



Letter from Kumar Menon, Director of City Utilities

I am pleased to present the Water Quality Report for 2022. I am proud of our team and their diligence in ensuring we produce high-quality, safe drinking water with the pressure needed for fire protection, business and family needs. As this report details, test results for 2022 show our drinking water met or was better than the water quality standards established by the U.S. Environmental Protection Agency.

At our Three Rivers Filtration Plant, we perform continuous water testing every minute of the day. We run more than 50,000 tests daily in our lab and through our automation processes.

Whether it is for your morning shower, operating a business, or fighting fires, our dedicated team maintains and delivers water through nearly 1,500 miles of water mains throughout an area of 180 square miles in Allen, Wells and Whitley counties.



We continue our commitment to replacing aging infrastructure, building infrastructure to increase reliability, supporting neighborhoods and businesses, and constructing new infrastructure where needed to promote economic development and job growth.

A top priority remains the removal of privately-owned residential lead service lines. Our Lead Service Replacement program aggressively sought and received \$13 million of federal funding to help homeowners, through 10-year loans, replace their lead service lines. Our program bids pipe replacement in bulk, thus lowering the costs.

Water is essential to our lives. We depend on it to run our homes and businesses and rely on it for our health and safety. Nearly every day in the news, we hear of our fellow Americans struggling to find water. In our region, we have plenty of water, and I can assure you our team does everything possible to protect our water supply. In fact, we've never dipped into our reservoir to provide water to our customers. Our long-range planning provides resiliency and reliability to our operations and, more importantly, you — our customers.

Our core mission is to supply clean, safe and abundant water reliably to every customer. It is work we do with the utmost care — a responsibility we take very seriously. City Utilities' team is pledged to meet your and your family's expectations every day.

Reliable. Responsible. Resilient. City Utilities.

Where Does Our Water Come From?

Water provided to customers of City Utilities comes from the St. Joseph River. Water flows into the river from more than 694,000 acres in northeast Indiana, northwest Ohio and a small part of south-central Michigan. The primary land use in the watershed is agricultural.

The Utility draws an average of about 36 million gallons of water daily from the river. This "raw" water is treated, filtered and tested at the Three Rivers Filtration Plant before it is distributed to customers.



The Indiana Department of Environmental Management (IDEM) has conducted a Source Water Assessment for City Utilities' water supply. The Source Assessment has identified potential sources of contamination. The report also analyzes the hydrological conditions that may affect the susceptibility of the water supply to potential contaminants. You may obtain more information concerning this Source Water Assessment by calling 427-1234 to connect with City Utilities.

City Utilities' Mission
To support public safety and public health and enhance regional economic development by delivering high quality, affordable water, wastewater and stormwater services in ways that protect the environment.

Water Qualities that Matter to You

City Utilities is committed to providing great water and adjusting the water treatment process as necessary to ensure consistency in water quality. However, occasionally, the river and its compounds can cause a change in the taste and odor of our water. Employees at the Three Rivers Filtration Plant work diligently to anticipate these changes in river water quality. Their priority is to ensure the water is safe to drink, and then they adjust the treatment process to remove as much of the taste and odor as possible from the water. This is done by adding powdered activated carbon to the treatment process and adjusting the balance between various disinfecting chemicals used. For more information on drinking water's taste and odor, contact City Utilities by calling 427-1234 or visit our website, where we post an indicator of our water's current taste and odor at utilities.cityoffortwayne.org/drinking-water.



The feel of water is determined by the softness. The plant softens the water sent to customers using powdered calcium hydroxide (lime). The lime causes a chemical reaction that helps to remove calcium and magnesium – the naturally occurring minerals that cause hardness in water. Water hardness is measured in milligrams of calcium and magnesium per liter. Very soft water may be from 0-75 mg/L of hardness. Hard water has between 150 and 300 mg/L of hardness. Fort

Wayne's water had an average hardness of 122 mg/l in 2022 and is considered moderately soft.

Soaps and detergents create more suds with moderately softer water, so you use less. Softer water has been found to extend the life of water-using appliances such as ice makers and dishwashers by as much as 30%.

The Board of Public Works reviews and approves contracts for utility construction projects that impact how your drinking water is treated. The Board meets every Tuesday at noon at Citizens Square, 200 E. Berry Street, Fort Wayne, Indiana. The meetings are open to the public and are on Public Access TV.

