

# ANNUAL WATER QUALITY REPORT

REPORTING YEAR 2020



***Presented By***  
**Peoples Water Service  
Company of Florida, Inc.**



## Quality First

Peoples Water Service Company of Florida, Inc., is pleased to present the annual water quality report covering all testing performed between January 1 and December 31, 2020. 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 our water users. Thank you for allowing us the opportunity to serve you and your family.

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.

## Water Conservation Tips

You can play a role in conserving water and save yourself money in the process by becoming conscious of the amount of water your household is using and by looking for ways to use less whenever you can. It is 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.



## Tap vs. Bottled

Thanks in part to aggressive marketing, the bottled water industry has successfully convinced us all that water purchased in bottles is a healthier alternative to tap water. However, according to a four-year study conducted by the Natural Resources Defense Council, bottled water is not necessarily cleaner or safer than most tap water. In fact, about 25 percent of bottled water is actually just bottled tap water (40 percent, according to government estimates).

The Food and Drug Administration is responsible for regulating bottled water, but these rules allow for less rigorous testing and purity standards than those required by the U.S. EPA for community tap water. For instance, the high mineral content of some bottled waters makes them unsuitable for babies and young children.

Furthermore, the FDA completely exempts bottled water that's packaged and sold within the same state, which accounts for about 70 percent of all bottled water sold in the United States.

People spend 10,000 times more per gallon for bottled water than they typically do for tap water. If you get your recommended eight glasses a day from bottled water, you could spend up to \$1,400 annually. The same amount of tap water would cost about 49 cents. Even if you installed a filter device on your tap, your annual expenditure would be far less than what you'd pay for bottled water.

For a detailed discussion on the NRDC study results, check out their Web site at <https://goo.gl/Jxb6xG>.

## Where Does My Water Come From?

Peoples Water Service Company of Florida, Inc., currently has five water wells 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 902 million gallons of water, averaging about 75 million gallons per month, or 2.47 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 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 that 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 that 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., method of treating your water conforms 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. The raw water is withdrawn from our water source (Sand and Gravel Aquifer) and sent to the treatment facilities. 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. We have incorporated two sets of Granular Activated Carbon filter systems to assist in the removal of man-made contaminants. After the water has completed the treatment process, it is then pumped to your home or business and into storage tanks.

## Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as those with cancer undergoing chemotherapy, those 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](mailto:CustomerService@PeoplesWaterService.Com).

## 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 we 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](http://www.epa.gov/safewater/lead).



## Source Water Assessment

In 2020, 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 21 potential sources of contamination identified for our system with low to moderate 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 DEP SWAPP Web site at <https://fldep.dep.state.fl.us/swapp/> or they can be obtained from [https://fldep.dep.state.fl.us/swapp/DisplayPWS.asp?pws\\_id=1170527&cdate=01-OCT-20](https://fldep.dep.state.fl.us/swapp/DisplayPWS.asp?pws_id=1170527&cdate=01-OCT-20).



## Test Results

Peoples Water Service Company of Florida, Inc., monitored for many different kinds of substances on a very strict sampling schedule. Also, the water we deliver must meet specific health standards. Here, we show only 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 often 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.

Peoples Water Service Company of Florida, Inc., monitored for unregulated contaminants (UCs) in 2020 as part of a study to help the U.S. Environmental Protection Agency (U.S. EPA) determine the occurrence in drinking water of UCs and whether or not these contaminants need to be regulated. For example, we participated in the 4th stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR4) program by performing additional tests on our drinking water. At present, no health standards (e.g., maximum contaminant levels) have been established for UCs. However, we are required to publish the analytical results of our UC monitoring in our annual water quality report. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

### 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)	February 2020	No	5.38	ND–5.38	0	15	Erosion of natural deposits
Radium 226 + 228 [Combined Radium] (pCi/L)	February 2020	No	2.88	ND–2.88	0	5	Erosion of natural deposits

### PRIMARY REGULATED 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
Barium (ppm)	February 2020	No	0.03	0.015–0.03	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	February 2020	No	0.03	ND–0.03	4	4.0	Erosion of natural deposits; discharge from fertilizer and aluminum factories; water additive that promotes strong teeth when at the optimum level of 0.7 ppm
Lead [point of entry] (ppb)	February 2020	No	1.6	ND–1.6	NA	15	Residue from man-made pollution such as auto emissions and paint; lead pipe, casing, and solder
Nickel (ppb)	February 2020	No	3.5	ND–3.5	NA	100	Pollution from mining and refining operations; natural occurrence in soil
Nitrate [as Nitrogen] (ppm)	February 2020	No	2.2	ND–2.2	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	February 2020	No	2.3	ND–2.3	50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)	February 2020	No	29.7	5.9–29.7	NA	160	Salt water intrusion; leaching from soil

### Volatile Organic Contaminants

Tetrachloroethylene (ppb)	January–December 2020	No	1.40	ND–2.6	0	3	Discharge from factories and dry cleaners
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### 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 2020	No	0.78	0.69–0.84	4	4.0	Water additive used to control microbes

## Definitions

**90th %ile:** The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

**AL (Action Level):** The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that 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).

**SMCL (Secondary Maximum Contaminant Level):** These standards are developed to protect aesthetic qualities of drinking water and are not health based.

## 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
TTHM [Total trihalomethanes]-Stage 2 (ppb)		July 2020		No	1.2	1.1–1.2		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 2020	No	0.38	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead [tap water] (ppb)	June 2020	No	2.9	1	0	15	Corrosion of household plumbing systems; erosion of natural deposits

## SECONDARY CONTAMINANTS

CONTAMINANT AND UNIT OF MEASUREMENT		DATES OF SAMPLING (MO./YR.)		MCL VIOLATION (YES/NO)	HIGHEST RESULT	RANGE OF RESULTS	MCLG	MCL	LIKELY SOURCE OF CONTAMINATION
Iron <sup>1</sup> (ppm)		February 2020		No	0.41	ND–0.41	NA	0.3	Natural occurrence from soil leaching
Manganese <sup>1</sup> (ppm)		February 2020		No	0.055	0.0025–0.055	NA	0.05	Natural occurrence from soil leaching

## OTHER UNREGULATED CONTAMINANTS

CONTAMINANT AND UNIT OF MEASUREMENT	DATES OF SAMPLING (MO./YR.)	AVERAGE RESULT	RANGE OF RESULTS	LIKELY SOURCE OF CONTAMINATION
Bromide (ppb)	May 2020	218.26	53.0–737.0	NA
Manganese (ppb)	May 2020	13.8	2.36–21.2	Naturally occurring element; commercially available in combination with other elements and minerals; used in steel production, fertilizer, batteries, and fireworks; drinking water and wastewater treatment chemical; essential nutrient

<sup>1</sup> MCL violations for iron and manganese were not incurred because the confirmation samples averaged with the exceedances at Well 4 were below each MCL. The State of Florida Department of Environmental Protection (FDEP) sets drinking water standards for secondary contaminants and has determined that iron and manganese are an aesthetic concern at certain levels of exposure. Iron and manganese, as a secondary drinking water contaminant, do not pose a health risk. We will continue to sample as required by rule and work with the FDEP as needed.