



THE RECORDS ROOM · CITIZENS ENERGY GROUP

Indianapolis Water, as reported for 2025.

Citizens Energy Group serves roughly nine hundred thousand consumers across Central Indiana from the White River, Fall Creek, a chain of reservoirs and a set of groundwater plants. The 2025 data shows compliance achieved on every regulated line, and one number every Indianapolis homeowner should read twice: average hardness of 317 ppm, which is 19 grains per gallon, ranging as high as 27.

SOURCE

River + reservoirs

HARDNESS

317 ppm avg (19 gr/gal)

COMPLIANCE

Achieved, all lines

REPORTED RESULTS, 2025

MEASURE	REPORTED	FEDERAL LIMIT	STANDING
Hardness (Ca, Mg)	317 ppm avg, 460 max	No federal limit	Very hard
Chloramines	2.0 ppm avg	4 ppm MRDL	Within limit
Trihalomethanes (TTHM)	58 ppb max LRAA	80 ppb	Within limit
Haloacetic acids (HAA5)	38 ppb max LRAA	60 ppb	Within limit
Lead, 90th percentile	4.7 ppb (2 of 106 sites over AL)	15 ppb AL	Compliant
Copper, 90th percentile	0.097 ppm	1.3 ppm AL	Within level
Nitrate	1.1 ppm avg	10 ppm	Within limit
PFAS (PFBS / PFHxA)	2.9 / 2.5 ppt max	Below reference values	Detected, compliant
Turbidity	0.04 NTU avg	0.3 NTU (95%)	Within limit

Figures above are transcribed from the official report cited on page two. Federal limits are EPA maximum contaminant levels or action levels where applicable. ppm = parts per million; ppb = parts per billion. Hardness carries no federal limit; it is a comfort and equipment matter, not a safety standard.



WHAT THIS MEANS FOR YOUR HOME

Nineteen grains is the headline, and it is not close.

At 317 ppm average and peaks of 460, Indianapolis runs some of the hardest big-city water in America, more than double Evansville's. It is legal, safe, and relentless on water heaters, fixtures and appliances. In this system a properly sized softener is less a luxury than basic maintenance.

Lead is being worked on in the open.

Two of 106 tap samples exceeded the action level in 2025; the system remains compliant, feeds orthophosphate against corrosion, and is replacing an estimated 55,000 to 75,000 customer lead service lines under a program regulators approved in 2022. Citizens publishes a service line map, and any household can request a free lead test kit.

Two PFAS compounds were detected at trace levels.

PFBS and PFHxA appeared at a few parts per trillion, below health reference values, with fifteen other compounds not detected. Households that want an extra margin at the drinking tap usually look at point-of-use treatment; the honest first step is knowing your own numbers.

SOURCES AND STANDING OF THIS DOCUMENT

Primary source: Citizens Energy Group, 2025 Drinking Water Report and Indianapolis & Morgan County 2025 Water Quality Data, PWS IN5249004.

Official reports: info.citizensenergygroup.com/water/quality. Utility questions: 317-924-3311.

This summary was prepared by Jaxons Group for homeowner convenience. The utility's documents govern.

What reaches your own tap is a different question.

The free Jaxons Group Water Test reads hardness, iron, chlorine and TDS at your kitchen sink in about twenty minutes. By appointment, no charge, and the numbers stay with you.

Reserve at jaxongroup.com/free-water-test

Concerns about anything in this report? Call 555-555-5555 or write appointments@jaxongroup.com.