## $H_2O$ System Information Message

Indiana American Water is the State's largest investor-owned water resources company, serving more than 1.2 million residents in more than 118 communities. Indiana American Water has more than a century of experience in the state and takes pride in being caretakers of this precious natural resource. We work tirelessly to ensure your water meets all standards of purity and safety.

## About Indiana American Water

With headquarters in Voorhees, NJ, American Water employs approximately 7,000 dedicated professionals who provide high quality water, wastewater, and other related services to more than 14 million people in 30 states and Canada. More information can be found by visiting www.amwater.com.

At Indiana American Water our goal is to provide our customers the highest quality of water and service so that they may enjoy and use with confidence.

## Source Water Information

The surface water source for Indiana American Waters Northwest Operations, serving Gary and surrounding communities, comes entirely from one of the best surface water sources in the world, Lake Michigan. Water treatment is provided at two water filtration plants. Chemical treatment, filtration, and laboratory analysis ensure that the water you drink is of the highest quality. Additionally, a small percentage of our water is purchased from the City of East Chicago Water Department, which supplements water delivered to residents and businesses located in the northwest section of Gary. East Chicago adheres to our strict water quality standards in treating Lake Michigan water.

## How to Contact Us

For more information about this report, or for any questions relating to your drinking water, please call Martin Wille, Water Quality Analyst, at (219) 880-2339 or (800) 492-8373. You can also contact Mr. Wille by e-mail at martin.wille@amwater.com.

For questions about your water bill or service issues, please call our Customer Service Center at (219) 662-3235.

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

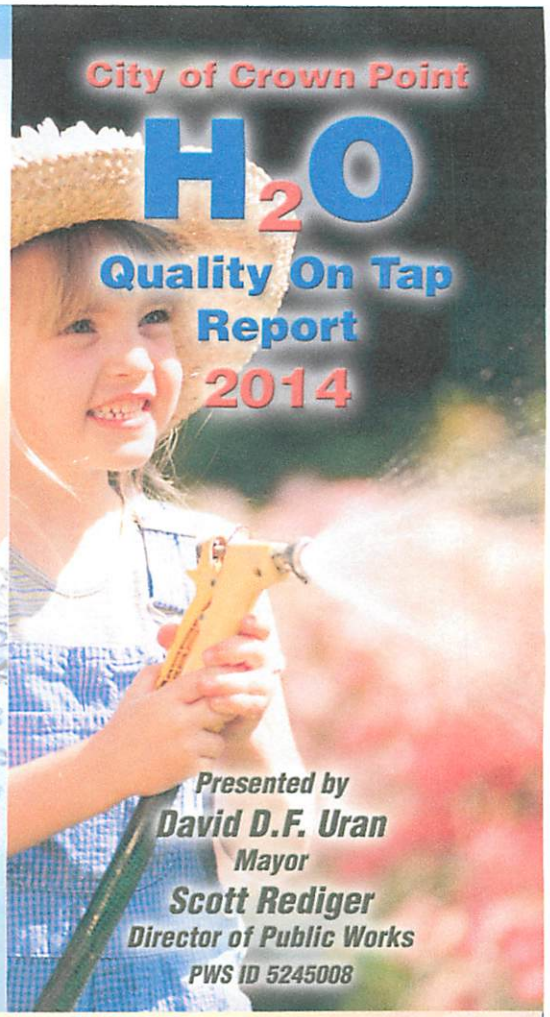
## Water Information Sources

Indiana American Water
www.IndianaAMwater.com
Indiana Department of Environmental Management
http://www.in.gov/idem
United States Environmental Protection Agency
www. epa.gov/safewater
Safe Drinking Water Hotline
(800) 426-4791
Centers for Disease Control and Protection
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

## Unregulated Contaminant Monitoring Rule 2 (UCMR2)

Monitoring was conducted during 2014 under the EPA Unregulated Contaminant Monitoring Rule 2 (UCMR2). The compound(s) detected under UCMR2 are noted in the table. For information concerning our results, please contact our designated Water Quality Supervisor listed in this report. Data is also available on the EPA's website (www.epa.gov/safewater/data/ucmrgetdata.html)

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 contaminates in drinking water and whether regulation is warranted.




*A Message from . . .*

## MAYOR URAN

*I am proud to report that water provided by Indiana American Water Company to Crown Point during 2014 was as good or better than all state and federal standards for drinking water. Water is an essential part of your daily life, so it's natural to expect only the highest quality.*

*I believe that educating our customers is an integral part of the mission of the Crown Point Water Department. We believe it's your right to know about the source and quality of drinking water that is delivered daily to your home and business. We hope you find this information both informative and useful.*

*Sincerely,*

*David D.F Uran*
*Mayor*

## LOOK INSIDE –

This report outlines the processes involved in delivering to you the highest quality drinking water available. In it, we will answer these questions:

- Where does my water come from?
- What is in my drinking water?
- Where can I find additional information?

