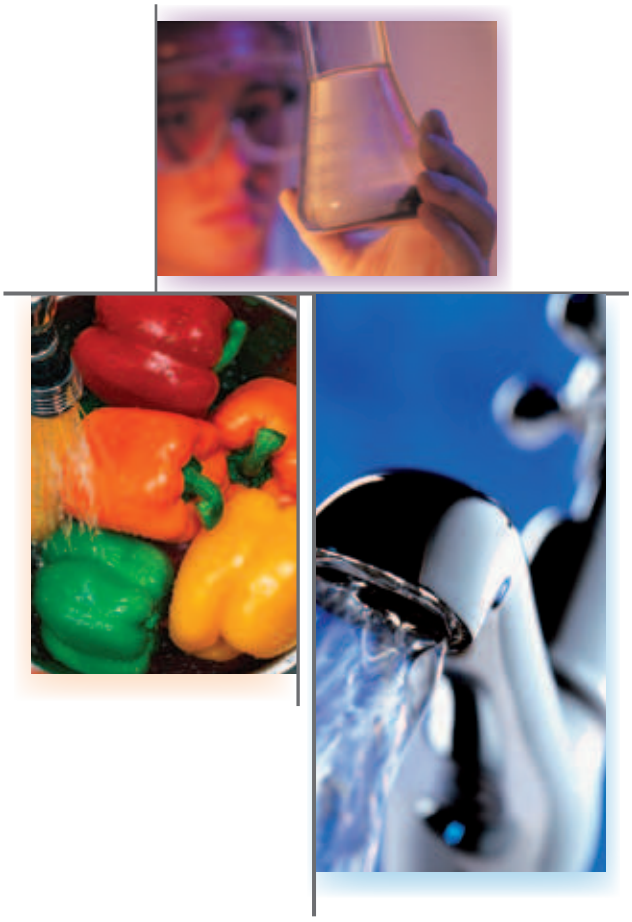
# ANNUAL WATER QUALITY REPORT

*Water testing performed in 2007*



*Presented By:*

PEOPLES WATER SERVICE
COMPANY OF FLORIDA, INC.

**PWS ID#: 1170527**

## Meeting the Challenge

Once again, Peoples Water Service Company of Florida, Inc., is proud to present to you our annual water quality report. This edition covers all testing completed from January 1 through December 31, 2007. Over the years, we have dedicated ourselves to producing drinking water that meets all state and federal drinking water standards. We continually strive to adopt new and better methods for delivering the best quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the challenges of source water protection, water conservation and community education while continuing to serve the needs of all our water users.

Please share with us your thoughts about the information in this report. After all, well-informed customers are our best allies.

## 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.

## Water Conservation

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 by looking for ways to use less whenever you can. It is not hard to conserve water. Here are 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.

## What is SWAPP?

SWAPP stands for Source Water Assessment and Protection Program. This program is meant to ensure that your drinking water is safe, not just at the tap, but at its source. The Florida Department of Environmental Protection (DEP) is initiating SWAPP as part of the federal Safe Drinking Water Act (SDWA).

The FDEP conducted a statewide assessment of public drinking water systems in 2004. No assessment of this system has been made to date.

The water that surrounds us - lakes, rivers, streams, and aquifers - makes up our drinking water sources. These source waters can be threatened by potential contaminants such as hazardous chemicals, stormwater runoff, waste disposal sites and underground storage tanks. It is a national priority to protect these sources and ensure safe drinking water for citizens. SWAPP was created to protect these vital resources.

> "WELL-INFORMED CUSTOMERS ARE OUR BEST ALLIES."

## Where Does My Water Come From?

Our customers are fortunate because they enjoy an abundant water supply. We currently have five water treatment plants, which pump water from the Sand and Gravel Aquifer. The aquifer is estimated to be 6,500 square miles and is used by many utility companies in southern Alabama and along the Florida Panhandle. Our treatment facilities provided 1 billion gallons of water for the year. That is an average of 84 million each month or 2.7 million gallons each day of clean drinking water delivered to customers' homes or businesses.

## Important Health Information on Lead in Drinking Water

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline (800) 426-4791.

## Community Participation

Peoples Water Service Company of Florida, Inc., is dedicated to working with consumers who want to voice an opinion or concern, inquire about the water quality, and encourage excellence of our organization. We offer various means of communication, including telephone, facsimile, email, and in-person meetings. If you have any questions concerning your drinking water quality or your utility company, please contact Mark Cross at (850) 455-8552 between 8:00 a.m. and 4:30 p.m., Monday through Friday.

