

CHLORINE

A key ingredient in the drinking water treatment process for groundwater



INDIANA
AMERICAN WATER



The use of chlorine in drinking water as a disinfectant has played a critical role in the prevention of waterborne diseases for more than a century.

According to the World Health Organization, the adoption of drinking water chlorination has been one of the most significant advances in public health protection, stating that “disinfection by chlorine is still the best guarantee of microbiologically safe water.”

DID YOU KNOW?

Chlorine was used for the first time as a primary disinfectant of drinking water in Jersey City, NJ in 1908.

Why chlorine is added to your drinking water

Chlorine is added to water for the customers’ protection. It is used as a disinfectant to ensure that harmful organisms, such as bacteria and viruses, are destroyed in the treatment process.

In addition, the Indiana Department of Environmental Management (IDEM) and the U.S. Environmental Protection Agency (EPA) require Indiana American Water to maintain low levels of this disinfectant to be present in the water at the furthest point of the distribution system. Our company complies with these minimum levels as the water travels from our treatment facility to your home. Consequently, customers who live or work closest to the facility might experience higher levels of chlorine.

We make every attempt to minimize this level, and we frequently perform monitoring at various locations within our system. The results of this monitoring are used to adjust the chlorine concentrations in the water leaving our facilities to make sure that the levels are not excessive, but are adequate for public health protection. Indiana American Water continues to meet the drinking water standards related to chlorine use in your drinking water set by EPA and IDEM in all of its systems.

Use of home treatment devices to remove chlorine

Some home treatment devices can remove chlorine. Please keep in mind, once the chlorine is removed, it is like any other food. You should refrigerate it and use it as quickly as possible. If you do decide to use a home treatment device or follow the tips below, it is important that you adhere to the manufacturer’s instructions for maintaining the device. Homeowners who choose not to follow the recommended instructions properly could reduce the effectiveness of these devices and end up with lower quality water.

Tips to remove the chlorine taste or smell from water

To remove the taste of chlorine, follow these three helpful tips:

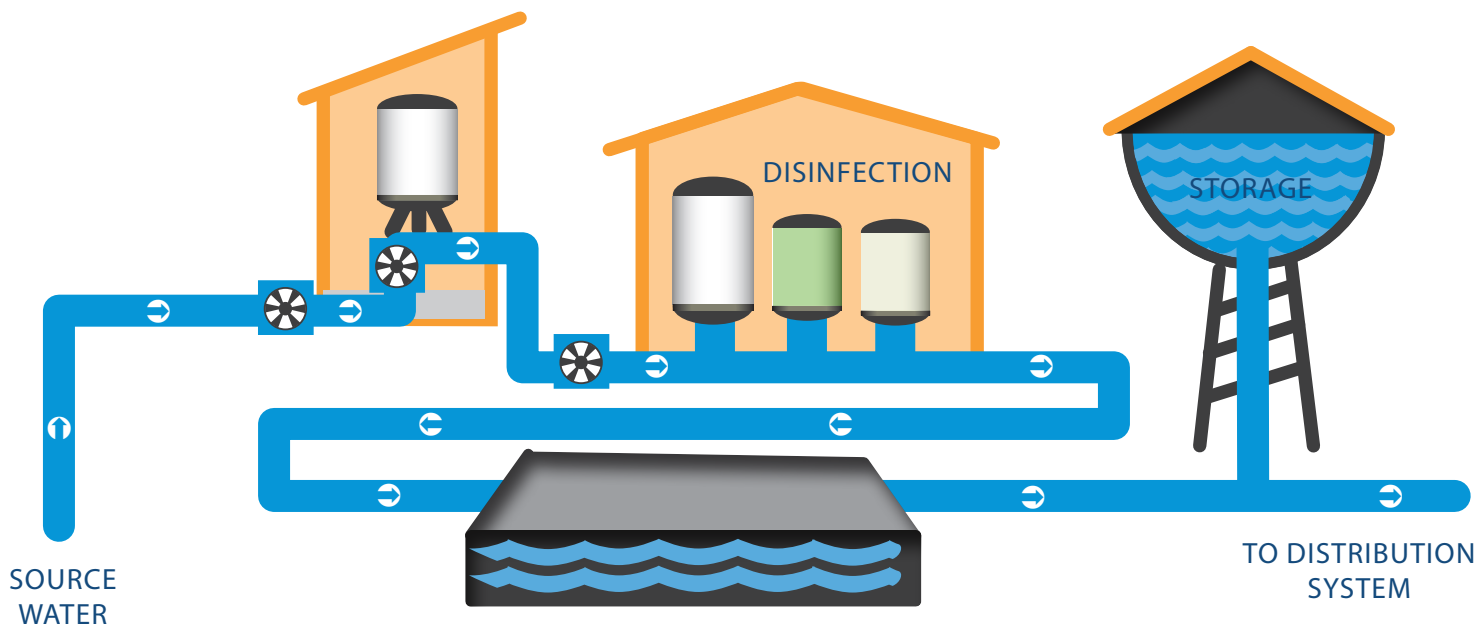
- Place water in a glass container in the refrigerator overnight uncovered. This will allow the chlorine to dissipate at a faster pace.
- Bring your water to a rolling boil for five minutes and allow the water to cool. This should reduce the chlorine taste and smell in the water.
- Add a lemon slice or a few drops of lemon juice to a glass of drinking water.

WE CARE ABOUT WATER. IT’S WHAT WE DO.®

www.indianaamwater.com



GROUNDWATER TREATMENT PROCESS



Water treatment process at a glance for groundwater supplies

Source Water

- Water supply serving the area. In this case, it is groundwater from a well.

Disinfection

- A small amount of chlorine is added during the treatment process to kill any bacteria or microorganisms that might be present in the water. After the chlorine is added, the water is transferred to a temporary vessel to provide ample contact time for proper disinfection to occur.

Storage

- The water then flows through pipes to homes and businesses in the community. Distribution tanks within the system provide storage of water to enhance reliability of water service and fire protection.

Source: US Environmental Protection Agency (EPA): <http://www.epa.gov/ogwdw/kids/water-treatmentplant/index.html>

For more information

Indiana American Water
Customer Service Center

1-800-492-8373

Check us out online

- Web: indianaamwater.com
- Facebook: www.facebook.com/indianaamericanwater
- Twitter: Twitter.com/inamwater

For more information on drinking
water standards:

- Contact the EPA Hotline at
1-800-426-4791

04-2015

WE CARE ABOUT WATER. IT'S WHAT WE DO.®

www.indianaamwater.com

