2024

DRINKING WATER REPORT

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

www.citizensenergygroup.com

citizens energy group™

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 drinking 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 from several sources:

Indianapolis & Morgan County

- The West Fork of the 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 store 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. In addition, Citizens Westfield purchases a portion of its water supply from Citizens Water Indianapolis.

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. Citizens Water Indianapolis also feeds orthophosphate to minimize the possibility of corrosion in customer plumbing.

WHAT'S BEING DONE TO IMPROVE WATER QUALITY?

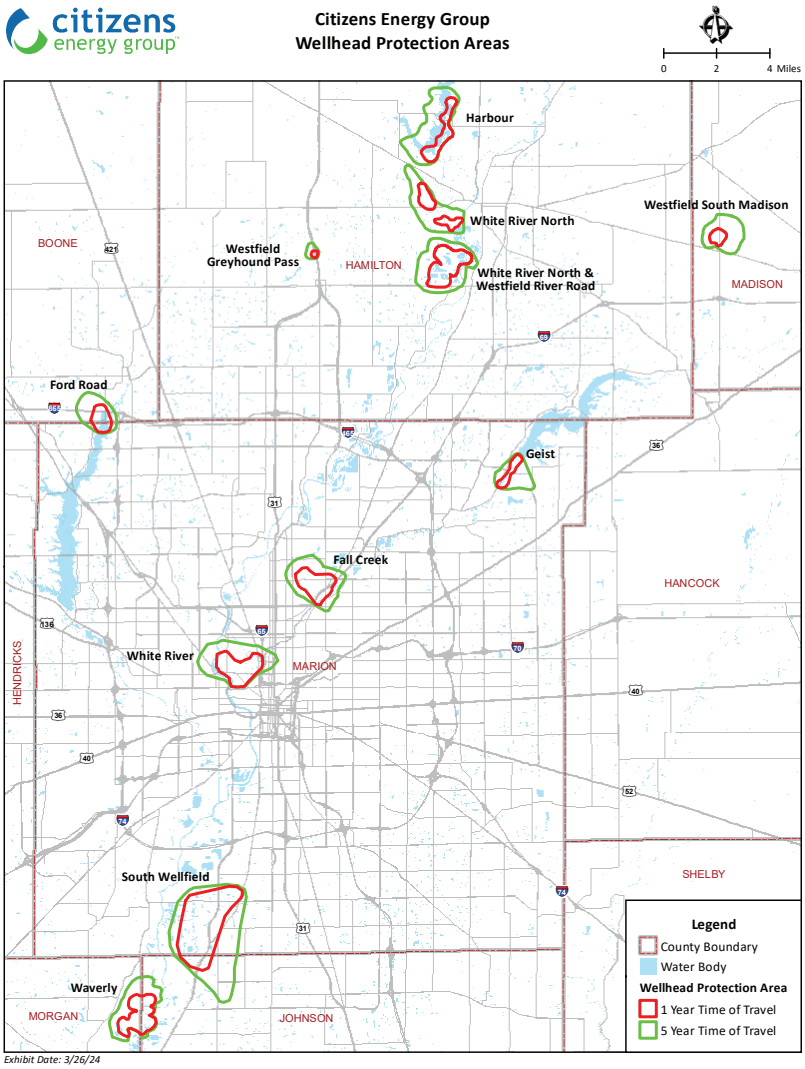
Wellhead Protection

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.

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.



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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.**

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 processes use ultraviolet disinfection to further improve water quality protection.

HOW DOES CITIZENS ENERGY GROUP TEST FOR—AND MITIGATE—THE PRESENCE OF LEAD IN THE DRINKING WATER IN INDIVIDUAL HOMES?

Citizens ensures that water leaving treatment facilities and traveling through water distribution mains is free of lead. Citizens regularly tests drinking water from customer taps for lead and copper and takes steps in its treatment process to ensure that corrosive conditions that would contribute to elevated levels of lead and copper are not created in the distribution system. 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. Results from these sampling events are included in the data tables below.

HOW CAN WATER CUSTOMERS KNOW IF THEY OWN A LEAD SERVICE LINE? HOW CAN CUSTOMERS MITIGATE LEAD EXPOSURE FROM THEIR SERVICE LINE OR IN-HOME PLUMBING?

