns.

OTHER SUBSTANCES OF INTEREST - Collected at the Shelbyville Treatment Plant					
Substance (with units)	**Year Sampled**	**EPA Guidance Level**	**Level Found**	**Range Detected**	**Typical Source**
Hardness (ppm)	2024	NA	306	274 to 381	Naturally occurring.
Sodium (ppm)[1]	2024	20	10.2	NA	Naturally occurring.

1 - For healthy individuals the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

UNREGULATED CONTAMINANT MONITORING

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 future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored. If you are interested in examining the results, please contact Indiana American Water at 1-800-492-8373.The tables below provides information on the unregulated contaminants that were detected in the water system under the previous round of monitoring.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST – (Water in the Shelbyville Distribution System)					
Parameter	**Units**	**Year Sampled**	**Level Found**	**Range Detected**	**Typical Source**
Bromochloroacetic Acid	ppb	2019	1.4	0.75 to 1.4	By-product of drinking water disinfection.
Chlorodibromoacetic acid	ppb	2019	0.42	ND to 0.42	By-product of drinking water disinfection.
Dibromoacetic Acid	ppb	2019	0.98	0.59 to 0.98	By-product of drinking water disinfection.
Dichloroacetic Acid	ppb	2019	1.6	1.2 to 1.6	By-product of drinking water disinfection.
Trichloroacetic Acid	ppb	2019	0.73	ND to 0.73	By-product of drinking water disinfection.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST – (Measured in the raw water prior to treatment)					
Parameter	**Units**	**Year Sampled**	**Level Found**	**Range Detected**	**Typical Source**
Bromide	ppm	2019	0.03	NA	Naturally present in the environment.
Total Organic Carbon	ppm	2019	0.797	NA	Naturally present in the environment.

UNREGULATED CONTAMINANT MONITORING RULE

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UNREGULATED COMPOUNDS- Collected at the Johnson County Operations Water Treatment Plants					
Parameter	**Year Sampled**	**Average Amount Detected**	**Range Low-High**	**U.S. EPA MCL (effective 2029)**	**Typical Source**
Perfluorooctanoic acid (PFOA)	2024	ND	NA	4.0 ppt	Discharge from manufacturing and industrial chemical facilities, use of certain consumer products, occupational exposures, and certain firefighting activities.
Perfluorooctanesulfonic acid (PFOS)	2024	ND	NA	4.0 ppt	
Hexafluoropropylene oxide dimer acid (HFPO-DA) (GenX chemicals)	2024	ND	NA	10 ppt	
Perfluorohexane sulfonic acid (PFHxS)	2024	ND	NA	10 ppt	
Perfluorononanoic acid (PFNA)	2024	ND	NA	10 ppt	
Perfluorobutanesulfonic acid (PFBS)	2024	ND	NA	NA	
Hazard Index[1]	2024	NA	NA	1	
Perfluoropentanoic acid (PFPeA)	2024	4.9 ppt	ND to 4.9 ppt	NA	
Perfluorohexanoic acid (PFHxA)	2024	4.5 ppt	ND to 4.5 ppt	NA	

[1]Hazard Index or HI. The Hazard Index is an approach that determines the health concerns associated with mixtures of certain PFAS in finished drinking water. Low levels of multiple PFAS that individually would not likely result in adverse health effects may pose health concerns when combined in a mixture. The Hazard Index MCL represents the maximum level for mixtures of PFHxS, PFNA, HFPO–DA, and/or PFBS allowed in water delivered by a public water system. A Hazard Index greater than 1 requires a system to take action.

For more information on the U.S. EPA's PFAS drinking water standards, including the Hazard Index, please visit https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas

PFAS chemicals are unique, so two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another.

