



2014 Drinking Water Report

Indianapolis, Morgan Co., Plainfield, Westfield &
South Madison

CitizensEnergyGroup.com



We're all citizens.

What is a drinking water report?

As a regional water supplier serving multiple counties and nearly 1 million consumers, Citizens Energy Group, prides itself in providing safe, reliable water. As required by the U.S. Environmental Protection Agency (EPA), this drinking water report

provides information on where water comes from and how it compares to current standards. If, after reading this report, you have any questions or concerns, please contact us at 317-924-3311.



Where does my water come from?

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

Indianapolis & Morgan County

- White River supplies two of the four surface water treatment plants, White River and White River North. Morse Reservoir, near Noblesville, stores water to assure a dependable supply in the White River to these plants.
- Fall Creek is another surface water supply. Geist Reservoir stores water to assure an adequate supply in Fall Creek for the Fall Creek treatment plant.
- 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 five ground water stations that serve smaller portions of its service territory. These are: White River North, Geist Station, Harding Station, South Well Field and Ford Road. These ground water stations treat water pumped from underground water sources called aquifers.

Citizens Westfield

The source of Citizens Water Westfield drinking water is groundwater. Citizens operates four ground water stations that serve small portions of the service territory. These are River Road, Cherry Tree, Greyhound Pass, and the North Plant. These groundwater stations treat water pumped from underground water sources called aquifers.

Citizens South Madison

The source of Citizens South Madison drinking water is

groundwater. Citizens operated the South Madison Ground Water Treatment plant near Lapel, IN. Three onsite groundwater wells supply groundwater to this treatment plant.

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

The 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:

- Microbial contaminants, such as viruses, bacteria, and protozoa, 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 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 which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water 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, the U.S. Environmental Protection Agency (EPA) prescribes regulations which 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 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 pose a health risk.

How is the water treated?

Ground water 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. Fluoride is added to help strengthen resistance to cavities in teeth. A small amount of ammonia is used to minimize by-products of the disinfection process and to allow chlorine to persist longer in the distribution system. For a few weeks each year, when the water temperature is cool, no ammonia is added in order to help maintain good water quality in the distribution system. This chlorine residual without ammonia known as "free chlorine" is a more active form of chlorine. The "free chlorine" has a more noticeable bleach or chlorine smell with the same level of chlorine.

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

Surface water is from rivers, creeks, streams and reservoirs and may have more pollutants and contaminants than ground water. Ground water is from wells drilled deep into the ground. Ground water usually has higher mineral content than surface water.

What's being done to improve water quality?

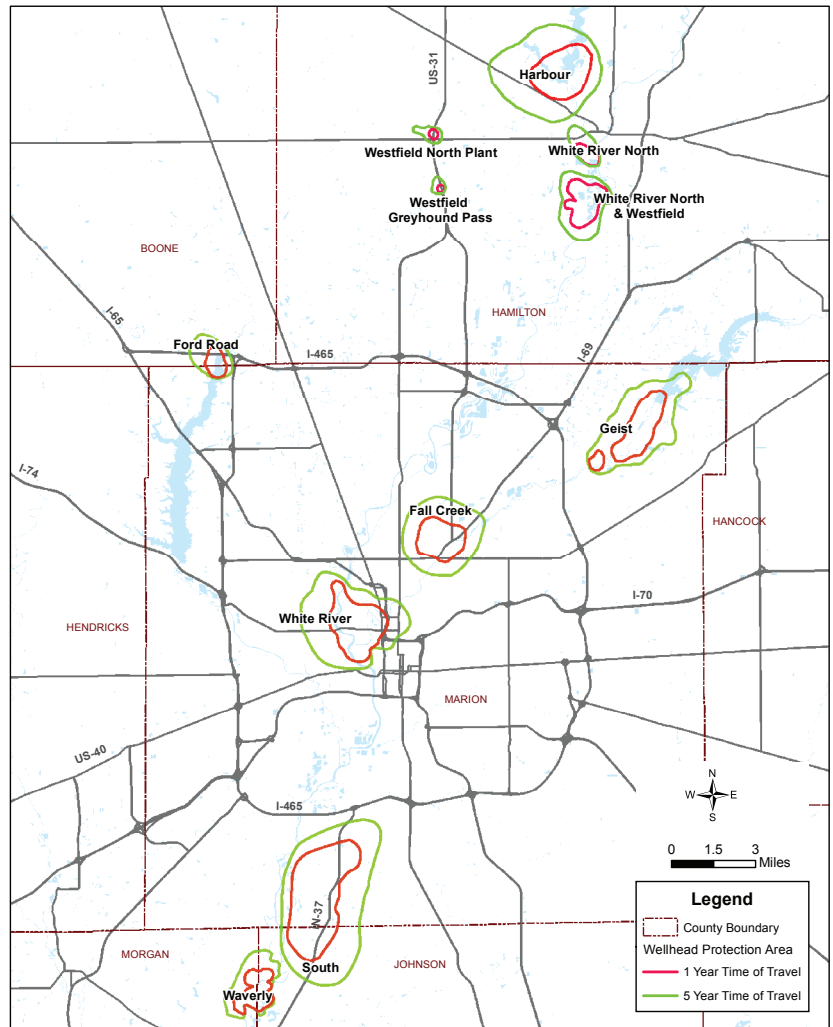
One of the easiest ways you can protect water quality is to limit the use of lawn fertilizers, and make sure it's phosphorus-free; the excess phosphorus provides nutrients for algae that can harm water quality.

