Town of Palmyra
P.O. Box 332
Palmyra, IN 47164

PALMYRA WATER COMPANY
DSO18192

WATER/SEWER POLICY
ANNUAL WATER QUALITY
REPORT - 2017

TOWN OF PALMYRA

Water and Sewer Policy

Effective January 1st, 2017

New Construction & Locations: The charge for new 5/8" water meter set and tap on fee is $1,500. All other size meters will be $1800 + parts and labor for the appropriate size meter. Sewer tap on fee is $1500. These are non-refundable fees. No new service may be started if the customer has an outstanding water account balance from any former location until said account balance is paid in full.

Property Owners: No deposit is required of property owners. However, they may be required to show proof of ownership at the discretion of the Town Board or its employees. Effective immediately, landlords (rental property owners) must maintain their tenants' water and sewer service in their own name and may request that the water service be discontinued at any time. By state statute, delinquent sewer charges are the responsibility of the owner and a lien must be filed against the property if unpaid.

Rental Tenants: Current rental tenants with water and sewer service in their own name posted a $100 Water Deposit or a $150 combined Water and Sewer Deposit. Persons with "Rent to Own" contracts with the property owners were considered Rental Tenants and subject to these Deposit requirements. As these tenants are replaced, water and sewer service will be returned to the property owner's name.

Meter Deposit: Any meter deposit or over payment left unclaimed will be handled according to state statute.

Billings: Please see our Schedule of Rates and Charges for details of all charges. Water and Sewer bills will be mailed on the first day of each month. Payment is due by the 17th of each month. A late penalty will be added for accounts not paid by the due date. Customers should call the office prior to the due date to address any billing disputes and/or questions.

Insufficient Funds, Closed Accounts, Frozen Accounts, and Uncollected Funds: Returned items will be assessed a $25 fee.

Disconnections: Utility customers whose accounts are not paid in full by the month's end are considered delinquent and will have services disconnected. The full amount of the current bill plus a $75 reconnection fee will be collected before service can be restored. We are not responsible for mail delivery, checks in transit and/or checks lost in transit. Failure to receive a bill is no excuse for nonpayment and does not change the due date or possibility of disconnection for non-payment. When our service technician makes the trip to a residence they will shut off and lock out service. The service person is not permitted to collect payments.

Meter Locks: Tampering with or removing meter locks is prohibited by state statute and will be considered theft, with the first offense being a $100 fine, second offense being a $250 fine. All other offenses $250 fine and removal of meter.

Reconnections: No reconnections will be made on Saturday, Sunday, or after 3:00 pm on weekdays without charging a $50 after hours service call. No water service may be moved from one location to another if there is an unpaid water account balance from any former location.

Bad Debt: Any account which has been delinquent for ninety days or more is considered bad debt. When all attempts to collect this bad debt have failed, the account will be written off. Any sewer debt past ninety days that exceeds $50 will have a lien filed against the property. The utility department will prepare the bad debt report on a monthly basis following the disconnection list if any accounts are deemed uncollectible. The bad debt report will be reviewed and signed off by The Council at each monthly meeting.

Payment Arrangements: If a customer is unable to pay the account balance due in full, a payment plan to pay off the balance due may be accepted at the discretion of the Town Board or its employees. In order for a payment plan to be accepted and water service reconnected, the customer must pay the $75 reconnection fee and agree to pay off the balance due in six months if it is under $500 or in nine months if it exceeds $500. Failure to make the agreed payment by the 17th of each month (unless a later payment date has been agreed) will result in immediate disconnection and the entire account balance will become due and payable.

Meter Readings: A monthly $3 fee will be added to all non-sewer customers. ALL meters will be read by town employees every month.

General Service Charge: A $25 general service charge may apply for any trip to the customer's residence, at their request on weekdays. After 3:00 pm weekdays, weekends, and holidays a $50 fee will be assessed. A service call charge will apply to accounts transferred into new owner's name.

Swimming Pools: Water used for filling swimming pools will be billed at normal rates. However, a onetime full credit will be made on a related sewer bill if the before and after fill readings are provided to the utility clerk at the time the pool is filled.

Leaks: Leaks on the main line side of the meter are the responsibility of the Palmyra Water Company and will be promptly repaired. Leaks on the customer's side of the meter are their responsibility and must be reported promptly to help control the rates for all customers. If a leak is not repaired within 30 days, water service will be disconnected and will not be reconnected until the leak is repaired to the Water Company's satisfaction. Customers may request a one-time adjustment of their billings contingent on eligibilities stated below.

