Indiana American Water Announces Annual Temporary Treatment Change and Scheduled Main Flushing in Muncie

Muncie, Ind. – May 1, 2026 – Indiana American Water is notifying Muncie water system customers about an **upcoming temporary change in water treatment** prior to the company's plans to perform earlier than usual flushing of its entire distribution system.

Indiana American Water's **temporary change** to its water treatment process and system flushing is expected to take place the week of May 4, 2026, lasting for eight weeks. During this period, the company will transition to using "free chlorine," a stronger disinfectant that does not contain ammonia. This process is commonly paired with distribution system flushing to help clean pipes and enhance overall water quality.

This process is normal, temporary, and poses no health risk. However, **individuals with specific healthcare needs requiring purified or filtered water should consult their healthcare provider.**

Recently, some Muncie customers have experienced taste and odor concerns in their tap water — an occasional issue in surface water systems that can occur due to naturally occurring compounds in source water.

Based on improved taste and odor water quality test results in the treated water leaving the water treatment plant, Indiana American Water is revisiting a system flushing schedule, which will be announced once finalized. Flushing will help **reduce taste and odor** concerns. The revised schedule will involve beginning the annual free chlorine and system flushing slightly earlier than usual.

"This temporary treatment change and flushing program are essential components of maintaining a safe and reliable water system," said **Barry Suits, President of Indiana American Water**. "These efforts help us clean the system, address taste and odor concerns, improve overall water quality, and help ensure our hydrants and infrastructure continue to operate at peak performance for the customers and communities we serve."

Flushing requires Indiana American Water crews to open hydrants across the system. It's also part of the company's annual maintenance program. Routine flushing helps remove mineral buildup, refresh disinfectant levels, confirm hydrants are working properly, and help ensure the integrity of the community's water infrastructure.

Indiana American Water thanks customers for their patience cooperation as we conduct this essential work. As a safety precaution, the company requests **that drivers maintain situational awareness and slow down when approaching crews**, who will be flushing fire hydrants from 7:00-4:00 p.m. on weekdays.

When system flushing begins, information and a map of affected areas will be available at Indianaamwater.com/alerts.

Customers can also learn more about why we flush hydrants, by watching our YouTube channel: https://youtu.be/UIZA4kgnHAI or learn how to prepare for flushing by reading our blog: https://newsroom.amwater.com/PrepareForFlushing

About American Water
American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886 and celebrating 140 years in 2026, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to approximately 14 million people with regulated operations in 14 states and on 18 military installations. American Water's approximately 7,000 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders. For more information, visit amwater.com and join American Water on LinkedIn, Facebook, X and Instagram.

About Indiana American Water

Indiana American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state with approximately 400 dedicated employees working to provide safe, clean, reliable and affordable water and wastewater services to approximately 1.5 million people. For more information, visit amwater.com/inaw and join Indiana American Water on LinkedIn, Facebook, X and Instagram.

Video b-Roll: Unrestricted use video b-roll can be found at the link below. News media will find video of: Testing of Hydrant Flushing in Muncie, Ind. (4/29/28): video footage of Prairie Creek Reservoir: recent treatment of the reservoir; and video footage of Indiana American Water's water tower and water treatment plant in Muncie.

Please download it via drop box here: https://www.dropbox.com/scl/fi/s8fxrhyes1wo9ylx8mo14/Muncie-IN-system-flush-PCR-treatment-Water-Treatment-Plant-with-flushing-sound.mp4?rlkey=ifq6zajgk3pbdrlxdazwa4nud&st=lxnu1r48&dl=0

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Additional assets available online: Photos (1)

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