ANNUAL WATER QUALITY REPORT

Reporting Year 2018

Presented By

Peoples Water Service Company of Florida, Inc.

PWS ID#: 1170527

Our Mission Continues

Peoples Water Service Company of Florida, Inc. once again is pleased to present our annual water quality report covering all testing performed between January 1 and December 31, 2018. Over the years, we have dedicated ourselves to producing drinking water that meets all state and federal standards. We continually strive to adopt new methods for delivering the best-quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

Please remember that we are always available should you ever have any questions or concerns about your water.

Where Does My Water Come From?

Peoples Water Service Company of Florida, Inc. currently has five water treatment plants that 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 864 million gallons of water, averaging about 72 million gallons per month or 2.4 million gallons each day of clean drinking water to our customers' homes or businesses.

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.

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.

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 email CustomerService@PeoplesWaterService.Com.

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.

> We remain vigilant in delivering the best-quality drinking water

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, 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.

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 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 pumped into storage facilities and to your home or business.

Source Water Assessment

In 2018 the Florida Department of Environmental Protection (FDEP) 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.

What Causes the Pink Stain on Bathroom Fixtures?

The reddish-pink color frequently noted on shower stalls, tubs, tile, toilets, sinks, toothbrush holders, and pets' water bowls is caused by the growth of the bacterium Serratia marcescens. 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.

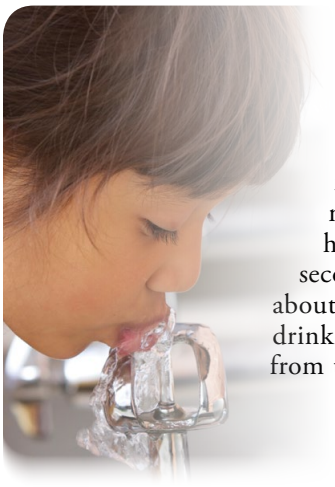
Water Conservation Tips

You can play a role in conserving water and saving yourself money in the process by becoming conscious of the amount of water your household is using and looking for ways to use less whenever you can. It's not hard to conserve water. Here are a few tips:

- Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- Turn off the tap when brushing your teeth.
- Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.
- Check your toilets for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from an invisible toilet leak. Fix it and you save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water-using appliances. Then check the meter after 15 minutes. If it moved, you have a leak.

Unregulated Contaminant Monitoring

We are monitoring during the second 6-month period of 2019 and the first 6-month period of 2020 for unregulated contaminants (UCs) as part of a study to help the U.S. Environmental Protection Agency (EPA) determine the occurrence in drinking water of UCs and whether these contaminants need to be regulated. Results will be displayed as required in our 2019 and 2020 Water Quality Reports. However, if you would like a copy of those results sooner, please contact Russ Barrett at (850) 455-8552 to get a copy as soon as we receive them. If you would like more information on the EPA's Unregulated Contaminants Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.



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 at (800) 426-4791 or at www.epa.gov/safewater/lead.

Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not 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.

RADIOACTIVE CONTAMINANTS

CONTAMINANT AND UNIT OF MEASUREMENT	DATES 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–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

PRIMARY REGULATED CONTAMINANTS

Inorganic Contaminants

CONTAMINANT AND UNIT OF MEASUREMENT	DATES OF SAMPLING (MO./YR.)	MCL VIOLATION (YES/NO)	LEVEL DETECTED	RANGE OF RESULTS	MCLG	MCL	LIKELY SOURCE OF CONTAMINATION
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 2018	No	1.9	0.035–1.9	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

Ethylbenzene (ppb)	January–December 2018	No	0.078 (average)	ND–0.5	700	700	Discharge from petroleum refineries
Tetrachloroethylene (ppb)	January–December 2018	No	1.89 (average)	ND–3.6	0	3	Discharge from factories and dry cleaners
Xylenes (ppm)	January–December 2018	No	0.00106 (average)	ND–0.004	10	10	Discharge from petroleum factories; discharge from chemical factories

Definitions

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

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).

Stage 1 Disinfectants and Disinfection By-Products

CONTAMINANT AND UNIT OF MEASUREMENT	DATES OF SAMPLING (MO./YR.)	MCL VIOLATION (YES/NO)	LEVEL DETECTED	RANGE OF RESULTS	MRDLG	MRDL	LIKELY SOURCE OF CONTAMINATION
Chlorine (ppm)	January–December 2018	No	0.76	0.67–0.9	4	4.0	Water additive used to control microbes

Stage 2 Disinfectants and Disinfection By-Products

CONTAMINANT AND UNIT OF MEASUREMENT	DATES OF SAMPLING (MO./YR.)	MCL VIOLATION (YES/NO)	LEVEL DETECTED	RANGE OF RESULTS	MCLG	MCL	LIKELY SOURCE OF CONTAMINATION
Haloacetic Acids (five) [HAA5] (ppb)	July 2018	No	1.4	0.92–1.4	NA	60	By-product of drinking water disinfection
TTHM [Total trihalomethanes] (ppb)	July 2018	No	5.3	1.3–5.3	NA	80	By-product of drinking water disinfection

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

CONTAMINANT AND UNIT OF MEASUREMENT	DATES 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