Wellhead Protection - In order to minimize the risk of ground water contamination, Citizens in accordance with the State Wellhead Protection Rule and local ordinances, has implemented a Wellhead Protection Program. The program works with local planning teams and regulators, maps wellhead protection areas, identifies potential sources of ground water contamination, works with businesses to prevent spills and releases of chemicals, and prepares a contingency plan in case of contamination. For more information on Wellhead protection, visit CitizensEnergyGroup.com.

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. These assessments are a helpful component in Citizens overall source water protection strategy. For more information, call Citizens at 317-924-3311.



Citizens Energy Group Wellhead Protection Areas



What if I have special health considerations?

Raw water may contain cryptosporidium and other microbial contaminants. Water treatment technologies effectively inactivate the microbial contaminants; however, some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people, such as people with cancer undergoing chemotherapy, people 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. U.S. Environmental Protection Agency 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 U.S. EPA Safe Drinking Water Hotline at (800) 426-4791.

2014 Treated Drinking Water Data - Indianapolis, Morgan County, Plainfield

The chart below gives you a quick look at some of the substances that the EPA requires the utility to test for. You'll notice that the contaminant is listed to the left, followed by the maximum amount allowed by regulations and then the amount that we found in our water. The tests are done on treated or "finished" water (excluding the last three listed in this chart). See page 10 for definitions of terms used in this chart.

