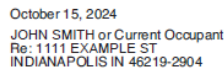


Citizens Energy Group Lead Service Line Replacement Program Overview



We're All Citizens.

LEAD SERVICE LINE REPLACEMENT PROGRAM- PROJECT INFORMATION



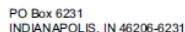
JOHN SMITH or Current Occupant
Re: 1111 EXAMPLE ST
INDIANAPOLIS IN 46219-2904

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.

Property Address: 1111 EXAMPLE ST INDIANAPOLIS IN 46219-2904
Service Line Material: Contains Lead

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.citizensenergycorp.com/lead.

Citizens Energy Group



PO Box 6231
INDIANAPOLIS, IN 46206-6231

Q: What are the health effects of lead exposure?

Q: What are the health effects of lead exposure?

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

100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%

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:

- 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

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

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) ဤသစ်ပညာရေးတွင် သစ်၏ အရသာနှင့် မြေပေါ်တံသစ်ကဲ့သို့ အချောကြီးအရသာကင်းရှင်းသလိုပင် သစ်ခွံပေါ်၌ အရသာမရှိ သက်သေချက် မရှိပဲပါသည်။ ဤသစ်ပညာရေးအရ လိုအပ်သည့် မြေကြီးစိုက်ပျိုးမှုအတွက်မူ ဤသစ်ပညာရေးကို သစ်အရည်သစ်ကဲ့သို့ တာဝန်အောင်ဆောင် ဆောင်ရွက်နိုင်ရန် သို့မဟုတ် အရည်သစ်ကဲ့သို့ပင်မြေကြီးစိုက်ပျိုးနိုင်ရန်ပါသည်။

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

HAJHA CHIN/HAJHA CHIN HOLHwah thelitemak suahmi ah na ti lei fiantanplaknak kong i nangmah li coro pawl a hnor suang khomi konglam a blapimi aa tel. Mah thelitemak tang hal khawhmi zebantuk blakhlahnak paoh ser an si hlaan ah karmah nih mah thelitemak h nangmah li na flami holh in leh ter ding in silole aa fang mi minung pakhat khat he bla i ruah ding in forhal 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夠理解該語言的人士討論。請參閱

TRAditionAL CHINESE (HONG KONG) 繁體中文 (香港地區) 敬告通知包含有關您與永源
通訊服務，並可能影響您權利。受理此類您做出任何決定之前，請兩個提供完整
成也約的詳細信息或您做出任何決定之前同屏兩人交談。

SIMPLIFIED CHINESE/简体中文 本通知包含有关水务服务的重要信息，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，将本通知全文翻译或您能理解的语言，或请擅长理解本通知的人士为您提供解释。

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 vam je bliži ili da se posavjetujete s nekim tko to zna.

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, PRAKARI આ-સુખનામાં-આખીપડીનીસુવા-ચિવાસેમકલપપૂરીક
નાકિતલીસુખચિવાસેહેઅમલેતરિઆખના-અધિકાર-હેવેવેઆખરોકસોહેકલે-અમલે
ભવામંત્રીકારીઆખનાકેભિવાસેકલેઆખના-નાટીનીસુખપૂરીતરિઆખરોકસોહેકલે-તે
સુખનામાં-અમલવાચિતીકારેહેઅમલવા-આ-સુખના-કલનજનયેકલેવેતરિવા-કાલેમંત્રી
સુખનામાં-અમલવાચિતીકારેહેઅમલવા-આ-સુખના-કલનજનયેકલેવેતરિવા-કાલેમંત્રી

HINDI/हिन्दी इस नोटिंस में 'अपकी' जस सको 'अ' की बाने में 'मे' मेहराजपुर्न जसमेकीरी है और यह आपकी 'अपकी' की प्रभाषित करि सकीरी है। हमे सहाइ देते ह 'कि' अपक इस नोटिंस की तहा अपकी की कीर्त की निवेगन सको- से पहले इस नोटिंस की पूरी तरे ह जस आपका है। अनो-बादे कीर किजसे अप सकीरी ह ज किकीरी ऐसे जकि- से बहा करीर ह जो इसे सोजत है।

ITALIANATAUANO 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

전지를 귀국하야 이해하는 언어로 번역하거나 이를 이해하는 사람과 대화할 것을 권장합니다.
POUSH/POLSKO Niniejsze powiadomienie zawiera ważne informacje dotyczące usług wdrożeniowych i może mieć wpływ na prawa użytkownika. Zalecamy przetłumaczyć 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 pabaitid na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong serbisyo ng tubig at maaaring makaapekto sa inyong mga karapatan. Irirerekomenda namin na isaling-wika ninyo ang pabaitid na ito sa kanyang kabuuan sa isang wika na naninihihan ninyo o makipag-usap sa isang tao na nakakaatubid nito bago magsagawa ng anumang desisyon na maaaring laganap na pabaitid na ito.

