



ANNUAL
WATER
QUALITY
REPORT

Water testing performed in 2008

Presented By:

PEOPLES WATER SERVICE
COMPANY OF FLORIDA, INC.

PWS ID#: 1170527

Meeting the Challenge

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, 2008. 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.

Online Assistance

Visit us online 24 hours a day at www.PeoplesWaterService.com. You can view a list of current work projects, beneficial water quality information, water conservation tips, billing information, contact information, etc.

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 900 million gallons of water for the year. That is an average of 75 million each month or 2.5 million gallons each day of clean drinking water delivered to our customers' homes or businesses.

Community Participation

Peoples Water Service Company of Florida, Inc., is dedicated to working with our customers, 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.

What's Your Water Footprint?

You may have some understanding about your carbon footprint, but how much do you know about your water footprint? The water footprint of an individual, community, or business is the total volume of freshwater used to produce the goods and services that an individual or community consumes or that a business provides. For example, 11 gallons of water are needed to irrigate and wash the fruit in one half-gallon container of orange juice. Thirty-seven gallons of water are used to grow, produce, package, and ship the beans in that morning cup of coffee. Two hundred and sixty-four gallons of water are required to produce one quart of milk, and 4,200 gallons of water are required to produce two pounds of beef.

According to the U.S. EPA, the average American uses about 100 gallons of water daily. In fact, in the developed world, one flush of a toilet uses as much water as the average person in the developing world allocates for an entire day's cooking, washing, cleaning, and drinking. The annual American per capita water footprint is about 8,000 cubic feet; that is twice the global per capita average. With water use increasing six-fold in the past century, our demands for freshwater are rapidly outstripping what the planet can replenish.

To check out your own water footprint, go to www.h2oconserve.org, or visit www.waterfootprint.org to see how the water footprints of other nations compare.

Is It Safe to Drink Water From a Garden Hose?

Substances used in vinyl garden hoses to keep them flexible can get into the water as it passes through the hose. These chemicals are not good for you nor are they good for your pets. Allow the water to run for a short time in order to flush the hose before drinking or filling your pet's drinking containers. There are hoses made with "food-grade" plastic that will not contaminate the water. Check your local hardware store for this type of hose.

Water Conservation

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 can 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.

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.

Questions?

For more information about this report, or for any questions relating to your drinking water, please contact Mark Cross, 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;

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. 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 Long Can I Store Drinking Water?

The disinfectant in drinking water will eventually dissipate even in a closed container. If that container housed bacteria prior to filling up with the tap water the bacteria may continue to grow once the disinfectant has dissipated. Some experts believe that water could be stored up to six months before needing to be replaced. Refrigeration will help slow the bacterial growth.

Lead and Drinking Water

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/safewater/lead.



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, 2009, 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 allows 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 data are included, along with the year in which the sample was taken.

PRIMARY REGULATED CONTAMINANTS

Radiological Contaminants

CONTAMINANT AND UNIT OF MEASUREMENT	DATE OF SAMPLING (MO./YR.)	MCL VIOLATION (YES/NO)	LEVEL DETECTED ¹	RANGE OF RESULTS ¹	MCLG	MCL	LIKELY SOURCE OF CONTAMINATION
Alpha Emitters (pCi/L)	Feb 08	No	9.9	1.1 - 9.9	0	15	Erosion of natural deposits
Radium 226 + 228 [Combined Radium] (pCi/L)	Feb-Oct 08	No	4.5	1.2–4.6	0	5	Erosion of natural deposits

Inorganic Contaminants

Barium (ppm)	Feb 08	No	0.064	0.014–0.064	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Nickel (ppb)	Feb 08	No	2	ND–2	NA	100	Pollution from mining and refining operations; natural occurrence in soil
Nitrate [as Nitrogen] (ppm)	Jan 08	No	1.54	ND–1.54	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	Jan 08	No	52	2–52	NA	160	Salt water intrusion; leaching from soil

Synthetic Organic Contaminants including Pesticides and Herbicides

Heptachlor Epoxide (ppt)	Jan-Dec 08	No	50	ND–50	0	200	Breakdown of heptachlor
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Volatile Organic Contaminants

p-Dichlorobenzene (ppb)	Jan-Dec 08	No	0.042	ND–0.5	75	75	Discharge from industrial chemical factories
Tetrachloroethylene (ppb)	Jul 08	No	2.45	ND–2.9	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 ²	RANGE OF RESULTS ²	MCLG OR [MRDLG]	MCL OR [MRDL]	LIKELY SOURCE OF CONTAMINATION
Chlorine (ppm)	Jan-Dec 08	No	0.59	0.51–0.79	[4]	[4.0]	Water additive used to control microbes
TTHM [Total trihalomethanes] (ppb)	Jul 08	No	2.5	ND–3.9	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

¹ Results in the Level Detected column for radiological contaminants, inorganic contaminants, synthetic organic contaminants including pesticides and herbicides, and volatile organic contaminants are the highest average at any of the sampling points or the highest detected level at any sampling point, depending on the sampling frequency.

² For chlorine, the level detected is the the highest running annual average (RAA), computed quarterly, of monthly averages of all samples collected. For TTHM, the level detected is the highest RAA, computed quarterly, of quarterly averages of all samples collected if the system is monitoring quarterly or is the average of all samples taken during the year if the system monitors less frequently than quarterly. Range of Results is the range of individual sample results (lowest to highest) for all monitoring locations, including Initial Distribution System Evaluation (IDSE) results as well as Stage 1 compliance results.

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 By-products 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.

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).

ppt (parts per trillion): One part substance per trillion parts water (or picograms per liter).