Contaminant	MCLG (Goal)	MCL (Limit)	2014 Results System Wide	Compliance Achieved	Possible Source
Inorganics:					
Arsenic (ppb)	0 ppb	10 ppb	ND	Yes	Natural Deposits
Barium (ppm)	2 ppm	2 ppm	0.10 (0.029 - 0.28)	Yes	Natural Deposits
Chromium (ppb)	100 ppb	100 ppb	BDL (ND - 2.2)	Yes	Natural Deposits
Fluoride (ppm)	4 ppm	4 ppm	0.78 (0.071 - 1.1)	Yes	Natural deposits & treatment additive
Nitrate (ppm)	10 ppm	10 ppm	0.89 (ND - 5.9)	Yes	Fertilizer, septic tank leachate
Disinfectant Residual:					
Chlorine (as Cl ₂)	4 ppm	4 ppm	1.4 (ND - 2.7)	Yes	Water additive used to control microbes.
Other Regulated Organics:					
Alachlor (ppb)	3 ppb	3 ppb	BDL (ND - 1.4)	Yes	Herbicide runoff
2,4-D (ppb)	70 ppb	70 ppb	BDL (ND - 2.0)	Yes	Herbicide runoff
Atrazine (ppb)	3 ppb	3 ppb	0.61 (ND - 2.5)	Yes	Herbicide runoff
Benzo[a]pyrene	0 ppb	0.20 ppb	BDL (ND - 0.040)	Yes	
cis-1,2-Dichloroethylene (ppb)	70 ppb	70 ppb	BDL (ND - 0.74)	Yes	Discharge from industrial sources
Simazine (ppb)	4 ppb	4 ppb	0.056 (ND - 1.1)	Yes	Herbicide runoff
*Turbidity: * See Note Below		TT			
Turbidity (NTU)	N/A	1 NTU	0.35 (maximum)	Yes	Soil runoff
Turbidity (% below TT)	N/A	95% <0.3 NTU	100%	Yes	Soil runoff
Secondary Drinking Water Standards and Other Unregulated Contaminant Monitoring:					
	MCLG (Goal)	SMCL			
Aluminum (ppb)		200 ppb	26 (ND - 90)	N/A	Natural deposits; water treatment additive
Chloride (ppm)		250 ppm	63 (16 - 110)	N/A	Natural deposits; water treatment additive
Dicamba (ppb)		N/A	BDL (ND - 0.10)	N/A	Herbicide runoff
Hardness (ppm)		N/A	300 (130 - 430)	N/A	Erosion of natural deposits; leaching
Iron (ppm)		0.3 ppm	BDL (ND - 0.039)	N/A	Erosion of natural deposits; leaching
Manganese (ppm)		0.05 ppm	ND	N/A	Erosion of natural deposits; leaching
Metolachlor (ppb)		N/A	BDL (ND - 1.4)	N/A	Herbicide runoff
Nickel (ppb)	100 ppb	N/A	BDL (ND - 2.5)	N/A	Erosion of natural deposits; leaching
pH (Standard Units)		6.5 - 8.5	7.50 (6.90 - 7.99)	N/A	
Sodium (ppm)		N/A	37 (5.3 - 98)	N/A	Erosion of natural deposits; leaching
Sulfate (ppm)		250 ppm	57 (18 - 164)	N/A	Erosion of natural deposits; leaching
Zinc (ppb)		5000 ppb	BDL (ND - 20)	N/A	Natural deposits
Untreated Source Water:					
Cryptosporidium (org/10L)			1.2/ <1/ <1/ <1/	N/A	* (See special note on page 5)
Giardia (org/10L)			1.2/ 2.5/ <1/ 2.5	N/A	* (See special note on page 5)
TOC (Untreated Water, ppm)	N/A	N/A	3.7 (2.3 - 8.1)	N/A	Naturally present in the environment



Indianapolis					
Copper and Lead	MCLG	AL			
Copper (ppm) [2012 Data]	1.3 ppm	1.3 ppm	0.17 (1 of 57 > AL)	Yes	Corrosion of customer plumbing
Lead (ppb) [2012 Data]	0 ppb	15 ppb	14 (5 of 57 > AL)	Yes	Corrosion of customer plumbing
Organic Disinfection By-products (Indianapolis)					
Total Trihalomethanes (TTHMs)	N/A	80 ppb	69 (19 - 77) Highest Locational Running Annual Average	Yes	By-product of chlorination treatment
Haloacetic acids (HAA5)	N/A	60 ppb	56 (16 - 70) Highest Locational Running Annual Average	Yes	By-product of chlorination treatment
Microorganisms (Indianapolis)					
E coli	0	1	0	Yes	Human and animal fecal waste
Total Coliforms		5.0%	0.38% (0% - 1.9%)	Yes	Naturally present in the environment
Cryptosporidium (org/10L)	0 org/10L	TT	No Organisms Found	Yes	Removed during treatment
Giardia (org/10L)	0 org/10L	TT	No Organisms Found	Yes	Removed during treatment
Radionuclides (Indianapolis): [2010 Data]					
Beta/Photon Emitters (pCi/yr)	0	50	0.9 - 10.2	Yes	Erosion of natural deposits
Combined Radium-226/228 (pCi/L)	0	5	0.58 - 2.1	Yes	Erosion of natural deposits
Gross alpha excluding radon and uranium	0	15	1.6 - 4.4	Yes	Erosion of natural deposits
Uranium	0	30	0.253 - 1.22	Yes	Erosion of natural deposits
Morgan County					
Copper and Lead (Morgan County)	MCLG	AL			
Copper (ppm) [2012 Data]	1.3 ppm	1.3 ppm	0.16 (0 of 26 > AL)	Yes	Corrosion of customer plumbing
Lead (ppb) [2012 Data]	0 ppb	15 ppb	3.9 (0 of 26 > AL)	Yes	Corrosion of customer plumbing
Organic Disinfection By-products (Morgan County)					
Total Trihalomethanes (TTHMs)	N/A	80 ppb	11	Yes	By-product of chlorination treatment
Haloacetic acids (HAA5)	N/A	60 ppb	8.7	Yes	By-product of chlorination treatment
Microorganisms (Morgan County)					
E coli	0	1	0	Yes	Human and animal fecal waste
Total Coliforms		5.0%	0	Yes	Naturally present in the environment
Plainfield					
Copper and Lead	MCLG	AL			
Copper (ppm) [2013 Data]	1.3 ppm	1.3 ppm	0.64 (2 of 24 >AL)	Yes	Corrosion of customer plumbing
Lead (ppb) [2013 Data]	0 ppb	15 ppb	0.64 (0 of 24 >AL)	Yes	Corrosion of customer plumbing