VIETNAMESE/TIẾNG VIỆT Thông báo này có chứa những thông tin quan trọng và dịch vụ của quý vị và có thể ảnh hưởng đến quyền lợi của quý vị. Chúng tôi khuyến khích quý vị dịch toàn bộ thông báo này sang một ngôn ngữ mà quý vị hiểu hoặc nói chuyên về một người khác. Thông báo này trước khi quý vị đưa ra bất kỳ quyết định nào mà thông báo này có thể yêu

في هذا الاتصال على معلومات مهمة حول خدمة الجواز الخاصة بنا، وقد نأخذ على حقوكنا، ونسحبها بترجمة /A RABIC / أوروبية
هذا الاتصال بالمثل في الاتفاقية أو التحدث إلى شخص يملكه هذا الاتصال في قراراتنا التفتيشية مطروحة بموجب هذا الاتصال
إن اتفاقية جازي للاتصالات هي في مورد خدماتنا بأشياء وتحت في حقوقي نأخذ بشكل شائع / Farsi / فارسي
نوسم فيكم إلى أن نسمع منكم في مسكن تحت أن الاتصال لازم بلتد في الإعلام رايه
طوبى لكم في أن نسمع منكم في مسكن تحت أن الاتصال لازم بلتد في الإعلام رايه

Lead-Related Communications

LEAD SERVICE LINE REPLACEMENT PROGRAM-
PROJECT INFORMATION

Annual Notification Letter

- Annually, we are required to annually notify customers who have a lead, unknown, or galvanized iron service line that requires replacement.
- We anticipate that to be approximately 75,000 customers.
- All new customers are receiving this letter at the time-of-service initiation.

**YOU'VE GOT
MAIL**



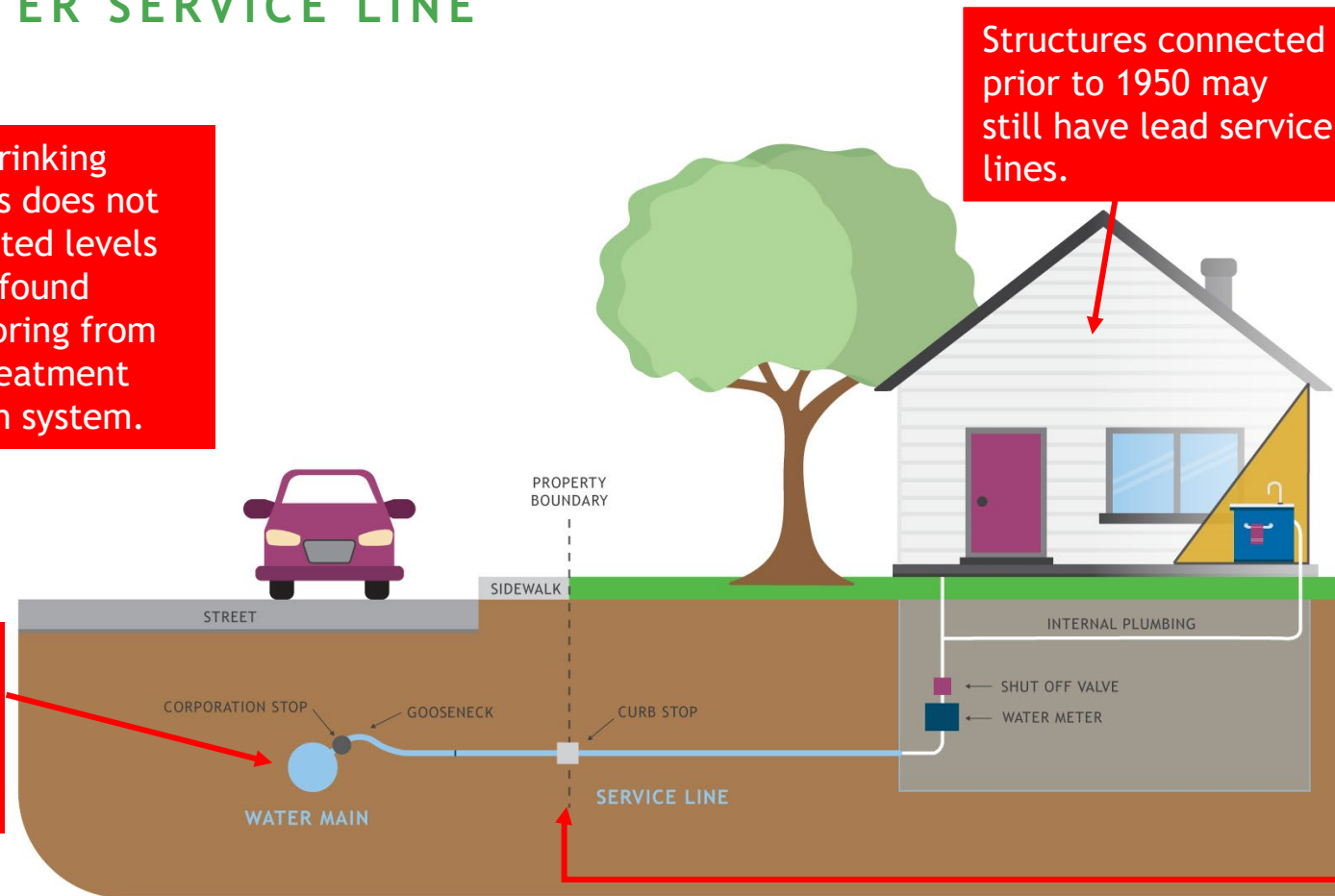
WHAT IS THE LEAD SERVICE LINE REPLACEMENT PROGRAM?