— MyWater —

Our process of switching out nearly 106,000 customer water meters near the end of their useful life is about 45 percent complete. The new meter gives customers more ability to monitor and manage their water usage. Customers can use the MyWater portal 24/7. This system can prevent unexpected charges on your City Utilities bill by alerting you when your bill hits a certain amount each month. To access the portal, visit mywater.cityoffortwayne.org

Information about Lead

Lead in drinking water usually comes from materials and components in water service lines and interior plumbing; therefore, lead levels in water may increase because of the kinds of pipes and plumbing fixtures in homes and businesses. Per information City Utilities has to date, homes built before approximately 1937 likely have lead lines, and the Environmental Protection Agency says homes built before 1987 could have lead soldering in their interior plumbing.

City Utilities uses orthophosphate in our treatment process as a protective layer to reduce the potential for lead to leach from small-diameter lead

service lines and home plumbing into drinking water. The best way to protect against lead exposure is to replace a lead service line and install lead-free plumbing in your home. City Utilities has a lead service line replacement program where we can help you replace your line if it is lead. Please call (260) 427-1234 or visit utilities.cityoffortwayne.org/customers/lead-service-line-replacement/ for further information about this City program.

City Utilities also helps customers replace their privately owned lead service lines. Our program utilizes bulk pricing to reduce the costs of the replacement, allows residential properties to pay over ten years, and now has income-based assistance, which can reduce the total costs by up to 90%, depending on household income. To date, we've loaned more than \$500,000 for replacements. In 2023, three sizable lead replacement projects are planned, coordinating work with hundreds of property owners to get their pipes replaced. Our outreach involved mailings printed in English, Spanish, and Burmese, phone calls, and door-to-door neighborhood connections. So far, almost 300 property owners have shown interest in participating in the projects starting this year.

Elevated levels of lead can cause serious health problems, especially for pregnant women and young children. City Utilities intends to continue to treat with orthophosphate, but until you can eliminate the lead in your service line and your private plumbing, you can minimize your potential for lead exposure by letting the water run before using it for drinking or cooking. Turn on the cold water and let it run for 30 seconds to two minutes before you use the water for drinking or cooking. If you are concerned about the level of lead in your water, you may wish to have your water tested by a private laboratory. Information on lead in drinking water, testing methods, and other steps you can take to minimize exposure to lead are available from the Safe Drinking Water Hotline at 1 (800) 426-4791 or at www.epa.gov/safewater/lead



- ▲ Homes built before 1937 are likely to have lead service lines.
- ▲ Homes built before 1981 may have lead service lines.

Drinking Water and Your Health

Some people may be more vulnerable to contaminants in drinking water than the general population. For example, immunocompromised individuals, such as people with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, and some older adults and infants, can be particularly at risk for infections. These people should seek advice about drinking water from their healthcare providers.

Cryptosporidium is a microbial pathogen that may be found in surface water such as rivers, lakes and streams throughout the United States. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms include nausea, diarrhea and abdominal cramps. Cryptosporidium oocysts must be ingested to cause disease, and the illness may spread through means other than drinking water. Most healthy individuals can overcome the disease within a few weeks. However, immunocompromised people, infants, small children, and older adults are at greater risk of having cryptosporidiosis advance into a life-threatening illness.



Guidelines from the US EPA and Centers for Disease Control and Prevention on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791.

In 2022, the highest level of Cryptosporidium in the river water coming into our water filtration plant before it was treated was 0.414 oocysts per liter of water. Cryptosporidium was NEVER found in the drinking water that City Utilities sent out to its customers, as is required by federal standards. That means that 100% of the time, City Utilities' water treatment process was able to remove or deactivate these "germs."

Convenient Payment Options

City Utilities has many ways for customers to pay their bills. In 2022, we partnered with Walmart to allow customers to pay closer to where they live by paying at any of the five Walmart stores in Fort Wayne. The payments will post immediately to an account. Customers can pay from home on the City Utilities website at utilities.cityoffortwayne.org, using E-Check, credit card. Additionally, payments can be made using Amazon Pay, PayPal, Venmo, or by phone at 427-1234 using a credit/debit card or E-Check. Additionally, two Kiosks, one inside and one outside of Citizens Square, 200 East Berry Street, take payments that post immediately to your account and accept cash, check, or card. The location outside the building is available 24/7, every day of the year.



Sources of Drinking Water

The sources of drinking water (both tap and bottled) 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 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 land uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts 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 be the result of oil and gas production and mining activities.