Organic Disinfection By-products (Plainfield)					
Total Trihalomethanes (TTHMs--2013 Data)	N/A	80 ppb	21 (17 - 21)	Yes	By-product of chlorination treatment
Haloacetic acids (HAA5--2013 Data)	N/A	60 ppb	22 (6.6 - 22)	Yes	By-product of chlorination treatment
Microorganisms (Plainfield)					
E coli	0	1	0	Yes	Human and animal fecal waste
Total Coliforms		5.0%	0	Yes	Naturally present in the environment

** On July 13, 2014 Citizens Water failed to provide continuous monitoring of an individual filter at our T.W. Moses treatment facility. An Individual Filter Turbidity meter was not recording any data, and the system failed to conduct grab sampling every four hours. This is not an immediate risk. If it had been you would have been notified immediately.

*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 CCR 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 conducted every 3 years. Radiochemical contaminant monitoring is conducted every 9 years."

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

2014 Treated Drinking Water Data - Westfield Indiana

The chart below gives you a quick look at some of the substances that the EPA requires the utility to test for. You'll notice that the contaminant is listed to the left, followed by the maximum amount allowed by regulations and then the amount that we found in our water. The tests are done on treated or "finished" water (excluding the last three listed in this chart). *See page 10 for definitions of terms used in this chart.*

Contaminant	MCLG (Goal)	MCL (Limit)	2014 Results System Wide	Compliance Achieved	Possible Source
Inorganics:					
Arsenic (ppb)	0 ppb	10 ppb	BDL (ND - 2.3)	Yes	Natural Deposits
Barium (ppm)	2 ppm	2 ppm	0.098 (0.058 - 0.21)	Yes	Natural Deposits
Fluoride (ppm)	4 ppm	4 ppm	0.76 (0.15 - 1.3)	Yes	natural deposits & treatment additive
Nitrate (ppm)	10 ppm	10 ppm	BDL (ND - 0.37)	Yes	Fertilizer, septic tank leachate
Copper and Lead: [2012 Data]	MCLG	AL			
Copper (ppm)	1.3 ppm	1.3 ppm	0.16 (ND - 0.32)	Yes	Corrosion of customer plumbing
Lead (ppb)	0 ppb	15 ppb	1.4 (ND - 5.6)	Yes	Corrosion of customer plumbing
Lead note: Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that the lead levels at your home may be higher than other homes in your community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested. Also, flush your tap water for 30 seconds to two minutes before using tap water. Additional information is available from the U.S. EPA Safe Drinking Water Hotline at 800-426-4791 or www.EPA.gov					
Disinfectant Residual:	MRDLG	MRDL			
Chlorine (as Cl ₂)	4 ppm	4 ppm	0.65 (0.080 - 1.4)	Yes	Water additive used to control microbes.
Organic Disinfection By-products					
Total Trihalomethanes (TTHMs)	N/A	80 ppb	23 (ND - 36) Highest Locational Running Annual Average	Yes	By-product of chlorination treatment