LEAD SERVICE LINE REPLACEMENT PROGRAM-
PROJECT INFORMATION

TYPICAL WATER SERVICE LINE

Water from Citizens' drinking water treatment plants does not contain lead and elevated levels of lead have not been found through regular monitoring from Citizens' reservoirs, treatment plants, and distribution system.

Citizens does not have any water-distribution mains containing lead.



Structures connected prior to 1950 may still have lead service lines.

The full service line from the water main to the home is owned by the property owner.

Citizens maintains the portion in the right-of-way but does not own it.

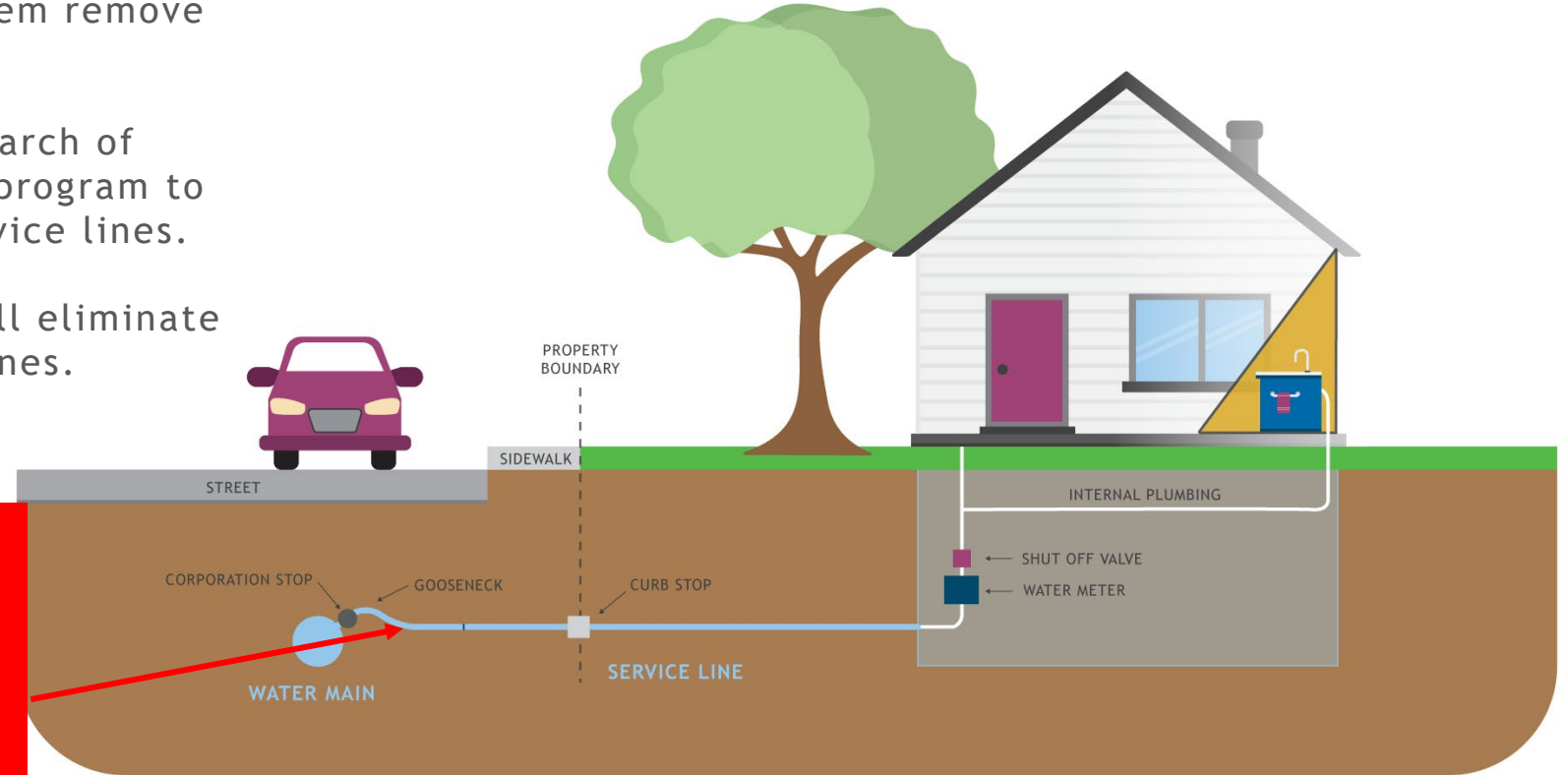
WHAT IS THE LEAD SERVICE LINE REPLACEMENT PROGRAM?