Investing to Keep Water Flowing

City Utilities has continued to invest in projects to improve our services to our customers. In 2022, we invested \$100 million in neighborhood system upgrades.

Continuing our commitment to replacing 70 miles of aged water pipes in five years, we placed new water mains in the Oakhurst, Tamarack, and Centerhurst neighborhoods in 2022. We also bid to replace an additional 3.6 miles of pipe in East Central, West Central and Wildwood Park neighborhoods.



City Utilities responded to a need in the community and began extending our water service to the Covington Dells neighborhood – which petitioned for access to our excellent drinking water – as well as the area around Flaugh and Arcola Road and US 30, which paves the way for future development.

In 2022, when the town of Grabill, our Northeast neighbors, faced expensive water system upgrades, the town was able to reach an agreement with City Utilities to connect their water system to our water supply and save the community money.



In June, we installed a new 500,000-gallon water tower on White Oak Drive, which stands at 175 feet. We also rehabilitated the 150-foot, 500,000-gallon water tower on Dupont Road, adding a fresh coat of paint and a new mixer.

The ongoing construction of our underground infrastructure projects are essential for our customers and support our commitment to improving and strengthening the neighborhoods we serve.

Testing Our Water

To ensure that tap water is safe to drink, the United States Environmental Protection Agency (US EPA) sets regulations limiting the number of certain contaminants in water that come from 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. The US EPA also requires that public water systems make an annual report, such as this one, to all of their customers. Bottled water producers don't face the same requirement to share information regularly.

The US EPA and the State of Indiana require City Utilities to regularly test the drinking water we produce and send it out to make sure that it remains safe. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. However, the presence of these contaminants in drinking water at a level below the limits set by regulatory agencies does not indicate that the water poses a health risk.

The table to the right shows substances that are regulated by the US EPA that were detected in our finished drinking water between January 1 and December 31, 2022. City Utilities tests for many other substances, but because they were not detected, they are not reported here. Some tests are required only once per year because the US EPA and the State of Indiana have determined that the concentration of these substances does not change frequently. The table has no range of results for tests that are required only once a year.

City Utilities also tests for many substances that are not regulated. Monitoring unregulated contaminants helps the US EPA determine where certain contaminants occur and whether the agency should consider regulating those in the future.

Visit utilities.cityoffortwayne.org for more information.

Awards in 2022

- Alliance of Indiana Rural Water – Best Tasting Water in Indiana
- Berkeley Springs International Water Tasting – 4th place Municipal Water Category
- Association of Metropolitan Water Agencies – Sustainable Water Utility Management Award



One of four utilities in US to win the Sustainable Management Award

Having Trouble Paying Your Bill?

We know that sometimes things come up that make it difficult to pay a bill. Our Customer Support Representatives can help you make payment arrangements before a late charge or disconnection occurs. You can reach us at (260) 427-1234, Monday through Friday, from 7:30 a.m. to 5:30 p.m. Our team can assist you in English, Spanish, and Burmese.



How to Read the Water Quality Table

Maximum Contaminant Level Goal (MCLG):

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.

Maximum Contaminant Level (MCL):

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.

Treatment Technique (TT):

A required process intended to reduce the level of a contaminant in drinking water.

Action Level (AL):

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Detected Level:

The highest level of a contaminant detected for comparison against the accepted level. The detected level could be the highest single measurement or it may be an average, depending on the peak level of a contaminant.

Range:

The lowest to highest values for all samples tested for each contaminant. If only one sample is tested, no range is listed.

HA: Health Advisory level.

NA: Not applicable.

MNR: Monitoring not required but recommended.

ppm: Parts per million or milligrams per liter (mg/L).

ppb: Parts per billion or micrograms per liter (ug/L).

NTU:

Nephelometric Turbidity Units. A measure of water's cloudiness and an indicator of the effectiveness of the water filtration process.

%: Percent of monthly samples that were positive.

Oocyst:

A fertilized gamete of a parasitic organism's sporozoans that is enclosed in a thick wall.