Haloacetic acids (HAA5)	N/A	60 ppb	13 (2.2 - 34) Highest Locational Running Annual Average	Yes	By-product of chlorination treatment
Microorganisms					
E coli	0	1	0	Yes	Human and animal fecal waste
Total Coliforms		5.0%	0.63% (0% - 3.1%)	Yes	Naturally present in the environment
Radionuclides: [2014 Data]					
Beta/Photon Emitters (pCi/yr)	0	50		Yes	Erosion of natural deposits
Combined Radium-226/228 (pCi/L)	0	5		Yes	Erosion of natural deposits
Gross alpha excluding radon and uranium	0	15		Yes	Erosion of natural deposits
Uranium	0	30		Yes	Erosion of natural deposits
Secondary Drinking Water Standards and Other Unregulated Contaminant Monitoring:					
	MCLG (Goal)	SMCL			
Chloride (ppm)		250 ppm	35 (20 - 78)	N/A	Natural deposits; water treatment additive
Hardness (ppm)		N/A	400 (290 - 470)	N/A	Erosion of natural deposits; leaching
Iron (ppm)		0.3 ppm	0.032 (ND - 0.41)	N/A	Erosion of natural deposits; leaching
Manganese (ppm)		0.05 ppm	BDL (ND - 0.098)	N/A	Erosion of natural deposits; leaching
Nickel (ppb)	100 ppb	N/A	BDL (ND - 0.020)	N/A	Erosion of natural deposits; leaching
Sodium (ppm)		N/A	18 (13 - 32)	N/A	Erosion of natural deposits; leaching
Sulfate (ppm)		250 ppm	140 (11 - 210)	N/A	Erosion of natural deposits; leaching
Zinc (ppb)		5000 ppb	2.9 (ND - 0.14)	N/A	Natural deposits
Molybdenum (ppb)			5.1 (3.9 - 7.0)	N/A	Naturally-occurring element found in ores and present in plants, animals and bacteria
Strontium (ppb)			205 (200 - 220)	N/A	Naturally-occurring element

2014 Treated Drinking Water Data - South Madison Indiana

The chart below gives you a quick look at some of the substances that the EPA requires the utility to test for. You'll notice that the contaminant is listed to the left, followed by the maximum amount allowed by regulations and then the amount that we found in our water. The tests are done on treated or "finished" water (excluding the last three listed in this chart). *See page 10 for definitions of terms used in this chart.*

Contaminant	MCLG (Goal)	MCL (Limit)	2014 Results System Wide	Compliance Achieved	Possible Source
Inorganic Chemicals					
Barium (ppm)	2 ppm	2 ppm	0.30 (0.28 - 0.34)	Yes	Natural Deposits
Fluoride (ppm)	4 ppm	4 ppm	0.65 (0.41 - 1.1)	Yes	natural deposits & treatment additive
Nitrate (ppm)	10 ppm	10 ppm	0.38 (0.21 - 0.60)	Yes	Fertilizer, septic tank leachate
Copper and Lead	MCLG	AL			
Copper (ppm) [2012 Data]	1.3 ppm	1.3 ppm	0.17	Yes	Corrosion of customer plumbing
Lead (ppb) [2012 Data]	0 ppb	15 ppb	1.6	Yes	Corrosion of customer plumbing
Lead note: Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that the lead levels at your home may be higher than other homes in your community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested. Also, flush your tap water for 30 seconds to two minutes before using tap water. Additional information is available from the U.S. EPA Safe Drinking Water Hotline at 800-426-4791 or www.EPA.gov					



Disinfectant Residual	MRDLG	MRDL			
Chlorine (as Cl ₂)	4 ppm	4 ppm	1.1 (0.48 - 1.9)	Yes	Water additive used to control microbes.
Organic Disinfection By-products					
Total Trihalomethanes (TTHMs)	N/A	80 ppb	12 (2.7 - 28)	Yes	By-product of chlorination treatment
Haloacetic acids (HAA5)	N/A	60 ppb	5.1 (3.5 - 6.6)	Yes	By-product of chlorination treatment
Microorganisms					
E coli	0	1	0	Yes	Human and animal fecal waste
Total Coliforms		5.0%	0	Yes	Naturally present in the environment
Radionuclides [2009 Data]					
Beta/Photon Emitters (pCi/yr)	0	50	0	Yes	Erosion of natural deposits
Combined Radium-226/228 (pCi/L)	0	5	0	Yes	Erosion of natural deposits
Gross alpha excluding radon and uranium	0	15	1.1	Yes	Erosion of natural deposits
Uranium	0	30	0	Yes	Erosion of natural deposits
Secondary Drinking Water Standards and Other Unregulated Contaminant Monitoring:					
Hardness (ppm)		N/A	380 (370 - 400)	N/A	Erosion of natural deposits; leaching
Iron (ppm)		0.3 ppm	BDL (ND - 0.054)	N/A	Erosion of natural deposits; leaching
Manganese (ppm)		0.05 ppm	ND	N/A	Erosion of natural deposits; leaching



How hard is my water?