## SUBSTANCES EXPECTED TO BE IN DRINKING WATER

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

**Contaminants that may be present in source water include:**

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

**INORGANIC CONTAMINANTS,** such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

**PESTICIDES and HERBICIDES,** which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

**ORGANIC CHEMICAL CONTAMINANTS,** including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

**RADIOACTIVE CONTAMINANTS,** which can be naturally occurring or may he the result of oil and gas production and mining activities.

## CHLORAMINE

Chloramines are an Indiana and Federally-approved alternative to free chlorine for water disinfection. Chloramines minimize disinfection byproduct formation. Another benefit of chloramines is improved taste of the water as compared with free chlorine.

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

## SPECIAL Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA and CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the EPA's Safe Drinking Water Hotline at (800) 426-4791. For additional information regarding Cryptosporidiosis (a gastrointestinal disease caused by Cryptosporidium) and how it may impact those with weakened immune systems, please contact our Customer Service Center at (800) 492-8373.

To ensure that tap water is of high quality, EPA prescribes regulations limiting the amount of certain substances in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. Drinking water, including 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 possesses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at (800) 426-4791.

## PROTECTING YOUR WATER SOURCE

The Indiana Department of Environmental Management has developed a plan for the assessment of all public water systems' surface and ground water sources throughout the state. The state's plan will identify potential contaminant sources. Please share your views with us if you are interested in environmental water quality issues by calling our designated Water Quality Superintendent listed in this report.

# $H_2O$ Quality Statement

We are pleased to report that during the past year, the water delivered to your home or business complied with, or was better than, all state and federal drinking water requirements. For your information, we have compiled a list in the table, showing what substances were detected in your drinking water during 2014. Although all of the substances listed below are under the Maximum Contaminant Level (MCL) set by the EPA, we feel it is important that you know exactly what was detected and how much of the substance was present in the water.

## REGULATED SUBSTANCES (Measured on the Water Leaving the Treatment Facility)

| Substance (units) | Year Sampled | MCLG | MCL | Northwest Indiana Level Found | Northwest Indiana Range of Detections (Low-High) | East Chicago Level Found | East Chicago Range of Detections (Low-High) | Compliance Achieved | Typical Source |
|---|---|---|---|---|---|---|---|---|---|
| Alpha emitters (pCi/L) | 2009 | 0 | 15 | 0.9 | ND-0.9 | NA | NA | YES | Erosion of natural deposits |
| Barium (ppm) | 2014 | 2 | 2 | NA | NA | 0.019 | NA | YES | Erosion of natural deposits; Discharge of drilling wastes; Discharge from metal refineries |
| Beta/photon emitters (mrem/yr) | 2009 | 0 | 50[1] | 2.0 | 1.5-2.0 | NA | NA | YES | Decay of natural & man-made deposits |
| Cyanide (ppb) | 2013 | 200 | 200 | 6.0 | ND-6.0 | NA | NA | YES | Discharge from steel/metal factories; Discharge from plastic and fertilizer factories |
| Fluoride (ppm) | 2014 | 4 | 4 | 0.77 | 0.64-0.77 | NA | NA | YES | Water additive which promotes strong teeth; Erosion of natural deposits; Discharge from fertilizer and aluminum factories |
| Nickel (ppb) | 2014 | NA | NA[2] | NA | NA | 1.1 | NA | YES | Erosion of natural deposits; Discharge from electroplating, stainless steel & alloy products, mining & refining operations |
| Nitrate (ppm) | 2014 | 10 | 10 | 0.38 | 0.36-0.38 | 0.30 | 0.2-0.3 | YES | Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits |
| Total Organic Carbon (Removal Ratio)[3] | 2014 | NA | TT | 1.0 | NA | 1.0 | NA | YES | Naturally present in the environment |

## BACTERIA RESULTS (Measured in the Distribution System)

| Substance (units) | Year Sampled | MCLG | MCL | Highest % of Positive Samples Detected per Month | Compliance Achieved | Typical Source |
|---|---|---|---|---|---|---|
| Total Coliform | 2014 | 0 | No more than 5% of monthly samples can be positive per month | 2.26% | YES | Naturally present in the environment |

## OTHER COMPOUNDS (Measured in the Distribution System)

| Substance (units) | Year Sampled | MCLG | MCL | Northwest Indiana Level Found | Northwest Indiana Range of Detections (Low-High) | Crown Point Level Found | Crown Point Range of Detections (Low-High) | Compliance Achieved | Typical Source |
|---|---|---|---|---|---|---|---|---|---|
| Total Trihalomethanes (TTHM) (ppb) | 2014 | NA | 80 | 23.3 | 10.4-32.2 | 17.3 | 10.7-24.2 | YES | By-product of drinking water chlorination |
| Haloacetic Acids (HAA5) (ppb) | 2014 | NA | 60 | 14.3 | 4.6-23.1 | 10.8 | 5.0-15.9 | YES | By-product of drinking water chlorination |
| **Substance (units)** | **Year Sampled** | **MRDLG** | **MRDL** | **Level Found** | **Range of Detections** | | | **Compliance Achieved** | **Typical Source** |
| Chloramines (ppm) | 2014 | 4 | 4 | 1.79 | 1.6-2.1 | NA | NA | YES | Water additive used to control microbes |

