

**INFORMATION ABOUT YOUR DRINKING WATER
GROUNDWATER RULE
Monitoring and Reporting Requirements Not Met for:
New Castle Utilities**

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water standards meet EPA's health standards. During August 10-31, we collected samples every 4 hours but **did not resume continuous monitoring within 14 days** for free chlorine residual and therefore cannot be sure of the quality of our drinking water at that time.

What should I do? There is nothing you need to do at this time. You do not need to boil your water or take other corrective actions. You may continue to drink the water.

What does this mean? This is not an immediate risk. If it had been, you would have been notified immediately. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.

What Happened? What is being done? *Explain below.*

We anticipate resolving the problem within RESOLVED 9/13/2021.

For more information, please contact the public water system:

Contact Name: GREG THIPPS Phone Number: 765-521-6841

Please share this information with all the 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 sent to you by: IN5233011 New Castle Utilities

On August 10th our chlorine continuous monitoring equipment suffered a failure and a replacement unit was not available until September 13th. Since the replacement unit was not available within a two week time frame this is considered a violation of IDEM monitoring requirements and as a result we are required to notify the public.

It is important to note that although the mechanical chlorine monitoring equipment was nonfunctional, the chlorine levels were being monitored with manual testing and presented no immediate health risk.