For Citizens water customers, the water service line, which is the underground pipe that connects the water main to your home or business, is owned by the property owner. Citizens has published an online information portal featuring a searchable customer service line inventory. Citizens also mails annual notifications to customers who own or may own a lead service line. Customers can view the up-to-date status of their service line using the web-based map at **https://citizensenergygroup.com/service-line-map.**

If a customer's service line makeup is listed as unknown within the inventory, the U.S. EPA has developed an online step-by-step guide to help people identify lead pipes in their homes called Protect Your Tap: A Quick Check for Lead. It is available at: **https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead.**

While Citizens is not a public health agency, we provide our customers with information about the impact of lead on human health, as advised by the U.S. EPA. 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. While water in the Citizens distribution system arrives to each customer's service line lead-free, the makeup of individual service lines and customers' in-home plumbing introduces the potential for lead exposure. You share responsibility for protecting yourself and your family from the lead in your home plumbing. The following methods may reduce that potential:

- Properly use a filter certified to remove lead (such as one certified by NSF or ANSI) for water used in drinking and cooking.
- Flush the tap by running the water for five minutes before drinking if water has been unused for more than six hours.
- Avoid consuming water from the hot water faucet and do not use hot tap water to prepare baby formula. Boiling does not remove lead from water.
- Regularly clean debris and sediment from the faucet's screen (also known as an aerator).
- Check to see if interior plumbing or faucets contain lead and replace any that do. Look for the "Lead Free" label when replacing or installing plumbing fixtures.
- Consider using an alternative source for drinking and cooking water, such as bottled water, if not choosing to use the methods described above.

To learn more about minimizing lead exposure risk, visit **https://info.citizensenergygroup.com/water/lead-and-copper-faqs**. For information on lead in drinking water and testing methods, visit U.S. EPA's page at **www.epa.gov/lead.**

Customers can have their water tested for the presence of lead by visiting **https://info.citizensenergygroup.com/water/lead-and-copper-faqs** and completing the request form for tap sampling, or by calling 317-924-3311. They will receive a sampling kit in the mail that contains information on how to sample tap water and return the sample for analysis, after which analytical results will be sent to the customer.

HOW IS CITIZENS ENERGY GROUP WORKING TO REPLACE LEAD SERVICE LINES FOR ITS CUSTOMERS?

Citizens received approval from the Indiana Utility Regulatory Commission in 2022 to begin implementing a lead service line replacement program for customers. This program enables Citizens to replace all customer-owned lead-containing service lines within its service territory, estimated to be between 55,000 and 75,000. Citizens will reach out to customers in upcoming project areas via mail, email, and text message. If customers wish to replace the service line on their properties at their own cost, Citizens will partner to cover the cost of replacing the portion of the service line in the public right-of-way. For more information on the lead service line replacement program Citizens is implementing, including maps where work is ongoing, visit **https://info.citizensenergygroup.com/projects/lead-service-line-replacement.**

2024 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.

2024 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**
Atrizine (ppb)	3 ppb	3 ppb (RAA)	0.23 ppb	1.4 ppb	ND - 1.4 ppb	YES	Runoff from herbicide used on row crops
Barium (ppm)	2 ppm	2 ppm	0.035 ppm	0.27 ppm	0.026 - 0.27 ppm	YES	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chromium (ppb)	100 ppb	100 ppb	1.3 ppb	2.8 ppb	ND - 2.8 ppb	YES	Discharge from steel and pulp mills; Erosion of natural deposits
Fluoride (ppm)	4 ppm	4 ppm	0.62 ppm	0.95 ppm	0.094 - 0.95 ppm	YES	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate (ppm)	10 ppm	10 ppm	0.064 ppm	3.3 ppm	ND - 3.3 ppm	YES	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Simazine (ppb)	4 ppb	4 ppb	BDL	0.41 ppb	ND - 0.41 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		0.046 NTU	0.30 NTU	0.020 - 0.30 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	0.3	1	ND - 1 oocysts / 10 L	N/A	
Giardia (Untreated Water, org/10L)	N/A	33	183	ND - 183 cysts / 10 L	N/A	
TOC (Untreated Water, ppm)	N/A	4.1 ppm	5.4 ppm	3.0 - 5.4 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	88 ppb	230 ppb	ND - 230 ppb	Natural deposits; water treatment additive
Chloride (ppm)	250 ppm	75 ppm	215 ppm	22 - 215 ppm	Natural deposits; water treatment additive
Hardness (ppm)	N/A	292 ppm 17 grains/gal	420 ppm 25 grains/gal	149 - 420 ppm 8.7 - 25 grains/gal	Erosion of natural deposits; leaching
Iron (ppm)	0.3 ppm	0.0043 ppm	0.15 ppm	ND - 0.15 ppm	Erosion of natural deposits; leaching
Metolachlor (ppb)	N/A	ND	ND	ND	Herbicide runoff
Nickel (ppb)	N/A	1.0 ppb	3.1 ppb	ND - 3.1 ppb	Erosion of natural deposits; leaching
Orthophosphate (ppm)	N/A	0.22 ppm	2.4 ppm	ND - 2.4 ppm	Additve to prevent lead and copper leaching from plumbing
pH (Standard Units)	6.5 - 8.5	7.8	8.5	7.0 - 8.5	
Sodium (ppm)	N/A	53 ppm	158 ppm	13 - 158 ppm	Erosion of natural deposits; leaching
Sulfate (ppm)	250 ppm	47 ppm	190 ppm	8.1 - 190 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	2.9 ppm	0.12 - 2.9 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
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