LEAD SERVICE LINE REPLACEMENT PROGRAM- PROJECT INFORMATION

TYPICAL WATER SERVICE LINE

- The best way for Citizens to protect our customers from lead is to help them remove their lead service lines.
- Citizens has received approval (March of 2022) to implement a multi-year program to replace customer-owned lead service lines.
- We estimate that this program will eliminate 75,000 customer-owned service lines.

Citizens acquired the water system in 2011 and records are sparse on older service line materials (because they are not owned by the utility), so we also need to investigate the service line material type as a part of the project.

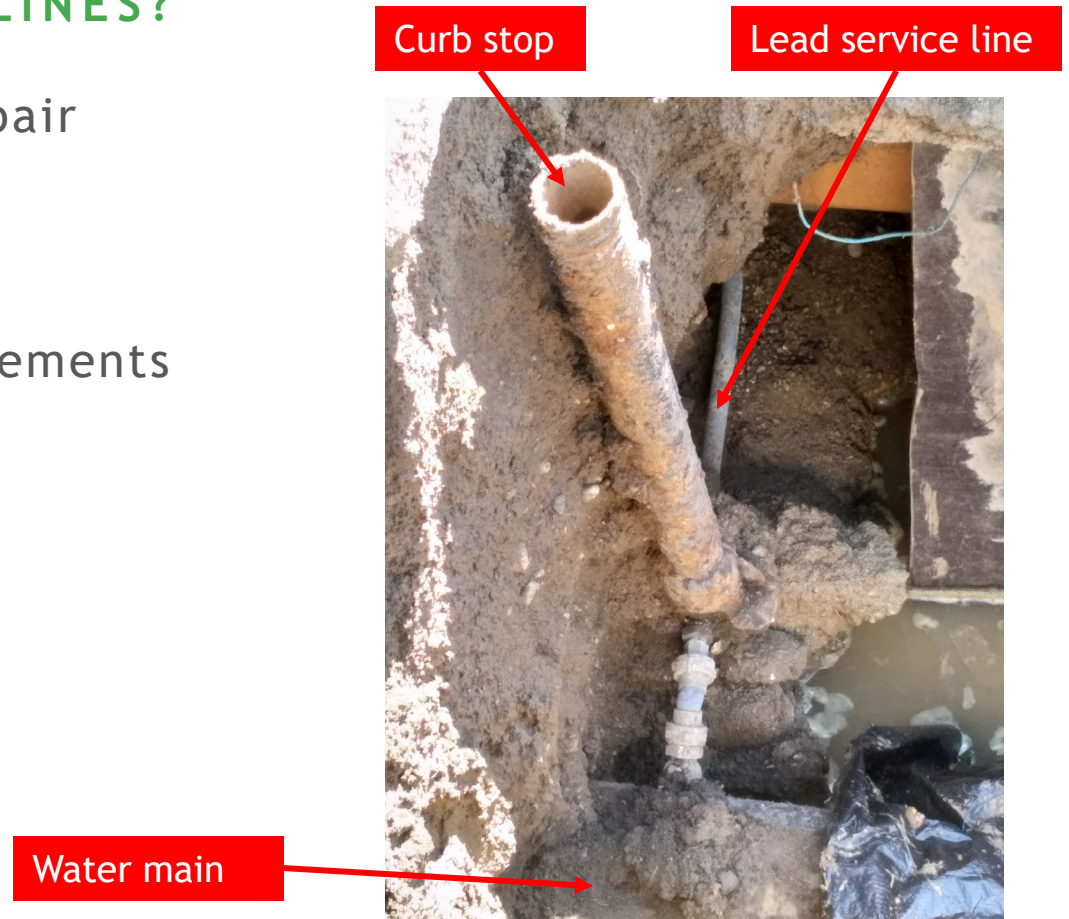


Program Overview

LEAD SERVICE LINE REPLACEMENT PROGRAM- PROJECT INFORMATION

HOW IS CITIZENS REPLACING LEAD SERVICE LINES?