Chemists - Michele Gerke, Steve Hinkleman

Water Quality Table

Contaminants	Units	MCLG	MCL	Compliance Achieved	Highest Level Detected in Your Water	Range	Typical Sources
Disinfectants & Disinfection By-Products							
Chlorine	ppm	4	4	Yes	2.09	1.53 - 2.09	Additive used in drinking water treatment process to control bacteria
Chlorine Dioxide	ppb	800	800	Yes	190	38 - 190	Additive used in drinking water treatment process to control bacteria
Chlorite	ppm	0.8	1	Yes	0.82	0.41 - 0.82	By-product of drinking water disinfection
Haloacetic Acids (HAA5)	ppb	NA	60	Yes	21.0 Highest LRAA at site #9	4.5 - 31.8	By-product of drinking water disinfection NOTE: compliance is based on each location's running annual average (LRAA). The location running annual average for the site with the highest individual result of 31.8 was 20.4
Total Organic Carbon (TOC)	mg/L	NA	TT	Yes	The percentage of TOC was measured each month and the system met the TOC removal requirements	NA	Naturally present in the environment
TTHMs (Total Trihalomethanes)	ppb	NA	80	Yes	33.9 Highest LRAA at site #12	17.9 - 60.4	By-product of drinking water disinfection NOTE: compliance is based on each location's running annual average (LRAA). The location running annual average for the site with the highest individual result of 60.4 was 33.9
Inorganic Compounds							
Fluoride	ppm	4	4	Yes	0.84	0.37 - 0.84	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (measured as Nitrogen)	ppm	10	10	Yes	2.029	0.140 - 2.029	Runoff from fertilizer use; leaching from septic systems; sewage discharge; erosion of natural deposits
Nitrite (measured as Nitrogen)	ppm	1	1	Yes	0.076	0 - 0.076	Runoff from fertilizer use; leaching from septic systems; sewage discharge; erosion of natural deposits
Sodium	ppm	0	NONE	NA	28	11 - 28	Naturally present in the environment
Barium	ppm	2	2	Yes	0.031	0.0077 - 0.0310 erosion of natural deposits	Discharge of drilling wastes; discharge from metal refineries;
Chromium	ppb	100	100	Yes	0.91	0 - 0.91	Discharge from steel and pulp mills; erosion of natural deposits
Cyanide	ppb	200	200	Yes	5.5	Only one test is required per year	Discharge from plastic and fertilizer factories and steel/metal factories
Thallium	ppb	0.5	2	Yes	0.0	0.0 - 0.0	Discharge from electronics, glass, leaching from ore-processing sites, drug factories
Microbiological Contaminants							
Total Coliform	% of positive samples monthly	0	5	Yes	4.9	0 - 4.9	Naturally present in the environment
E.coli	Total # of positive E.coli samples	0	A routine sample tested positive for E.coli. Repeat samples tested negative.	Yes	1	NA	Naturally present in the environment
Turbidity	Lowest % meeting limit of 0.3 NTU	100	95	Yes	100	NA	Soil runoff
Turbidity		NA	TT - 1 NTU	Yes	0.17	NA	Soil runoff
Cryptosporidium	oocysts/100 L	0	TT	NA	0	NA	Human and animal fecal waste
Source (Raw) water Cryptosporidium	oocysts/ L	NA	NA	NA	0.414	0 - 0.414	Human and animal fecal waste
Volatile Organic Compounds							
NA							
Synthetic Organic Compounds Regulated							
Atrazine	ppb	3	3	Yes	0.14	0 - 0.14	Runoff of herbicide used on row crops
Simazine	ppb	4	4	Yes	0.096	0 - 0.096	Runoff of herbicide used on row crops
2,4-D	ppb	70	70	Yes	0.76	0.0 - 0.76	Runoff of herbicide used on row crops
Unregulated Compounds							
Average							
Metolachlor	ppb	NA	NA	NA	0.18	0.0 - 0.27	Runoff of herbicide used on row crops
Dicamba	ppb	NA	NA	NA	0.15	0.0 - 0.42	Runoff of herbicide used on row crops
Total Hardness	ppm	NA	NA	NA	122	82 - 164	Runoff of limestone and dolomite
Inorganic Contaminants							
90th percentile							
Copper (Jan - June 2022)	ppm	1.3	90% of samples taken below AL = 1.3	Yes	0.0858	Samples taken = 100 samples Exceeding AL = 1	Corrosion of household plumbing systems; erosion of natural deposits
Copper (July - Dec 2022)	ppm	1.3	90% of samples taken below AL = 1.3	Yes	0.0577	Samples taken = 102 samples Exceeding AL = 0	Corrosion of household plumbing systems; erosion of natural deposits
Lead (Jan - June 2022)	ppb	0	90% of samples taken below AL = 15	Yes	4.8	Samples taken = 100 samples Exceeding AL = 3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (July - Dec 2022)	ppb	0	90% of samples taken below AL = 15	Yes	3.1	Samples taken = 102 samples Exceeding AL = 2	Corrosion of household plumbing systems; erosion of natural deposits
Radioactive Contaminants (January 2020)							
Combined Radium 226/228	pCi/L	0	5	Yes	1	1 - 1	Erosion of natural deposits
Gross alpha excluding radon and Uranium	pCi/L	0	15	Yes	0.2	0.2 - 0.2	Erosion of natural deposits