Contaminant	MCL (Limit)	Average of All Samples	Maximum of All Samples	System Wide Range	Compliance Achieved	Possible Source
Total Trihalomethanes (TTHMs)	80 ppb (LRAA)	48 ppb	58 ppb (LRAA)	24 - 70 ppb	YES	By-product of drinking water disinfection
Haloacetic acids (HAA5)	60 ppb (LRAA)	34 ppb	42 ppb (LRAA)	17 - 50 ppb	YES	By-product of drinking water disinfection

REGULATED CONTAMINANTS (Sampled at Customer Tap)

Contaminant	MCLG	AL	Sites Above AL	90th Percentile	System Wide Range	Compliance Achieved	Possible Source
Copper (ppm) [2024 Data]	1.3 ppm	1.3 ppm (90th percentile)	0 of 66	0.20 ppm	ND - 0.34 ppm	YES	Corrosion of customer plumbing systems, Erosion of natural deposits
Lead (ppb) [2024 Data]	0 ppb	15 ppb (90th percentile)	1 of 66	5.2 ppb	ND - 150 ppb	YES	Corrosion of customer plumbing systems, Erosion of natural deposits

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	0.21 ppt	3.8 ppt	ND - 3.8 ppt	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities.
Perfluorobutanoic acid (PFBA)	N/A	0.34 ppt	4.8 ppt	ND - 4.8 ppt	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities.
Perfluoropentanoic acid (PFPeA)	N/A	0.38 ppt	5.3 ppt	ND - 5.3 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	1.6 ppm	2.0 ppm	1.2 - 2.0 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	10 ppb (1 sample)	10 ppb (1 sample)	10 ppb (1 sample)	YES	By-product of chlorination treatment
Haloacetic acids (HAA5)	N/A	60 ppb	1.9 ppb (1 sample)	1.9 ppb (1 sample)	1.9 ppb (1 sample)	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%	0.69%	8.3% (1 sample)	0% - 8.3%	YES	Naturally present in the environment

REGULATED CONTAMINANTS (Sampled at Customer Tap)

Contaminant	MCLG	AL	Sites Above AL	90th Percentile	System Wide Range	Compliance Achieved	Possible Source
Copper (ppm) [2024 Data]	1.3 ppm	1.3 ppm (90th percentile)	0 of 22	0.13 ppm	ND - 0.18 ppm	YES	Corrosion of customer plumbing systems, Erosion of natural deposits
Lead (ppb) [2024 Data]	0 ppb	15 ppb (90th percentile)	0 of 22	1.1 ppb	ND - 2.3 ppb	YES	Corrosion of customer plumbing systems, Erosion of natural deposits

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 2024 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.

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 2024 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 2024 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/.

2024 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	0.21 ppm	0.31 ppm	0.068 - 0.27 ppm	YES	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chromium (ppb)	100 ppb	100 ppb	0.60 ppb	2.8 ppb	ND - 2.8 ppb	YES	Discharge from steel and pulp mills; Erosion of natural deposits
Fluoride (ppm)	4 ppm	4 ppm	0.53 ppm	0.67 ppm	0.38 - 0.67 ppm	YES	Erosion of natural depostis; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate (ppm)	10 ppm	10 ppm	0.10 ppm	1.5 ppm	ND - 1.5 ppm	YES	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
E coli	0	1	ND	ND	ND	YES	Human and animal fecal waste
Total Coliforms	N/A	5.0%	0.50%	4.2%	0% - 4.2%	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	3.7 ppm	0.10 - 3.7 ppm	YES	Water additive used to control microbes.
Contaminant	**MCLG**	**AL**	**Sites Above AL**	**90th Percentile**	**System Wide Range**	**Compliance Achieved**	**Possible Source**
Copper (ppm) [2024 Data]	1.3 ppm	1.3 ppm (90th percentile)	0 of 35	0.23 ppm	ND - 0.65 ppm	YES	Corrosion of customer plumbing systems, Erosion of natural deposits
Lead (ppb) [2024 Data]	0 ppb	15 ppb (90th percentile)	0 of 35	3.2 ppb	ND - 7.4 ppb	YES	Corrosion of customer plumbing systems, Erosion of natural deposits
Contaminant	**MCL**		**Average of All Samples**	**Maximum of All Samples**	**System Wide Range**	**Compliance Achieved**	**Possible Source**
Total Trihalomethanes (TTHMs)	80 ppb (LRAA)		14 ppb	16 ppb (LRAA)	5.6 - 27 ppb	YES	By-product of drinking water disinfection
Haloacetic acids (HAA5)	60 ppb (LRAA)		6.8 ppb	8.5 ppb (LRAA)	2.1 - 18 ppb	YES	By-product of drinking water disinfection