1. Capital improvement projects and emergency repair replacements
2. Proactive lead service line replacements
3. Property owner-initiated lead service line replacements

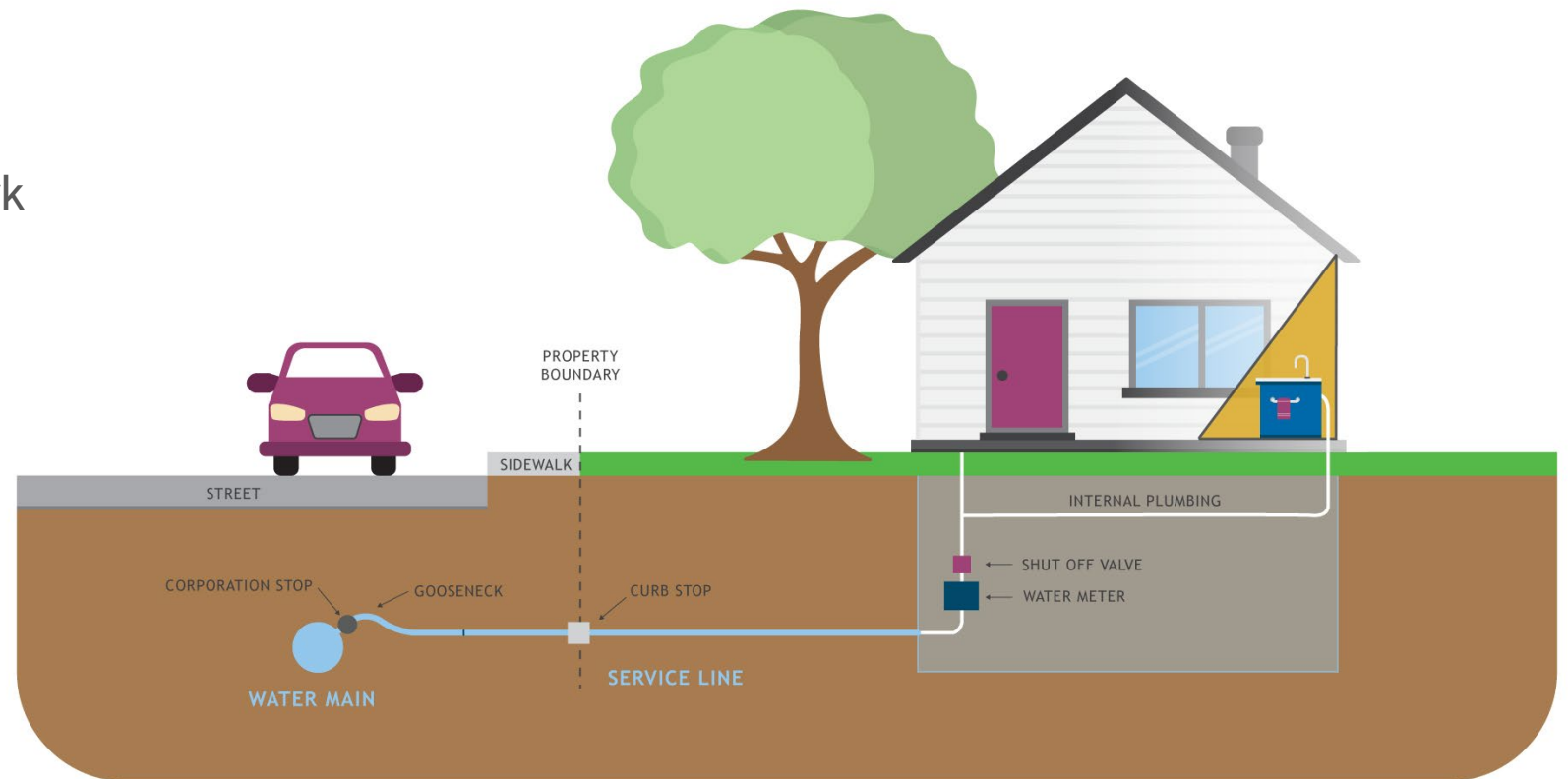


Program Overview

LEAD SERVICE LINE REPLACEMENT PROGRAM - PROJECT INFORMATION

PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE

- Outreach
- Potholing
- Service Line Replacement Work
- Post-Construction Instructions