# Questions?

For more information about this report, or for any questions relating to your drinking water, please call Mark Cross, Manager, at (850) 455-8552.

## Substances That Might be in 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, 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 and practices of treating and purifying water conform to the Department of Environmental Protection's, Chapter 62-550 "Drinking Water Standards, Monitoring, and Reporting". Our treatment processes consist of a series of steps. First, the raw water is drawn from our water source and sent to the treatment facilities. Second, the water then goes to a mixing/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 filters at our Well 3 and Well 5 treatment facilities to assist in the removal of man-made contaminants. Third, after the water has completed the purification process, it is pumped into storage facilities and/or your home or business.

## Your Helpful Website!

Come visit us online 24 hours a day at www.PeoplesWaterService.Com. You can now view a list of current work projects, beneficial water quality information, helpful hints, water conservation tips, billing information, etc. For any additional information, please contact Mr. Mark Cross, Manager, at (850) 455-8552.

## 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% of bottled water is actually just bottled tap water (40% 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. Further, the FDA completely exempts bottled water that's packaged and sold within the same state, which accounts for about 70% 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 www.nrdc.org/water/drinking/bw/exesum.asp.

# Sampling Results

During the past year, Peoples Water Service Company of Florida, Inc. has taken hundreds of water samples in order to determine the presence of any radioactive, biological, inorganic, volatile organic, or synthetic organic contaminants. The table below shows data obtained before January 1, 2008, and this report is the most recent testing done in accordance with the laws, rules, and regulations. Although all of the substances listed are under the Maximum Contaminant Level (MCL), we feel it is important that you know exactly what was detected and how much of the substance was present in the water. The state requires us to monitor 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

### Microbiological Contaminants

| CONTAMINANT AND UNIT OF MEASUREMENT | DATE OF SAMPLING (MO./YR.) | MCL VIOLATION (YES/NO) | HIGHEST MONTHLY PERCENTAGE/ NUMBER | MCLG | MCL | LIKELY SOURCE OF CONTAMINATION |
|---|---|---|---|---|---|---|
| **Total Coliform Bacteria** (% positive samples) | Aug 07 | No | 2.0% | 0 | Presence of coliform bacteria in 5% of monthly samples | Naturally present in the environment |

### Inorganic 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 |
|---|---|---|---|---|---|---|---|
| **Arsenic** (ppb) | Feb 05 | No | 5.0 | ND–5.0 | NA | 10 | Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes |
| **Nitrate [as Nitrogen]** (ppm) | Jan 07 | No | 1.31 | ND–1.31 | 10 | 10 | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits |
| **Selenium** (ppb) | Feb 05 | No | 6.0 | ND–6.0 | 50 | 50 | Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines |
| **Sodium** (ppm) | Jan-Dec 06 | No | 33 | ND–33 | NA | 160 | Salt water intrusion, leaching from soil |

### Volatile Organic 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 |
|---|---|---|---|---|---|---|---|
| **Tetrachloroethylene** (ppb) | Jan-Dec 07 | No | 1.88 | ND–3.8 | 0 | 3 | Discharge from factories and dry cleaners |

### 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) | Jan-Dec 07 | No | 0.60 | 0.58–0.67 | [4] | [4.0] | Water additive used to control microbes |
| **TTHM [Total trihalomethanes]** (ppb) | Jul 07 | No | 1.32 | ND–3.4 | 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 | DATE OF SAMPLING (MO./YR.) | AL VIOLATION (YES/NO) | 90TH PERCENTILE RESULT | NO. OF SAMPLING SITES EXCEEDING THE AL | MCLG | AL (ACTION LEVEL) | LIKELY SOURCE OF CONTAMINATION |
|---|---|---|---|---|---|---|---|
| **Copper [tap water]** (ppm) | Jun 07 | No | 0.54 | 0 | 1.3 | 1.3 | Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives |
| **Lead [tap water]** (ppb) | Jun 07 | No | 15 | 3 | 0 | 15 | Corrosion of household plumbing systems, erosion of natural deposits |

## Definitions

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

**IDSE (Initial Distribution System Evaluation):** An important part of the Stage 2 Disinfection Byproducts Rule (DBPR). The IDSE is a one-time study conducted by water systems to identify distribution system locations with high concentrations of trihalomethanes (THMs) and haloacetic acids (HAAs). Water systems will use results from the IDSE, in conjunction with their Stage 1 DBPR compliance monitoring data, to select compliance monitoring locations for the Stage 2 DBPR.

**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.

**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).