



September 8, 2026

John Smith or Current Occupant

1111 Example Street

Indianapolis IN, 46202

Prior to 1950, the use of lead or lead-containing material was common practice when installing water service lines to newly built homes and businesses such as those in your neighborhood. You are receiving this letter because our records indicate that the water service line serving your home or business is unknown but may contain lead, is galvanized requiring replacement, or contains lead.

The United States Environmental Protection Agency (U.S. EPA) requires that all water utilities across the country send annual notification to customers with these service line materials and whose service line materials are unknown. Please share this information with anyone who drinks and/or cooks using water at this property.

For Citizens Energy Group's water customers, the water service line, which is the underground pipe that connects your home or business to the water main, is owned by the property owner. For more information on your specific service line, please view our web-based service line map at www.citizensenergygroup.com/lead.

About Your Water Service Line

Property Address: 1111 Example Street, Indianapolis IN 46202

Service Line Material: Contains Lead

For those customers who own a service line made of lead, Citizens Energy Group has implemented a multi-year program to replace all lead service lines for our customers. More information is on the reverse of this page, and at www.citizensenergygroup.com/LSLRP.

Citizens tests for lead in accordance with regulatory requirements. The results of these tests indicate the water meets safe drinking water standards related to lead. In addition, we take steps to reduce the potential of lead leaching from service lines and household plumbing into the water by monitoring our treatment processes and adding a corrosion inhibitor where needed.

For additional information, including the health effects of lead exposure, please review the Frequently Asked Questions provided with this letter. If you have questions about how your service line is categorized, please visit www.citizensenergygroup.com/lead.

Sincerely,

Citizens Energy Group

Frequently Asked Questions About Lead in Drinking Water

Q: What are the health effects of lead exposure?

A: According to the U.S. EPA, exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems. To learn more about the U.S. EPA's Lead and Copper Rule, including information on the health effects of lead as well as guidance on how to reduce lead exposure around your home, visit www.epa.gov/lead.

Q: My service line material is unknown; how can I determine my service line type?

A: To help determine the material of your service line, please visit www.citizensenergygroup.com/lead or call us at 317-924-3311. The U.S. EPA has developed an online step-by-step guide to help people identify lead pipes in their homes called Protect Your Tap: A Quick Check for Lead. It is available at: <https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead>

Q: How can I reduce my potential exposure to lead in my tap water?

A: Water arrives to your service line lead-free from Citizens' distribution system. However, based on your service line material and in-home plumbing, there is the potential for lead exposure. The following methods may reduce that potential:

1. Properly use a filter certified to remove lead (such as one certified by NSF or ANSI) for water used in drinking and cooking.
2. Flush your tap by running the water for five minutes before drinking if your water has been unused for more than six hours.
3. Avoid consuming water from the hot water faucet and do not use hot tap water to prepare baby formula. Boiling does not remove lead from water.
4. Regularly clean your faucet's screen (also known as an aerator) of debris and sediment.
5. Check to see if your interior plumbing or faucets contain lead and replace any that do. Look for the "Lead Free" label when replacing or installing plumbing fixtures.
6. Consider using an alternative source for drinking and cooking water, such as bottled water if you do not wish to use the methods described above.

To learn more about minimizing lead exposure risk, visit www.citizensenergygroup.com/lead or the U.S. EPA's page at www.epa.gov/lead.

Q: Are there resources available if I am concerned about my child's blood lead level?

A: Yes. Contact your county health department or primary care physician for additional information on blood lead testing.

Q: Can I have my tap water analyzed for lead?

A: Yes. Visit www.citizensenergygroup.com/lead and complete the request form for tap sampling. You will receive a sampling kit in the mail that contains information on how to sample your tap water and return the sample for analysis. The analytical results will be sent to you.

Q: How is Citizens addressing lead service lines in its service territory?