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	46 ppm	85 ppm	16 - 85 ppm	Natural deposits; water treatment additive
Hardness (ppm)	N/A	368 ppm 22 grains/gal	507 ppm 30 grains/gal	279 - 507 ppm 19 - 30 grains/gal	Erosion of natural deposits; leaching
Iron (ppm)	0.3 ppm	0.013 ppm	0.38 ppm	ND - 0.38 ppm	Erosion of natural deposits; leaching
Manganese (ppm)	0.05 ppm	0.00079 ppm	0.012 ppm	ND - 0.012	Erosion of natural deposits; leaching
pH (Standard Units)	6.5 - 8.5	7.5	7.8	7.2 - 7.8	
Nickel (ppb)	N/A	1.4 ppb	3.6 ppb	ND - 3.6 ppb	Erosion of natural deposits; leaching
Orthophosphate (ppm)	N/A	0.032 ppm	1.0 ppm	ND - 1.0 ppm	Additve to prevent lead and copper leaching from plumbing
Sodium (ppm)	N/A	34 ppm	74 ppm	26 - 74 ppm	Erosion of natural deposits; leaching
Sulfate (ppm)	250 ppm	88 ppm	218 ppm	4.1 - 218 ppm	Erosion of natural deposits; leaching
Zinc (ppb)	5000 ppb	2.2 ppb	5.9 ppb	ND - 5.9 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.

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 2024 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.

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 2024 and did not detect any of the compounds. If you would like to view our results, contact our office at 317-924-3311.

2024 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	0.32 ppm	0.33 ppm	0.31 - 0.33 ppm	YES	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chromium (ppb)	100 ppb	100 ppb	1.4 ppb	2.8 ppb	ND - 2.8 ppb	YES	Discharge from steel and pulp mills; erosion of natural deposits.
Fluoride (ppm)	4 ppm	4 ppm	0.56 ppm	0.63 ppm	0.50 - 0.63 ppm	YES	Erosion of natural depostis; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate (ppm)	10 ppm	10 ppm	0.41 ppm	0.60 ppm	0.30 - 0.60 ppm	YES	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
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	**MCL**		**Average of All Samples**	**Maximum of All Samples**	**System Wide Range**	**Compliance Achieved**	**Possible Source**
Total Trihalomethanes (TTHMs)	80 ppb		8.5 ppb	9.6 ppb	7.5 - 9.6 ppb	YES	By-product of drinking water disinfection
Haloacetic acids (HAA5)	60 ppb		4.8 ppb	5.3 ppb	4.3 - 5.3 ppb	YES	By-product of drinking water disinfection
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	1.9 ppm	2.2 ppm	1.4 - 2.2 ppm	YES	Water additive used to control microbes.
Contaminant	**MCLG**	**AL**	**Sites Above AL**	**90th Percentile**	**System Wide Range**	**Compliance Achieved**	**Possible Source**
Copper (ppm) [2024 Data]	1.3 ppm	1.3 ppm (90th percentile)	0 of 6	0.66 ppm	ND - 0.67 ppm	YES	Corrosion of customer plumbing systems, Erosion of natural deposits
Lead (ppb) [2024 Data]	0 ppb	15 ppb (90th percentile)	0 of 6	2.0 ppb	ND - 2.1 ppb	YES	Corrosion of customer plumbing systems, Erosion of natural deposits

