



A member of Citizens Energy Group

1220 Waterway Blvd. | Indianapolis, IN | 46202

www.citizenswater.com

September 20, 2013

Dear Property Owner/Resident:

At Citizens Energy Group (Citizens), we strive to provide safe and reliable drinking water by continually improving our water distribution system. In the coming weeks, Citizens will introduce a new water supply to your area. We are currently completing improvements that will allow groundwater from a treatment facility in southern Madison County to be distributed into your area, accommodating current water supply needs and facilitating future growth. The impacted area is highlighted on the enclosed map.

The addition of the new groundwater supply is intended to ensure that adequate supplies are available to meet customer needs, particularly during high-use periods. It is expected that most customers will experience a seamless transition; however, some may notice a pressure increase or a slight change in the taste or odor of the tap water.

The additional water supply will result in a change in the type of disinfectant present in the water supply that may be important to customers who have special water treatment needs, such as any customers undergoing home dialysis treatment. As a precaution, any customers undergoing home dialysis treatment should contact their hospitals and/or local dialysis centers for appropriate treatment adjustments for free chlorine rather than chloramine usage.

Homeowners or restaurants that utilize reverse osmosis may want to make adjustments to the filters within their systems. To condition tap water for use in an aquarium or for water sensitive plants such as orchids, the water should be dechlorinated prior to use and tested with a kit that can measure for both free and combined chlorine.

For more information or questions concerning the new water supply, please contact Citizens Energy Group at 924-3311.

Sincerely,

A handwritten signature in blue ink that reads "Ed Malone".

Ed Malone
Director, Water Production
Citizens Energy Group