A: Citizens received approval from the Indiana Utility Regulatory Commission in 2022 to begin implementing a lead service line replacement program for customers. This program enables us to replace all customer-owned lead-containing service lines within our

service territory - estimated to be between 55,000 and 75,000. We are reaching out to customers in upcoming project areas via mail, email, and text message. If you wish to replace the service line on your property at your own cost, Citizens will cover the cost of replacement of the portion of the service line in the right-of-way. For more information on the lead service line replacement program Citizens is implementing, including maps of where we are working, please visit www.citizensenergygroup.com/lslrp.

ENGLISH This notice contains important information about your water service and may affect your rights. We encourage you to have this notice translated in full into a language you understand or speak with someone who understands it before you make any decisions that may be required under this notice.

SPANISH/ESPAÑOL Este aviso contiene información importante sobre su servicio de agua y puede afectar sus derechos. Le recomendamos que traduzca este aviso en su totalidad a un idioma que comprenda o consulte a alguien que comprenda el contenido de este aviso antes de tomar cualquier decisión que pueda ser necesaria en virtud del mismo.

BURMESE/မြန်မာ ဤအသိပေးချက်တွင် သင်၏ ရေဝန်ဆောင်မှုနှင့်ပတ်သက်သော

အရေးကြီးအချက်အလက်များပါဝင်ပြီး သင့်ရပိုင်ခွင့်များအပေါ် သက်ရောက်မှုရှိနိုင်ပါသည်။

ဤအသိပေးချက်အရ လိုအပ်သည့် ဆုံးဖြတ်ချက်များမချမှတ်မီ ဤအသိပေးချက်ကို သင်နားလည်သော

ဘာသာစကားသို့ အပြည့်အဝဘာသာပြန်ဆိုရန် သို့မဟုတ် နားလည်သူတစ်ဦးနှင့်ပြောဆိုရန်

တိုက်တွန်းပါသည်။

HAITIAN CREOLE/KREYÒL AYISYENAVI sa a gen enfòmasyon enpòtan sou sèvis dlo ou an epi li ka afekte dwa w yo. Nou ankouraje w pou w tradui tout avè sa a nan yon lang ou konprann oswa pale ak yon moun ki konprann li anvan ou pran nenpòt desizyon ki ka obligatwa anba avè sa a.

HAKHA CHIN/HAKHA CHIN HOLHMAH theihternak tuahmi ah na ti lei riantuanpiaknang kong le nangmah ii covu pawl a hnor suang khomi konglam a biapimi aa tel. Mah theihternak tang ah hal khawhmi zebantuk biakhiahnak paoh ser an si hlaan ah kanmah nih mah theihternak hi nangmah ii na fianmi hoh in leh ter ding in silole aa fiang mi minung pakhat khat he bia i ruah ding in forhfiat kan in duh.

TRADITIONAL CHINESE/繁體中文 本公告包含有關您的供水服務的重要資訊，可能會影響您的權利。我們鼓勵您將本公告全文翻譯成您能理解的語言或與能理解該語言的人士討論，然後再根據本公告做出任何可能要求的決定。

TRADITIONAL CHINESE (HONG KONG)/繁體中文 (香港地區) 呢個通知包含咗關於您嘅供水服務嘅重要訊息，並可能會影響您嘅權利。我哋鼓勵您嚟做出任何決定之前，請將呢個通知完整翻譯成您能理解嘅語言或嚟您做出呢個通知可能要求嘅任何決定之前同理解嘅人交談。

SIMPLIFIED CHINESE/简体中文 本通知包含有关供水服务的重要信息，可能会影响您的权利。我们建议您在根据本通知做出任何所需的决定之前，将本通知全文翻译成您能理解的语言，或聘请能理解本通知的人士帮您了解内容。

CROATIAN/HRVATSKI Ova obavijest sadrži važne informacije vezane uz opskrbu vodom i može utjecati na vaša prava. Savjetujemo vam da prije donošenja bilo kakve odluke koja može biti zatražena na temelju ove obavijesti, date prevesti cjelokupnu obavijest na jezik koji razumijete ili da se posavjetujete s nekim tko je razumije.