During the first half of 2022, the orthophosphate dose temporarily dipped below the current minimum of 2.7 parts per million on several occasions. While the orthophosphate was continuously fed, the automated feed rate has since been adjusted slightly upwards to meet the current minimum dosing requirement. No adverse health effects are believed to be involved, and City Utilities continued to meet the applicable lead regulatory threshold. City Utilities conducted more than 1400 lead tests during 2022. Although the results of those tests were timely sent to participating customers in the vast majority of instances, some results were inadvertently sent slightly later than what is required by new regulations. City Utilities has subsequently implemented new protocols to ensure timely reporting in all instances. Again, no adverse health effects are believed to be involved.



CITY UTILITIES

Citizens Square, 200 E. Berry, Suite 270
Fort Wayne, IN 46802

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Important Information Sources:

Three Rivers Filtration Plant
260-427-1234
utilities.cityoffortwayne.org

Indiana Department of Environmental
Management (IDEM)
1-888-233-7745
in.gov/idem/cleanwater/2450.htm

EPA's Safe Drinking Water Hotline
1-800-426-4791
<https://www.epa.gov/sdwa>

Protecting Our Rivers Starts with You

Clean Drains Fort Wayne: Be River SmART is a partnership between Friends of the Rivers and City Utilities. It's public art with a mission, prompting everyone to take action to protect our rivers. Trash, debris, grass clippings, pet waste and fertilizer overspray, wash down a storm drain and pollute our rivers. While river pollution is an eyesore, it also affects water quality and aquatic life.

You can help. **Clean the Drains Day on September 23, 2023**, is your chance to be part of the pollution solution. Whether an organization, business, church, neighborhood, family or individual, there's a place for you. Learn more and sign up at cleandrainsfortwayne.org

You can become a Drain Stormer Family by signing up to clear pollution from the storm drains near your home or on your block. Mark them with a reminder medallion. And have some family fun by creating chalk art near your drains. Visit forfw.org/drain-stormer-family/ to learn more and get your family's kit.



▲ Only Rain in the Drain



◀ Families Protect Drains.

Visit forfw.org/drain-stormer-family/ to learn more and get your family's kit.

Ways You Can Help

City Utilities works to help protect our drinking water source, the St. Joseph River, by supporting initiatives like the St. Joseph River Watershed Initiative (SJRWI). The non-profit watershed planning and protection organization works with residents and communities along the St. Joseph River from southern Michigan, northwest Ohio, and the Indiana counties of Steuben, Dekalb and Allen. SJRWI educates property owners, tests river water quality, develops management plans and implements best management practices to reduce pollution going into the river. There are many ways to volunteer. Visit www.sjrwi.org

Fire Protection

Some of our investments in the water system are to increase water capacity and reliability for firefighting. These investments, coupled with the professionalism of the Fort Wayne Fire Department, make Fort Wayne's ISO fire protection rating a Class 2. A community ISO rating helps determine what property owners pay for insurance.



▲ In 2022, City Utilities performed maintenance on 7,943 out of 11,939 fire hydrants in Fort Wayne.

AVISO IMPORTANTE

Este reporte contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda. En español: 427-1234.

အရေးကြီးသောသတင်း

ဤအစီရင်ခံစာသည် သင့်သောက်ရေနှင့်ပတ်သက်ပြီး အရေးကြီးသော အချက်အလက်များပါဝင်သည်။ တစ်စုံတစ်ဦးကို သင့်အတွက် ဘာသာပြန်နိုင်ပါ။ သို့မဟုတ် 427-1234 သို့ဖုန်းဆက်၍ မြန်မာဘာသာစကားဖြင့် အကြောင်းအရာသိရှိနားလည်ထားသူ တစ်ဦးနှင့် ဆွေးနွေးပါ။