Presented By

Peoples Water Service Company of Florida, Inc.

ANNUAL WATER QUALITY REPORT

WATER TESTING PERFORMED IN 2017

PWS ID#: 1170527

Quality First

Once again Peoples Water Service Company of Florida, Inc. is pleased to present our annual water quality report covering the period between January 1 and December 31, 2017. As in years past, we are committed to delivering the best-quality drinking water possible. To that end, we remain vigilant in meeting the challenges of new regulations, source water protection, water conservation, and community outreach and education, while continuing to serve the needs of all of our water users. Thank you for allowing us the opportunity to serve you and your family. We are proud to report winning the American Water Works Association Award for BEST TASTING DRINKING WATER REGION IX for 2017.

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We encourage you to share your thoughts with us on the information contained in this report. After all, well-informed customers are our best allies.

Count on Us

Delivering high-quality drinking water to our customers involves far more than just pushing water through pipes. Water treatment is a complex, time-consuming process. Because tap water is highly regulated by state and federal laws, water treatment plant and system operators must be licensed and are required to commit to long-term, on-the-job training before becoming fully qualified. Our licensed water professionals have a basic understanding of a wide range of subjects, including mathematics, biology, chemistry, and physics. Some of the tasks they complete on a regular basis include:

- Operating and maintaining equipment to purify and clarify water;
- Monitoring and inspecting machinery, meters, gauges, and operating conditions;
- Conducting tests and inspections on water and evaluating the results;
- Maintaining optimal water chemistry;
- Applying data to formulas that determine treatment requirements, flow levels, and concentration levels;
- Documenting and reporting test results and system operations to regulatory agencies; and
- Serving our community through customer support, education, and outreach.

So, the next time you turn on your faucet, think of the skilled professionals who stand behind each drop.

Protecting Your Water

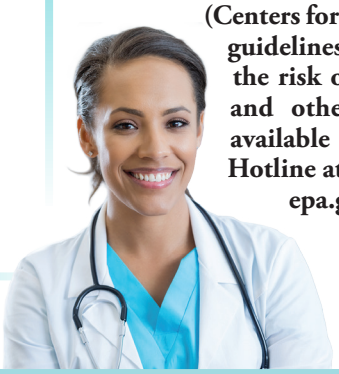
Bacteria are a natural and important part of our world. There are around 40 trillion bacteria living in each of us; without them, we would not be able to live healthy lives. Coliform bacteria are common in the environment and are generally not harmful themselves. The presence of this bacterial form in drinking water is a concern, however, because it indicates that the water may be contaminated with other organisms that can cause disease.

In 2016, the U.S. EPA passed a new regulation called the Revised Total Coliform Rule, which requires additional steps that water systems must take in order to ensure the integrity of the drinking water distribution system by monitoring for the presence of bacteria like total coliform and *E. coli*. The rule requires more stringent standards than the previous regulation, and it requires water systems that may be vulnerable to contamination to have in place procedures that will minimize the incidence of contamination. Water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment of their system and correct any problems quickly. The U.S. EPA anticipates greater public health protection under the new regulation due to its more preventive approach to identifying and fixing problems that may affect public health.

Though we have been fortunate to have the highest-quality drinking water, our goal is to eliminate all potential pathways of contamination into our distribution system, and this new rule helps us to accomplish that goal.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or http://water.epa.gov/drink/hotline.



Where Does My Water Come From?

Peoples Water Service Company of Florida, Inc. currently has five water treatment plants, which pump/withdraw water from the Sand and Gravel Aquifer. This aquifer is estimated to be 6,500 square miles and is used by many water utility companies in Southern Alabama and along the Florida Panhandle. During the year, our treatment facilities provided a total of 808 million gallons of water, averaging about 67 million gallons per month, or 2.2 million gallons each day of clean drinking water to our customers homes or businesses.

Substances That Could Be in 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 storm-water 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 storm-water 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 storm-water 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, the U.S. EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The 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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at (800) 426-4791.

Source Water Assessment

In 2017, the Florida Department of Environmental Protection performed a Source Water Assessment on our system. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells. There are 12 potential sources of contamination identified for our system with low to high susceptibility levels. Potential sources of contamination identified include underground Brownfield and Delineated areas, petroleum storage tanks, dry cleaning facilities, and a state-funded cleanup site. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp.

Lead in Home Plumbing

If present, 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. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/lead.

QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please contact Mark Cross, General Manager, at (850) 455-8552 or by email at CustomerService@PeoplesWaterService.Com.

How Is My Water Treated and Purified?