## TURBIDITY A Measure of the Clarity of the Water (Measured on the Water Leaving the Treatment Facility)

| Substance (units) | Year Sampled | MCLG | MCL | Northwest Indiana Highest Single Measurement | East Chicago* Highest Single Measurement | Compliance Achieved | Typical Source |
|---|---|---|---|---|---|---|---|
| Turbidity (NTU)[4] | 2014 | NA | TT | 0.82 | 0.17 | YES | Soil Runoff |
| Turbidity % meeting standards | 2014 | NA | TT | 99% | 100% | YES | Soil Runoff |

## UNREGULATED SUBSTANCES Crown Point, Indiana

| Substance (units) | Year Sampled | | | Measured on water leaving Pump Station Level Found | Measured on water leaving Pump Station Range of Detections (High-Low) | Measured in the Distribution System Level Found | Measured in the Distribution System Range of Detections (High-Low) | | Typical Source |
|---|---|---|---|---|---|---|---|---|---|
| Chromium TOTAL (ppb)[6] | 2013 | | | 0.9 | 0.4-0.9 | 0.7 | 0.4-0.7 | | Naturally occurring element; used in making steel and other alloys; chromium-3 or -6 forms are used for chrome plating, dyes and pigments, leather tanning, and wood preservation |
| Molybdenum (ppb)[5] | 2013 | | | 1.6 | 1.2-1.6 | 1.6 | 1.2-1.6 | | Naturally occurring element found in ores, and present in plants, animals, and bacteria; commonly used form molybdenum trioxide used as a chemical reagent. |
| Strontium (ppb)[5] | 2013 | | | 122.1 | 104.7-122.1 | 121.7 | 103.6-121.7 | | Naturally occurring element; historically, commercial use of strontium has been in the faceplate glass of cathode-ray tube televisions to block x-ray emissions. |
| Chromium (ppb)[6] | 2013 | | | 0.37 | 0.37-0.33 | 0.37 | 0.37-0.33 | | See Chromium (total) |

## TAP WATER SAMPLES Lead and Copper Results (Measured in the Distribution System)

| Substance (units) | Year Sampled | MCLG | Action Level | Northwest Indiana 90th Percentile | Northwest Indiana Number of Samples | Northwest Indiana Number of Samples Above Action Level | Crown Point* Action Level | Crown Point* 90th Percentile | Crown Point* Number of Samples | Crown Point* Number of Samples Above Action Level | Compliance Achieved | Typical Source |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Copper (ppm) | 2012 | 1.3 | 1.3 | 0.363 | 50 | 0 | 1.3 | 0.20 | 30 | 0 | Yes | Corrosion of household plumbing systems; Erosion of natural deposits |
| Lead (ppb) | 2012 | 0 | 15 | 11 | 50 | 3 | 15 | 0.0050 | 30 | 0 | Yes | Corrosion of household plumbing systems; Erosion of natural deposits |

1 The MCL for Beta/photon emitters is written as 4 mrem/year. EPA considers 50 pCi/L the level of concern for beta emitters.

2 Although Nickel is a regulated contaminant, there is no MCL.

3 The value of reported under "Level Found" is the lowest running annual average ratio between the percentage of TOC actually removed to the percentage of TOC required to be removed. A value of greater than or equal to 1.0 indicates that the water is in compliance with TOC removal requirements.

4 Turbidity is a measure of the cloudiness of the water. We monitor turbidity because it is a good indicator of the effectiveness of the filtration system.

5 Monitored under UCMR3, the EPA has not set drinking water standards for these contaminants.

6 Monitored under UCMR3, Total Chromium itself is a regulated substance.

## HOW TO READ THIS TABLE

Indiana American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the accompanying tables. While most monitoring was conducted in 2012, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting this table, see the "Table Definitions" section. Starting with a Substance, read across. Year Sampled is usually in 2012 or year prior. MCLG is the goal level for that substance (this may be lower than what is allowed). MCL shows the highest level of substance (contaminant) allowed. Average Amount Detected represents the measured amount (less is better). Range of Detections tells the highest and lowest amounts measured. A Yes under Compliance Achieved means the amount of the substance met government requirements. Typical Source tells where the substance usually originates. Unregulated substances are measured, but maximum contaminant levels have not been established by the government.

### DEFINITIONS OF TERMS USED IN THIS REPORT

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

**MCL (Maximum Contaminant Level):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**MCLG (Maximum Contaminant Level Goal):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**MRDL (Maximum Residual Disinfectant Level):** The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

**MRDLG (Maximum Residual Disinfectant Level Goal):** The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

**mrem/year:** Millirems per year (a measure of radiation absorbed by the body).

**NA:** Not applicable

**ND:** Not detected

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

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

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

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

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

**%** means percent

* means purchased water