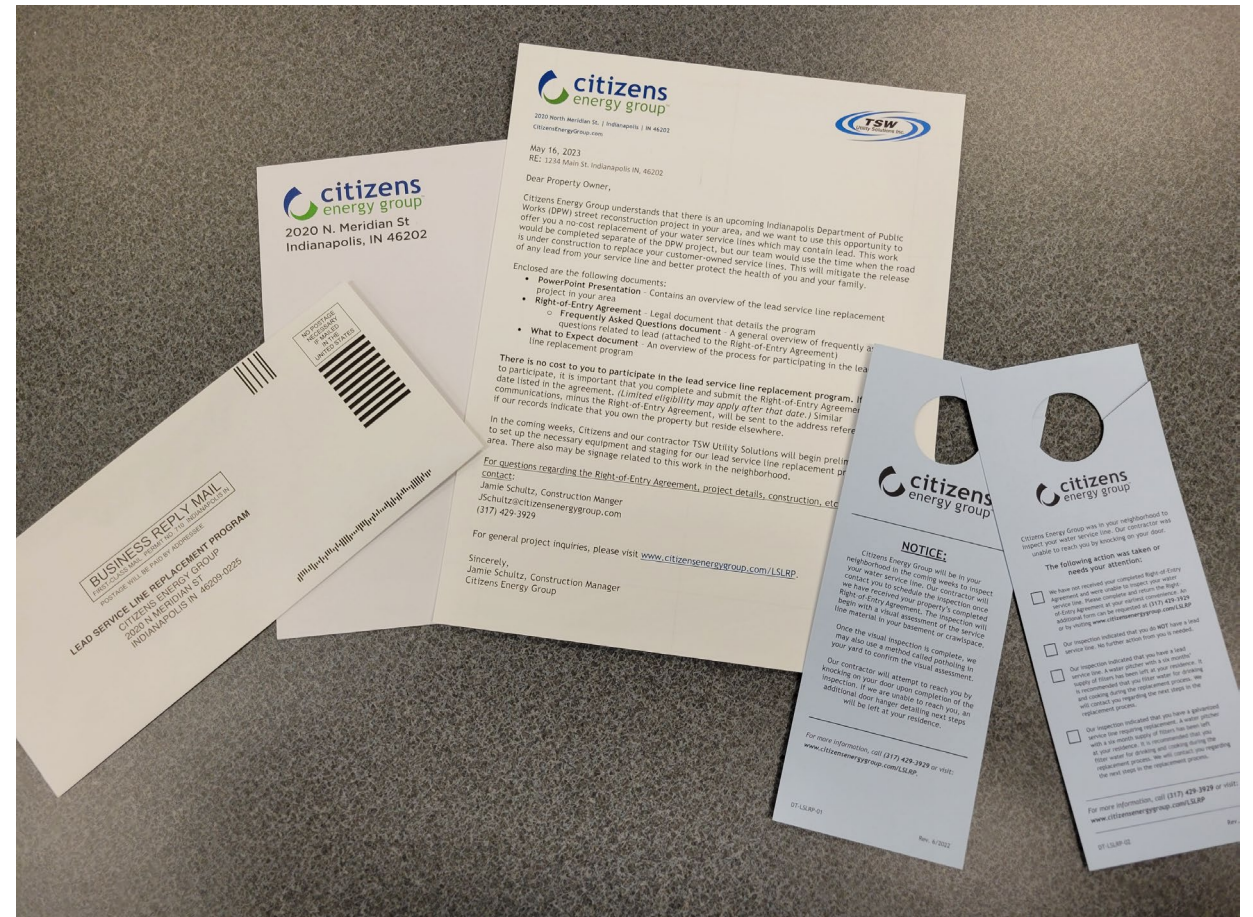


Program Overview

LEAD SERVICE LINE REPLACEMENT PROGRAM- PROJECT INFORMATION

PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE

- Information Packet
 - Cover Letter
 - PowerPoint Presentation
 - Right-of-entry agreement (required for any potholing and replacements on private property)
 - Lead FAQ
- Door hangers
- Text messages
- E-mails



Program Overview

LEAD SERVICE LINE REPLACEMENT PROGRAM - PROJECT INFORMATION

PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE

- Potholing
 - Service lines will be potholed utilizing a vacuum excavator, inspected, and lead lines confirmed for replacement.
 - a pitcher filter and replacement cartridges will be provided for use as work is initiated.