2024 Treated Drinking Water Data: Westfield-South Madison *(continued)*

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	31 ppm	46 ppm	24 - 46 ppm	Natural deposits; water treatment additive
Hardness (ppm)	N/A	415 ppm 24 grains/gal	460 ppm 27 grains/gal	389 - 460 ppm 23 - 27 grains/gal	Erosion of natural deposits; leaching
Nickel (ppb)	N/A	1.2 ppb	2.4 ppb	ND - 2.4 ppb	Erosion of natural deposits; leaching
pH (Standard Units)	6.5 - 8.5	7.4	7.9	6.9 - 7.9	
Sodium (ppm)	N/A	9.7 ppm	13 ppm	8.4 - 13 ppm	Erosion of natural deposits; leaching
Sulfate (ppm)	250 ppm	49 ppm	53 ppm	38 - 53 ppm	Erosion of natural deposits; leaching
Zinc (ppb)	5000 ppb	2.9 ppb	5.8 ppb	ND - 5.8 ppb	Natural deposits

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 2024 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.

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 no more than 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 EPA WaterSense and Energy Star labels.

For more information on water conservation, visit **https://info.citizensenergygroup.com/conservation/water.**

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.

Citizens Energy Group Water Service Territories

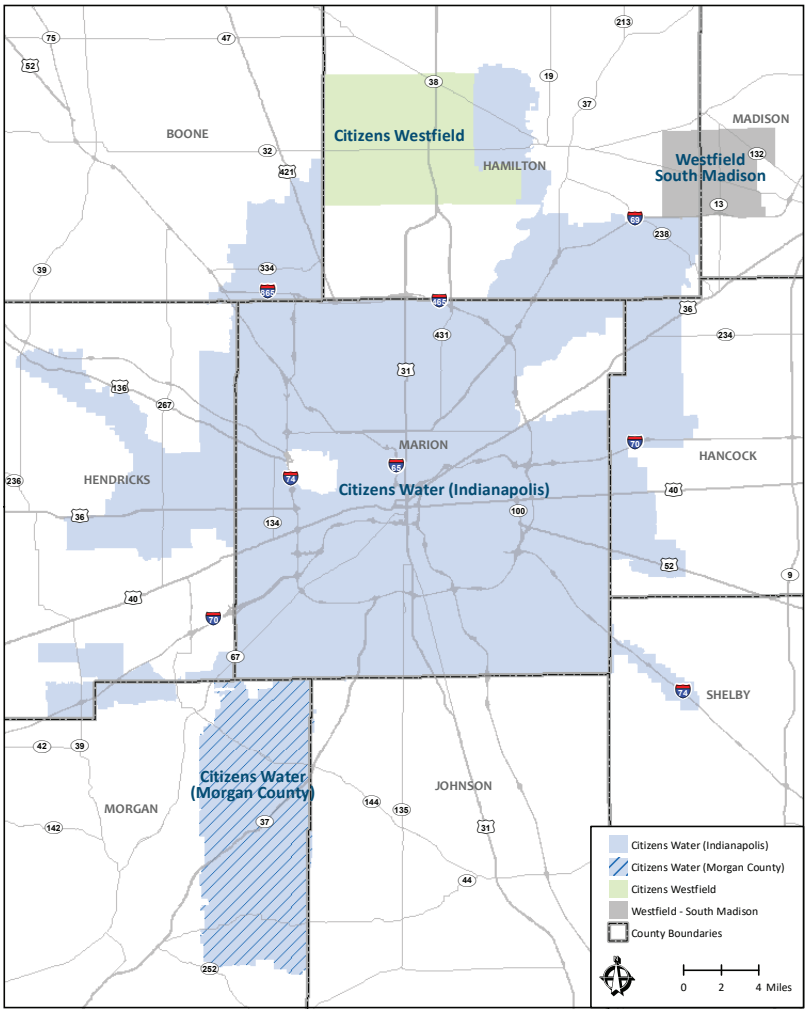

Exhibit Date: 3/26/24

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
- PFAS – per- and polyfluoroalkyl substances – a group of manufactured chemicals that have been used in industry and consumer products since the 1940s.
- 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
- 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 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: ..... **https://info.citizensenergygroup.com**

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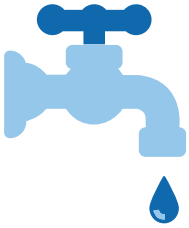
2020 North Meridian St.
Indianapolis, IN 46202

Bill Payment Address:

Citizens Energy Group
PO Box 7056
Indianapolis, IN 46207-7056



Have Questions About Your Water?

Water Wizard: The Water Wizard is an online tool designed to assist you in diagnosing some of the most commonly perceived water quality concerns by answering a few basic questions.

https://info.citizensenergygroup.com/water-wizard