As is common with water in this region, Citizens water is considered hard due to the natural levels of the minerals calcium and magnesium. The water hardness, expressed as calcium carbonate, typically ranges from around 200 to 350 milligrams per liter or parts per million (ppm). This equates to 12 to 20 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 the water hardness typical at your address can be obtained by calling 317-924-3311.

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 has flu-like symptoms. Although there has been no cryptosporidium found in treated finished drinking water, cryptosporidium is found in source water such as 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 the drinking water. In addition, Citizens is enhancing the water treatment process by adding UV disinfection to further improve water quality protection.

What can I do to conserve water?

Consider these hints for water conservation:

- Water your lawn thoroughly only once per week and use a rain sensor on an irrigation system so the system turns off when it's raining.
- 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, run dishwashers and washing machines only when they're full.
- Don't let the water run when brushing your teeth or shaving.



- Consider buying low-flow plumbing fixtures and high efficiency appliances with the WaterSense and Energy Star labels.

About Citizens:

Citizens Energy Group provides safe and reliable water, wastewater, natural gas and thermal energy services to about 800,000 people and thousands of businesses in the Indianapolis area. Citizens operates its utilities only for the benefit of customers and the community.



Since acquiring the community's water and wastewater systems in 2011, Citizens has invested more than half a billion dollars in these systems. The wastewater investments are keeping billions of gallons of raw sewage out of rivers and streams. The water system investments are beginning to reduce the 700 main breaks experienced each year which result in \$3.5 million in construction costs and 3 billion gallons of water being wasted.

In January of 2013, Citizens began the drilling process on the DigIndy Project, a 25-mile network of deep rock tunnels to be completed by 2025 in order to prevent combined sewer overflows (CSOs). DigIndy, the largest public works project in the city's history, will restore water quality in the White River and other area streams, providing countless public health, recreation and redevelopment opportunities.

Citizens also continues to invest in the already well-maintained gas and thermal systems. Thanks to more than \$300 million in system upgrades since 1984, the gas system is safe and efficient. In 2014, the Perry K Steam Plant completed its conversion from coal to clean-burning natural gas, meeting tougher clean air standards while securing the competitiveness of this business.

Citizens Energy Group is focused on achieving savings to hold down costs for customers, and making investments that will make Citizens a leader in sustaining our environment, our businesses and our community.

About Citizens Westfield

Citizens Westfield provides water, wastewater and natural gas utility services to about 10,000 customers in the growing Hamilton County community.