Peoples Water Service Company of Florida, Inc.'s methods of treating your water conform to the Florida Department of Environmental Protection, Chapter 62-550 Drinking Water Standards, Monitoring, and Reporting. Our treatment processes consist of a series of steps. First, the raw water is withdrawn from our water source (Sand and Gravel Aquifer) and sent to the treatment facilities. Second, the water then goes to a contact area where specific chemicals are added to meet state and federal requirements. Hydrated lime is added for pH adjustment, chlorine (gas) is added for disinfection, and a corrosion inhibitor is added to assist in protecting the distribution system pipes. In addition, we have incorporated two sets of granular activated carbon filter systems to assist in the removal of man-made contaminants. Third, after the water has completed the treatment process, it is then pumped into storage facilities and to your home or business.

What Causes the Pink Stain on Bathroom Fixtures?

The reddish-pink color frequently noted in bathrooms on shower stalls, tubs, tile, toilets, sinks, toothbrush holders, and on pets' water bowls is caused by the growth of the bacterium *Serratia marcesens*. Serratia is commonly isolated from soil, water, plants, insects, and vertebrates (including humans). The bacteria can be introduced into the house through any of the above mentioned sources. The bathroom provides a perfect environment (moist and warm) for bacteria to thrive.

The best solution to this problem is to continually clean and dry the involved surfaces to keep them free from bacteria. Chlorine-based compounds work best, but keep in mind that abrasive cleaners may scratch fixtures, making them more susceptible to bacterial growth. Chlorine bleach can be used periodically to disinfect the toilet and help to eliminate the occurrence of the pink residue. Keeping bathtubs and sinks wiped down using a solution that contains chlorine will also help to minimize its occurrence.

Serratia will not survive in chlorinated drinking water.

Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule. The information in the data tables shows only those substances that were detected between January 1 and December 31, 2017. Remember that detecting a substance does not necessarily mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels. The State recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

PRIMARY REGULATED CONTAMINANTS

Radioactive Contaminants

CONTAMINANT AND UNIT OF MEASUREMENT	DATE OF SAMPLING (MO./YR.)	MCL VIOLATION (YES/NO)	LEVEL DETECTED	RANGE OF RESULTS	MCLG	MCL	LIKELY SOURCE OF CONTAMINATION
Alpha Emitters (pCi/L)	January 2014 through March 2017	No	6.71	ND–6.71	0	15	Erosion of natural deposits
Radium 226 + 228 [Combined Radium] (pCi/L)	January-February 2014	No	3.0	0.2–3.0	0	5	Erosion of natural deposits
Uranium (ppb)	September 2011-September 2012	No	0.32	ND–1.1	0	30	Erosion of natural deposits

Inorganic Contaminants

Arsenic (ppb)	January 2017	No	0.5	ND–0.5	0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	January 2017	No	0.12	0.023–0.12	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Lead [point of entry] (ppb)	January 2017	No	0.8	ND–0.8	NA	15	Residue from man-made pollution such as auto emissions and paint; lead pipe, casing, and solder
Mercury [inorganic] (ppb)	January 2017	No	1.8	ND–1.8	2	2	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland
Nickel (ppb)	January 2017	No	4	ND–4	NA	100	Pollution from mining and refining operations; natural occurrence in soil
Nitrate [as Nitrogen] (ppm)	January 2017	No	2.1	ND–2.1	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	January 2017	No	125	6.5–125	NA	160	Saltwater intrusion, leaching from soil

Volatile Organic Contaminants

Tetrachloroethylene (ppb)	January-December 2017	No	1.925 AVG	ND–2.4	0	3	Discharge from factories and dry cleaners
Xylenes[1] (ppm)	January-December 2017	No	0.08 AVG	NA	10	10	Discharge from petroleum factories; discharge from chemical factories

Stage 1 Disinfectants and Disinfection By-Products

CONTAMINANT AND UNIT OF MEASUREMENT	DATE OF SAMPLING (MO./YR.)	MCL VIOLATION (YES/NO)	LEVEL DETECTED	RANGE OF RESULTS	MCLG OR [MRDLG]	MCL OR [MRDL]	LIKELY SOURCE OF CONTAMINATION
Chlorine (ppm)	January-December 2017	No	0.71	0.63–0.8	[4]	[4.0]	Water additive used to control microbes

Lead and Copper (Tap water samples were collected from sites throughout the community)

CONTAMINANT AND UNIT OF MEASUREMENT	DATE OF SAMPLING (MO./YR.)	AL EXCEEDANCE (YES/NO)	90TH PERCENTILE RESULT	NO. OF SAMPLING SITES EXCEEDING THE AL	MCLG	AL (ACTION LEVEL)	LIKELY SOURCE OF CONTAMINATION
Copper [tap water] (ppm)	June 2017	No	0.5	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead [tap water] (ppb)	June 2017	No	5.4	1	0	15	Corrosion of household plumbing systems; erosion of natural deposits

[1] Xylene was not detected in 2017; the Level Detected includes 2016 results because both 2016 and 2017 results were used in the LRAA calculation.

Definitions

AL (Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

LRAA (Locational Running Annual Average): The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

MCL (Maximum Contaminant Level): 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 Disinfectant 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.

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

pCi/L (picocuries per liter): A measure of radioactivity.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).