

INFORMATION ABOUT YOUR DRINKING WATER
GROUNDWATER RULE
MONITORING & REPORTING NOT MET and FAILED TO MAINTAIN ANALYZER FOR REQUIRED TREATMENT
CARMEL WATER- PLANT 5, POE 4

In January 2024 after an analyzer failure occurred, we did not complete the follow up samples for the free chlorine residual, at this location and therefore did not meet the requirements of the Groundwater Rule. As a result, we were unable to report the free chlorine residual during the time of the analyzer failure, resulting in a monitoring and reporting violation and also a treatment technique standard for maintaining adequate disinfection for water delivered to customers from said plant. As our customers, you have a right to know what happened and what we are doing to correct this situation.

What should I do?

There is nothing you need to do at this time.

What does this mean?

This is not an emergency. We are required to provide information to consumers if there is a violation that occurs.

If this was an emergency, you would have been notified within 24 hours.

24 hour notifications are required if there is a potential that the drinking water was inadequately treated which could have the potential to cause illness.

What Happened? What is being done?

In January 2024, the Utility had a failure on a continuous monitoring analyzer, utilized as our regulatory sample point for free chlorine residual at one location. During the time the analyzer was not functioning properly, verification samples were not collected. These failures have resulted in the violations referenced.

The analyzer was back online within 12 hours of the incident and verification samples were collected. The Utility utilized other operational and analyzer data to make sure that all treatment processes, including disinfection, were working properly and that there was not a threat to public health. All information about this incident and the resolution have been communicated to Indiana Department of Environmental Management (IDEM).

For more information, please contact:

Carmel Utility Customer Services at: 317/571-2442 or at: utlcustomerservice@carmel.in.gov.
EPA's Safe Drinking Water Hotline at (800) 426-4791

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