UNREGULATED CONTAMINANT MONITORING RULE

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UNREGULATED COMPOUNDS- Collected at the Shelbyville Water Treatment Plant and Water Supplied by Johnson County Operations IN5241005					
Parameter	**Year Sampled**	**Average Amount Detected**	**Range Low-High**	**U.S. EPA MCL (effective 2029)**	**Typical Source**
Perfluorooctanoic acid (PFOA)	2024	ND	NA	4.0 ppt	Discharge from manufacturing and industrial chemical facilities, use of certain consumer products, occupational exposures, and certain firefighting activities.
Perfluorooctanesulfonic acid (PFOS)	2024	ND	NA	4.0 ppt	
Hexafluoropropylene oxide dimer acid (HFPO-DA) (GenX chemicals)	2024	ND	NA	10 ppt	
Perfluorohexane sulfonic acid (PFHxS)	2024	ND	NA	10 ppt	
Perfluorononanoic acid (PFNA)	2024	ND	NA	10 ppt	
Perfluorobutanesulfonic acid (PFBS)	2024	ND	NA	NA	
Hazard Index[1]	2024	NA	NA	1	
Lithium	2024	10 ppb	ND to 10 ppb	NA	Naturally occurring with multiple commercial uses

[1]Hazard Index or HI. The Hazard Index is an approach that determines the health concerns associated with mixtures of certain PFAS in finished drinking water. Low levels of multiple PFAS that individually would not likely result in adverse health effects may pose health concerns when combined in a mixture. The Hazard Index MCL represents the maximum level for mixtures of PFHxS, PFNA, HFPO–DA, and/or PFBS allowed in water delivered by a public water system. A Hazard Index greater than 1 requires a system to take action.

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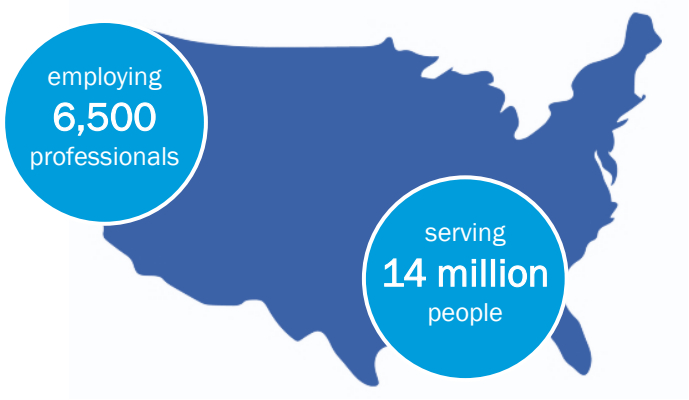


About Us

Indiana American Water, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 1.5 million people.

With a history dating back to 1886, **American Water** (NYSE:AWK) is the largest regulated water and wastewater utility company in the United States. We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations.





INDIANA AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**
  141 communities served in 22 counties
- **PEOPLE SERVED**
  Approximately 1.5 million people
- **EMPLOYEES**
  Approximately 400 employees
- **TREATMENT FACILITIES**
  41 surface and groundwater treatment plants. Average daily delivery including surface water, groundwater and purchased water is approximately 115 million gallons per day (MGD); 3 wastewater plants, 1 wastewater collection system with a wastewater mound system and 1 wastewater collection system
- **MILES OF PIPELINE**
  5,500 miles of water and sewer pipe
- **STORAGE AND TRANSMISSION**
  More than 131 water tanks (with a storage capacity of more than 90 million gallons) and nearly 32,000 fire hydrants help to provide an adequate supply of water for our customers
- **SOURCE OF SUPPLY**
  60% groundwater
  39% surface water
  1% purchased water
- **PARTNERSHIP FOR SAFE WATER AWARDS**
  All five of our surface water treatment plants received Directors Awards for the Partnership for Safe Water for going above what is required in the treatment process.

How to **Contact Us**



If you have any questions about this report, your drinking water, or service, please contact Indiana American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-800-492-8373.

WATER INFORMATION SOURCES

Indiana American Water
www.indianaamwater.com

Indiana Department of Environmental Management:
www.in.gov/idem

United States Environmental Protection Agency (USEPA):
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/drinkingwater.html

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-492-8373.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-492-8373.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-492-8373.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-800-492-8373.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-800-492-8373** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-800-492-8373** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-800-492-8373.

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-800-492-8373.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-800-492-8373.