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Joe Loughmiller  
joe.loughmiller@amwater.com  
317-885-2434 (office)  
317-903-7431 (cell)

## Important Information About Drinking Water Monitoring Requirements Not Met for Indiana American Water's Muncie Service Area

**Muncie, Ind., November 14, 2016** – Indiana American Water is notifying customers in the Muncie, Ind. area that its Muncie water system recently violated a drinking water standard.

Although this is not an emergency, Indiana American Water has issued a precautionary boil water advisory using its CodeRED emergency notification tool for the entire Muncie service area until water samples can be collected and analyzed. Customers in the affected area are advised to drink and cook with tap water only after boiling it for approximately three minutes. Tap water can be used for washing/bathing. If you have specific health concerns, please contact your doctor. The boil advisory is expected to remain in place through approximately 10 p.m. on Tuesday, November 15, 2016.

Customers have a right to know what happened, what they should do, and what we are doing to correct this situation.

### **What happened? What is being done?**

During routine maintenance, issues with valves opening beyond their normal range resulted in an increased turbidity level beyond the permitted limit for less than one hour in the Muncie system. During this time, the chloramine disinfectant residual remained within its normal range and never dropped below 2 parts per million in the water leaving the treatment plant and at a representative site within the distribution system where it is continuously monitored.

Indiana American Water is required to monitor drinking water for specific contaminants on a regular basis. The results of this monitoring indicate whether or not our drinking water meets EPA (Environmental Protection Agency) health standards. Our November 14<sup>th</sup>, monitoring results showed that our combined filter effluent turbidity exceeded the EPA standard of 1 NTU.

The turbidity levels in the Muncie system are now below the EPA standard of 1 NTU. During this event, the chloramine residual remained within its normal range. Additional monitoring is being conducted and the boil water advisory will be lifted once water samples have been analyzed. We anticipate this to occur by approximately 10 p.m. on Tuesday, November 15th.

**What does this mean:**

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites that may cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

Indiana American Water is urging its customers to share this information with all other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being provided by Indiana American Water's Muncie District, PWSID# 5218012.