About Citizens South Madison

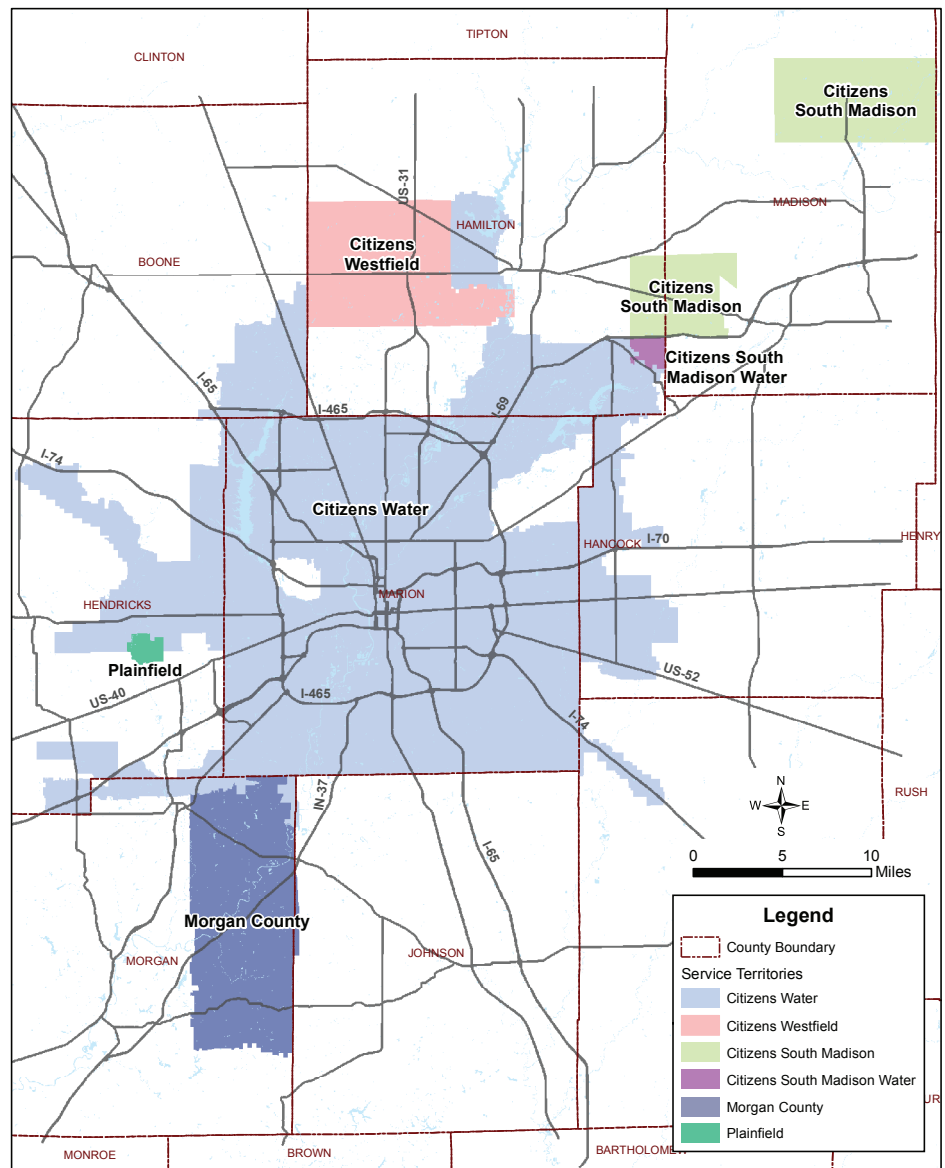
Citizens South Madison provides water service to a small number of customers in Madison County and wholesale water supplies to the Town of Pendleton in Madison County.

What do all of these terms mean?

- **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.
- **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 human health. MCLGs allow for a margin of safety.
- **MRDL (Maximum Residual Disinfectant Level)** - The highest level of the disinfectant allowed in drinking water. There is convincing evidence that the addition of disinfectant is necessary for control of microbial contaminants.
- **N/A** - Not Applicable.
- **ND** - Non-Detect.
- **NTU (Nephelometric Turbidity Units)** - Unit to measure turbidity.
- **org/10L** - Organisms per 10 liters.
- **ppm** - Parts per million.
- **ppb** - Parts per billion.
- **pCi/L** - Picocuries per liter, used to measure radioactivity.
- **SMCL (Secondary Maximum Contaminant Limits)** - Non-mandatory guidelines established by the EPA to

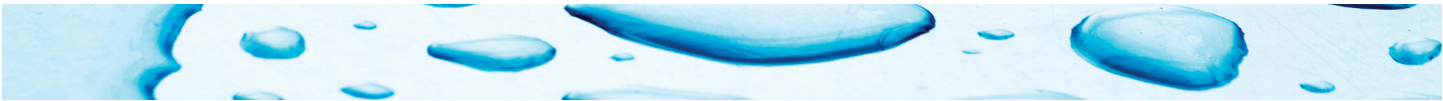


Citizens Energy Group Water Service Territories



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 it is a good 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 the number above.

Website:.....**CitizensEnergyGroup.com**

Corporate Office:
Citizens Energy Group
2020 North Meridian St.
Indianapolis, IN 46202

Bill Payment Address:
Citizens Energy Group
PO Box 7056
Indianapolis, IN 46207-7056



We're all citizens.

More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 800-426-4791, or via the web at www.EPA.gov.

Para español, por favor visite www.CitizensEnergyGroup.com.