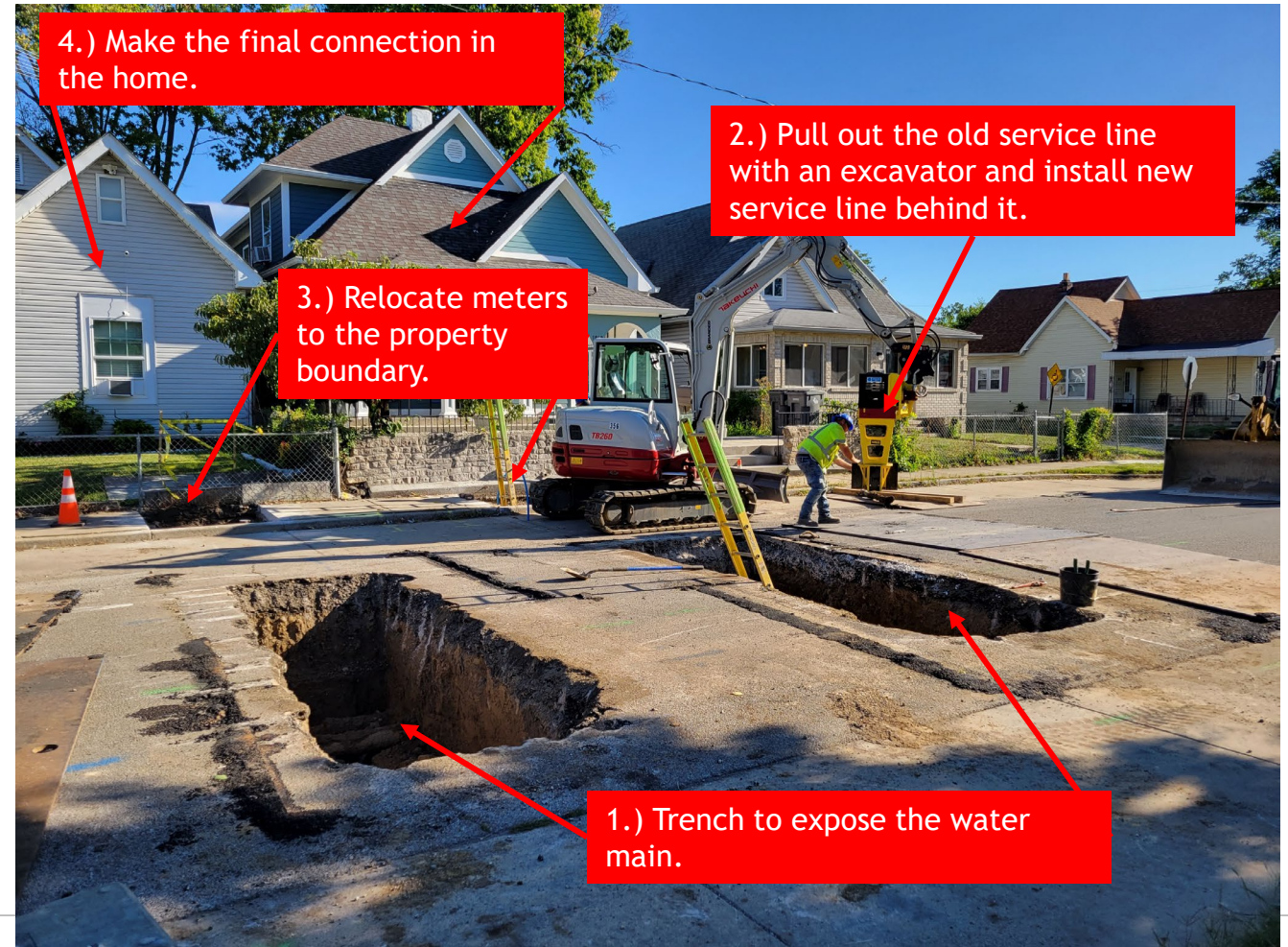


Program Overview

LEAD SERVICE LINE REPLACEMENT PROGRAM - PROJECT INFORMATION

PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE

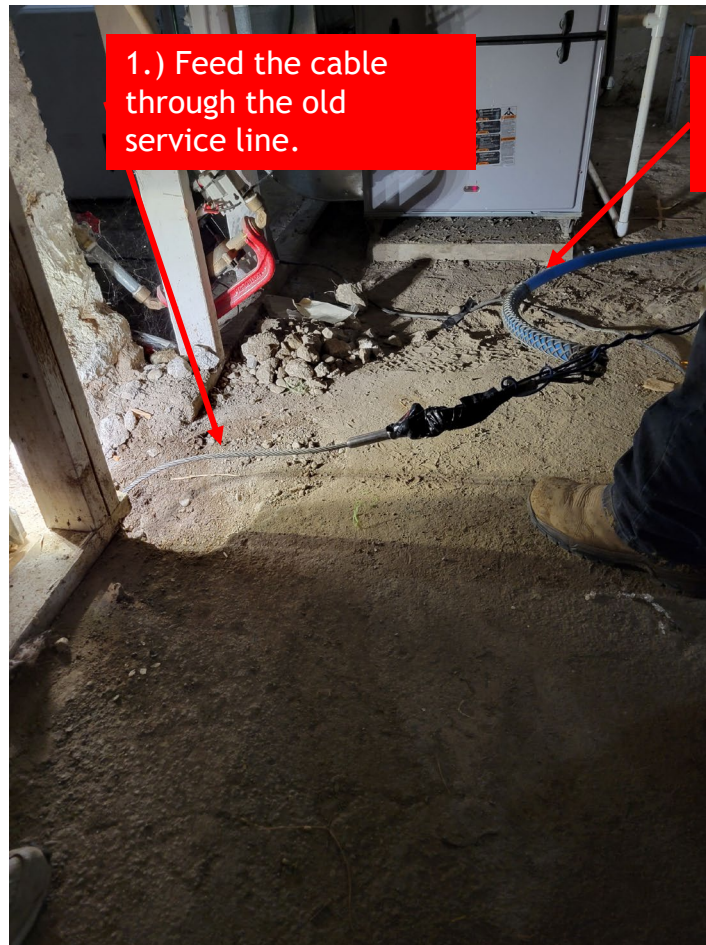
- Service Line Replacement Work
 - Citizens' contractor will coordinate with the property owner (and the resident, if they are different than the property owner) to schedule work.
 - Indoor water meters must be relocated outside.
 - ~4-8 hours to complete a replacement.



Program Overview

LEAD SERVICE LINE REPLACEMENT PROGRAM - PROJECT INFORMATION

PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE



2.) Connect the new service line to the cable.