GERMAN/DEUTSCH Diese Mitteilung enthält wichtige Informationen über Ihre Wasserversorgung und kann Ihre Rechte betreffen. Wir empfehlen Ihnen, diese Mitteilung vollständig in eine Sprache zu übersetzen zu lassen, die Sie verstehen, oder mit jemandem zu sprechen, der Sie versteht, bevor Sie Entscheidungen treffen, die aufgrund dieser Mitteilung erforderlich sein könnten.

GUJARATI/ગુજરાતી આ સૂચનામાં આપના પાણીની સેવા વિવાદો માંડવપણીમાં-કેટલી સમાવિષ્ટ છે આના તો આપના આધિકારોના આસરે કારી શકા છે. આમાં ભલા-માંણી કારીઆ છેઆ કે આપ આ ના-એટીસુ સૂચણી રીતીઆ-પ સમાજો છે-તો ભ-પા-માં-આના-વિવેક કારો-આથવા-આ-સૂચના-કેળ જરૂરી-એ તોઆ-કા-એપણી નિનાણીઆ-એ વા-તો-પહેલા-તોના સમાજ-તો-એ તોવા કા-એ વ્યક્તિ-સૂ-એ વા-તો કારો-.

HINDI/हिन्दी इस नोटिस में आपकी जल सवारी की बारे में महत्वपूर्ण जानकारी है और यह आपकी अधिकारों की प्रभावित कर सकती है हमें सलाह देते हैं कि आप इस नोटिस की तहत आवश्यक कीर्ई भी निर्णय लेने से पहले इस नोटिस की पूरी तरह से उस भाषा में अनौवादे करे जिसे आप समझते हैं या किसी ऐसे व्यक्ति से बात करीते हैं जो इसे समझता है।

ITALIAN/ITALIANO Questo avviso contiene informazioni importanti sul servizio idrico e può influire sui Suoi diritti. Le consigliamo di tradurre questo avviso nella sua interezza in una lingua a Lei comprensibile o di parlarne con qualcuno che lo comprenda prima di prendere qualsiasi decisione richiesta ai sensi del presente avviso.

KOREAN/한국어 이 통지에는 수도 서비스에 대한 중요한 정보가 포함되어 있으며 귀하의 권리에 영향을 미칠 수 있습니다. 본 통지에 따라 요구될 수 있는 결정을 내리기 전에 이 통지 전체를 귀하가 이해하는 언어로 번역하거나 이를 이해하는 사람과 대화할 것을 권장합니다.

POLISH/POLSKI Niniejsze powiadomienie zawiera ważne informacje dotyczące usług wodociągowych i może mieć wpływ na prawa użytkownika. Zalecamy przetłumaczenie niniejszego powiadomienia w całości na zrozumiały język lub porozmawianie z kimś, kto je rozumie, przed podjęciem jakichkolwiek decyzji, które mogą być wymagane zgodnie z niniejszym powiadomieniem.

PORTUGUESE/PORTUGUÊS Este aviso contém informações importantes sobre seu serviço de água e pode afetar seus direitos. Recomendamos que traduza este aviso na totalidade para um idioma que você consiga entender ou que fale com alguém que entenda o idioma do aviso antes de tomar qualquer decisão que possa ser necessária em virtude deste aviso.

TAGALOG Ang pabatid na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong serbisyo ng tubig at maaaring makaapekto sa inyong mga karapatan. Inirekomenda namin na isaling-wika ninyo ang pabatid na ito sa kanyang kabuuan sa isang wika na naiintindihan ninyo o makipag-usap sa isang tao na nakakaintindi nito bago magsagawa ng anumang desizyon na maaaring iatas ng pabatid na ito.

VIETNAMESE/TIẾNG VIỆT Thông báo này có chứa những thông tin quan trọng về dịch vụ nước của quý vị và có thể ảnh hưởng đến quyền lợi của quý vị. Chúng tôi khuyên quý vị dịch toàn bộ thông báo này sang một ngôn ngữ mà quý vị hiểu hoặc nói chuyện với một người hiểu