Leak Adjustment Eligibility: For a Customer to be eligible for a leak adjustment, the Customer must complete a leak adjustment request certifying to the following:

A. That the Customer, upon discovering the leak or becoming aware of the leak, shall notify the Palmyra Water Company within two (2) working days.
B. That the leak occurred outside, underground between the point of Customer connections to the service set and where the Customers line enters the residence or other structures.
C. That the Customer has not had a previous leak adjustment within the past twelve (12) months.
D. That the Customer, upon discovering the leak or becoming aware of the leak, immediately had the leak repaired.
E. Leaks not meeting the A, B, C, or D requirements or unexplained leaks will not be eligible for adjustment.
F. No leak adjustments will be approved on service lines within twelve (12) months of installation or reinstallation of service line.
G. Irrigation systems will not be eligible for leak adjustments.
H. Following certified request for leak adjustment, an employee of the Palmyra Water Company will visit the premises to observe location of leak repair.

Sanitation: Garbage totes are the property of the Town of Palmyra and removal from the assigned residence constitutes theft and a $100 fee will be added to the utility bill.

Palmyra Fire Department & Volunteer Firemen: The water usage policy remains as is.

All ordinances or parts thereof, in conflict with the provisions of this ordinance are, to the extent of such conflict, hereby repealed or amended.

PALMYRA ANNUAL WATER QUALITY REPORT

June 2017, DSL ID# DSO18192

Palmyra Utilities purchases 100% of our water from the Ramsey Water Company. Included is the Ramsey Water Annual Report with tables of test results for Ramsey Water Company. If you have questions about this report or the water utility, please contact the Palmyra Town Office @ 364-6106. Below are the 20 residential Lead and Copper tests from Palmyra Water Works. See explanations for Copper & Lead on Ramsey's table.

July 25, 2016

Sample	Copper	Lead	Copper	Lead	Copper	Lead	Copper	Lead
	1. 0.066	< 0.001	6. 0.118	< 0.001	11. 0.099	0.043	16. 0.022	< 0.001
	2. 0.218	< 0.001	7. 0.423	< 0.001	12. 0.053	< 0.001	17. 0.456	< 0.001
	3. 0.300	< 0.001	8. 0.064	< 0.001	13. 0.053	< 0.001	18. 0.016	< 0.001 <- 90 percentile
	4. 0.093	< 0.001	9. 0.591	< 0.001	14. 0.066	< 0.001	19. 0.083	0.001
	5. 0.179	< 0.001	10. 0.138	0.001	15. 0.281	< 0.001	20. 0.029	< 0.001

The following report was prepared from the Ramsey Water Company Annual report to inform you about the quality water and services we deliver to you every day.

IMPORTANT DRINKING WATER DEFINITIONS:

In the tables, you will find many terms and abbreviations that you may not be familiar with. To help you better understand these terms, we've provided the following definitions:

- **AL** *(Action Level)*: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements a water system must follow.
- **AVG** *(Average)*: Regulatory compliance with some MCLs are based on running annual averages of monthly or quarterly samples.
- **MCL** *(Maximum Contaminant Level)*: The "Maximum Allowed" (MCL) is the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- **MCLG** *(Maximum Contaminant Level Goal)*: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **MRDL** *(Maximum Residual Disinfectant Level)*: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **MRDLG** *(Maximum Residual Disinfection Level Goal)*: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- **NA** *(Not Applicable)*: Does not apply to this water system.
- **ND** *(Not detected)*: Laboratory analysis determined the constituent was not present at detection limits.
- **PPB** *(Part Per Billion or microgram per liter (ug/l))*: One part per billion equates to one minute in 2,000 years, or a single penny in $10,000,000.
- **PPM** *(Part Per Million or Milligram per liter (mg/l))*: One part per million equates to one minute in two years, or a single penny in $10,000.

HOW CAN YOU GET INVOLVED?

Your involvement starts with the environment around you. Surface water and groundwater are continually being impacted by your actions. The most effective way to prevent groundwater contamination is through education about potential contamination sources and how to minimize or eliminate them completely.

WATER INFORMATION RESOURCES:

- **IDEM** *(Indiana Department of Environmental Management)* – www.in.gov/idem
- **EPA** *(Environmental Protection Agency)* – www.epa.gov/safewater
- **CDC** *(Center for Disease Control)* – www.cdc.gov
- **Safe Drinking Water Hotline** – 800-426-4791

IMPORTANT INFORMATION FOR THE SPANISH-SPEAKING POPULATION: (ESPANOL)

Este informe contiene informacion muy importante sobre la calidad de su agua potable. Por favor lea este informe o comuniquese con alguien que pueda traducir la informacion.