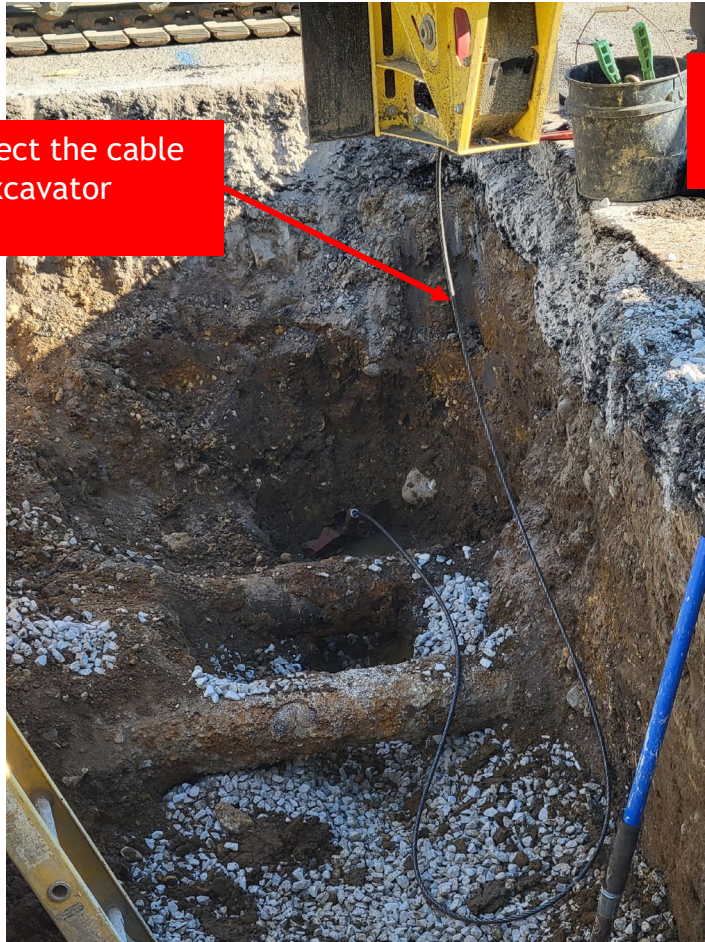


Program Overview

LEAD SERVICE LINE REPLACEMENT PROGRAM - PROJECT INFORMATION

PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE

3.) Connect the cable to the excavator Winch.



4.) Pull out the old service line, replacing it with the new line.



Program Overview

LEAD SERVICE LINE REPLACEMENT PROGRAM -
PROJECT INFORMATION

PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE

- Post-Construction Instructions
 - Flushing instructions
 - Sampling instructions



Thank you!

LEAD SERVICE LINE REPLACEMENT PROGRAM- PROJECT INFORMATION

QUESTIONS?



Home > Projects > Lead Service Line Replacement

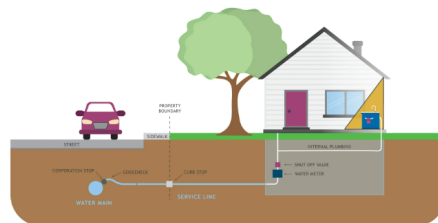
Lead Service Line Replacement Program

Project Background

Citizens Energy Group has received approval from the Indiana Utility Regulatory Commission (IURC) to implement a multi-year program to eliminate customer-owned lead service lines, both in the public right-of-way and on customer property.

While Citizens no longer has any active lead water mains, homes and businesses constructed and connected to the water system prior to 1950 may have lead water service lines. The water service line is the line that connects the main to the dwelling or building (see figure below). The Lead Service Line Replacement Program is designed to replace customer-owned lead water service lines across Citizens Energy Group's water service territory.

Because Citizens has no active water mains containing lead and there is no lead in the drinking water that leaves Citizens' water treatment plants, a Lead Service Line Replacement Program is part of the solution to eliminate potential exposure risk to customers. Citizens plans to complete projects to eliminate approximately 55,000-75,000 customer-owned lead service lines over a multi-year period.



Our Projects

- Construction Map
- DigIndy Tunnel System
- DigIndy Related Projects
- Septic Tank Elimination Program
- Citizens Reservoir
- Virtual Tours
- Pleasant Run Crossing
- Rock Ramp
- Lead Service Line Replacement Program

Resources

- Lead and Copper in Drinking Water
- IDEM Lead in Drinking Water Fact Sheet
- What To Expect Document
- System Flushing Information

Lead Service Line Replacement Projects

Upcoming Replacement Area

Brookside to Nowland

In Construction

Balsam and Evergreen
 Orange and Randolph

Recently Completed

Barnes Ave. to Rader St.
 Nowland Avenue
 Parkway Avenue
 2100 Block of Broadway

Visit www.citizensenergygroup.com/LSLRP or contact Alex Haberfield at ahaberfield@citizensenergygroup.com or call (317) 941-7120.