

WE ARE INVESTING IN YOUR NEIGHBORHOOD

Main Replacement Project to Start Soon



At Indiana American Water, we're committed to providing our customers with safe, reliable water service. This requires investing in our treatment and distribution systems, and one of these projects is about to take place near you. The project involves replacing aging water main, as well as utility-owned service lines and fire hydrants along the pipeline route (see reverse for more information about service lines).

Project Overview

- Install, disinfect, test and place new main into service
- Replace utility-owned service lines and transfer customers to the new main
- Perform final paving and any restoration of concrete, driveway, grass and landscaping

Service Impacts: What to Expect

While we interconnect the new main to distribution system: Customers may experience a temporary service interruption while this work is performed. Customers may also experience a slight discoloration of water. If this happens, run the water until it is clear.

Once the new main is installed: We'll return to connect customers to the new main. This may involve replacing the utility-owned service lines. If we're replacing the utility-owned service line at your property, typically there is a 30- and 60-minute interruption of service while the contractor connects the new service line. We'll attempt to notify customers 24 hours in advance. **We'll also notify you on the day the service line is replaced with further instructions on how to flush your household plumbing prior to using water. It is important that you read and follow these instructions.** If you're not home, we'll leave the instructions at your front door.

Our crews will work as quickly as possible to shorten the length of these temporary inconveniences. We appreciate your patience and understanding during this project.

ABOUT THE PROJECT

INVESTMENT	We're investing \$3,300,000 in your neighborhood.
WHAT	We're installing 9121 feet of 12-inch PVC main.
WHERE	181st / SR2 - Hwy 41 to Westmeadow Pl
WHEN	Weather permitting, Austgen Construction will begin work on or about June 2025 and be completed by June 2026. Final street restoration will be completed approximately 30 days following.
WORK HOURS	6 a.m. to 4 p.m., Monday through Friday. Work on weekends and evenings is not expected unless required to maintain project schedule.
PROJECT CONTACT	Albert Turner, INAW , 765-437-6210



SAFETY IS KEY! SLOW DOWN IN WORK ZONES!

Your safety, as well as the safety of your neighbors and our workers is important to us! We work hard to keep our jobsites safe, and we appreciate your efforts to slow down and use caution around the construction site.

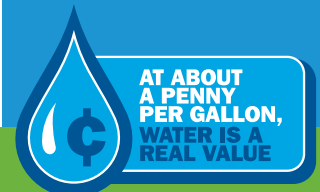


QUESTIONS?

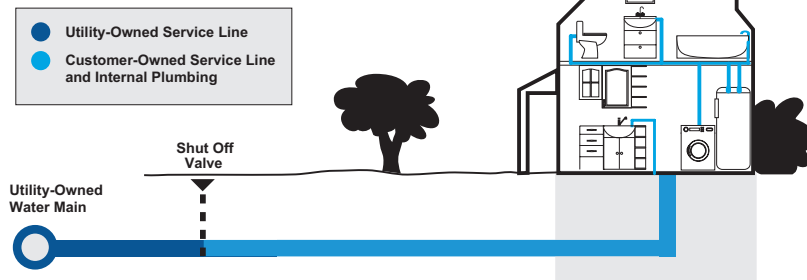
Call our project contact listed to the left.

We can also be reached at our Customer Service Center at 1-800-492-8373
Hours: 7 a.m.-7 p.m.
For emergencies: We're available 24/7

Quality, care and value delivered in every drop.



Utility-owned vs Customer-owned portion of the service line



Please note: This diagram is a generic representation. Variations may apply.

Traffic and Accessibility

SR 2/181st Avenue will be closed from US 41 to Parrish Avenue beginning March 23rd, 2026, for water main installation. The closure is expected to last through April 10th, 2026. Please follow the posted detour signs during this time.

Noise

Our contractor will take measures to minimize noise levels; however, there will be some unavoidable noise associated with this project. We appreciate your understanding of any inconvenience that this may cause.

Site Maintenance

The project site will be maintained and cleaned each day before contractors have completed work.

How should we reach you in an emergency?

Indiana American Water uses a high-speed mass notification system called "CodeRED" to keep customers informed about water-related emergencies and notifications. Log on to our online self-service portal, My Account (www.amwater.com/myaccount) to make sure your contact information is up to date. While you're there, tell us how you prefer to receive your alerts and notifications: phone; text and phone; and/or email.

* Standard text, data and phone rates may apply.



Important Information About Service Lines

There are two components of a service line.

Utility-owned portion of the service line: This is the portion of the service line that extends from the company's main in the street to the company shut off valve (generally located near the curb).

Customer-owned portion of the service line: This portion of the service line is the responsibility of the property owner. It extends from the company shut off valve to and including the inside plumbing.

IF WE ARE REPLACING THE UTILITY-OWNED SERVICE LINE SERVING YOUR PROPERTY, we'll notify you on the day the service line is replaced with further instructions on how to flush your household plumbing prior to using the water.

If you're not home, we'll leave the instructions at your front door.

Do you know what your service line is made of?

Over the years, plumbers have used many different materials, including copper, PVC, lead and others. One way to find out what your service line is made of is to contact a licensed plumber. If we find lead during the course of our main replacement project, we'll contact you to discuss replacing your service line. Replacing lead service lines reduces your potential exposure to lead. To learn more, visit indianaamwater.com. Under Water Quality, select Lead and Drinking Water.