We are pleased to present this year's Annual Water Quality Report (Consumer Confidence Report) for January 1 - December 31, 2017. It provides details about where your water comes from, what it contains, and how it compares to the standards set by regulatory agencies. We routinely monitor for constituents mandated by the EPA (Environmental Protection Agency) and IDEM (Indiana Department of Environmental Management). Our goal is to provide you with a safe and dependable supply of drinking water.

WHERE DOES YOUR WATER COME FROM?

Your drinking water comes from two different sources. One water source is from wells located in the Ohio River Basin in Crawford County. Additionally, we purchase water from Indiana-American Water Company, which has wells located in Clark County. We also have a source water assessment plan available at our office that integrates geology and potential sources of contamination in the Wellhead Protection Area.

WHY ARE THERE CONTAMINANTS IN YOUR DRINKING WATER?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- **Microbial Contaminants:** such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic Contaminants:** such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial, or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and Herbicides:** which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic Chemical Contaminants:** including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- **Radioactive Contaminants:** which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.

DO YOU NEED TO TAKE SPECIAL PRECAUTIONS?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers or the Safe Drinking Water Hotline at 800-426-4791.

ADDITIONAL HEALTH EFFECTS YOU SHOULD KNOW ABOUT:

Copper is an essential nutrient, but some people who drink water containing Copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing Copper in excess of the action level over many years can suffer liver or kidney damage. Elevated levels of Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. We are responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for Lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking.

RAMSEY WATER COMPANY TEST RESULTS – IN5231005

Regulated Contaminants:

Disinfectants and Disinfection By-Products	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation? Y/N	Likely Source of Contamination
Haloacetic Acids (HAA5)	2017	21.4	1.9-21.4	No goal for the total	60	ppb	N	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM)	2017	54.4	17-54.4	No goal for the total	80	ppb	N	By-product of drinking water disinfection.
Chlorine	2017	1.0	1-1	MRDLG=4	MRDL=4	ppm	N	Water additive used to control microbes.

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation? Y/N	Likely Source of Contamination
Barium	2017	0.142	0.142-0.142	2	2	ppm	N	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Fluoride	2017	0.68	0.68-0.68	4	4	ppm	N	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate (measured as Nitrogen)	2017	0.269	0.269-0.269	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.

Lead and Copper*	Collection Date	MCLG	Action Level (AL)	90th Percentile	# Sites over AL	Units	Violation? Y/N	Likely Source of Contamination
Copper	2017	1.3	1.3	0.66	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
Lead	2017	0	15	<1.0	0	ppb	N	Erosion of natural deposits; Corrosion of household plumbing systems.

*30 sites were sampled for Lead and Copper.

Radioactive Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation? Y/N	Likely Source of Contamination
Gross alpha excluding radon and uranium	2017	1.5	1.5-1.5	0	15	pCi/L	N	Erosion of natural deposits.

INDIANA-AMERICAN WATER COMPANY TEST RESULTS – IN5210005

Regulated Contaminants:

Disinfectants and Disinfection By-Products	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG or MRDLG (Chlorine)	MCL or MRDL (Chlorine)	Units	Violation? Y/N	Likely Source of Contamination
Haloacetic Acids (HAA5)	2017	15.0	10.5-15.0	No goal for the total	60	ppb	N	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM)	2017	28.2	25.5-28.2	No goal for the total	80	ppb	N	By-product of drinking water disinfection.
Chlorine	2017	1.6	0.31-1.60	MMDLG=4	MRDL=4	ppm	N	Water additive used to control microbes.

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation? Y/N	Likely Source of Contamination
Fluoride	2015	0.7	0.7-0.7	4	4	ppm	N	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate (measured as Nitrogen)	2017	0.16	0.16-0.16	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.

Lead and Copper*	Collection Date	MCLG	Action Level (AL)	90th Percentile	# Sites over AL	Units	Violation? Y/N	Likely Source of Contamination
Copper	2015	1.3	1.3	0.644	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
Lead	2015	0	15	<1.0	0	ppb	N	Erosion of natural deposits; Corrosion of household plumbing systems.

*30 sites were sampled for Lead and Copper.