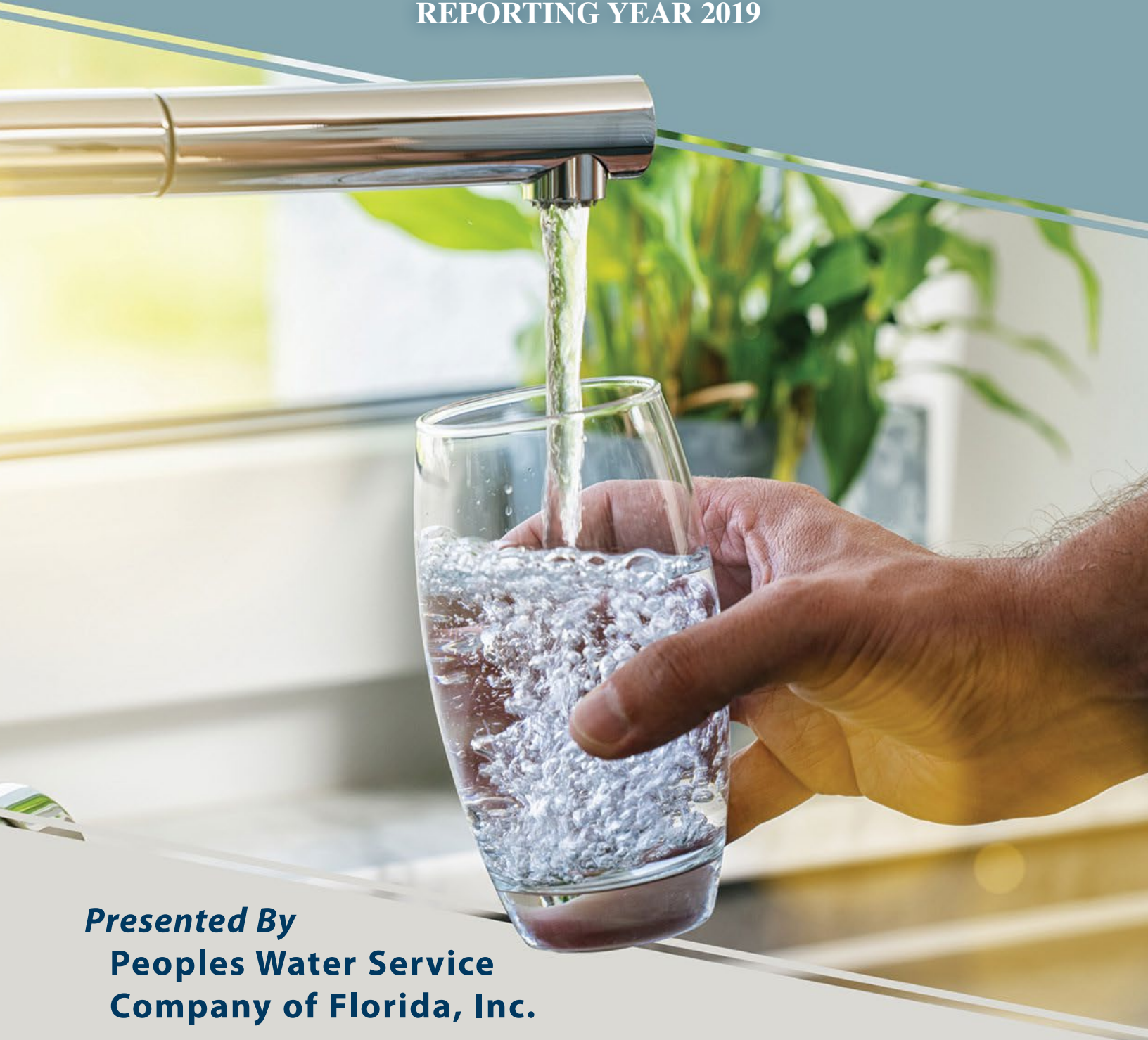


ANNUAL WATER QUALITY REPORT

REPORTING YEAR 2019



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

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, 2019. 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 wells, 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 877 million gallons of water, averaging about 73 million gallons per month, or 2.4 million gallons each day of clean drinking water to our customers' homes or businesses.

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>.



Source Water Assessment

In 2019, 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 19 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. It is important to understand that this susceptibility rating does not imply poor water quality, only the system's potential to become contaminated within the assessment area. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp.

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.

QUESTIONS?

For more information about this report, or for any questions related 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.

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.

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 marcescens*. *Serratia* is commonly isolated from soil, water, plants, insects, and vertebrates (including man). 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.

We remain vigilant in delivering the best-quality drinking water

Table Talk

Get the most out of the Testing Results data table with this simple suggestion. In less than a minute, you will know all there is to know about your water:

For each substance listed, compare the value in the Level Detected column against the value in the MCL (or AL, SMCL) column. If the Level Detected value is smaller, your water meets the health and safety standards set for the substance.

Other Table Information Worth Noting

Verify that there were no violations of the state and/or federal standards in the Violation column. If there was a violation, you will see a detailed description of the event in this report.

Date Sampled will show on which date the substance was detected. If multiple samples are taken over a period of time, the column will show the range of different sample dates.

The Range column displays the lowest and highest sample readings. If there is an NA showing, that means that only a single sample was taken to test for the substance (assuming there is a reported value in the Level Detected column).

If there is sufficient evidence to indicate from where the substance originates, it will be listed under Likely Source.

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. We are pleased to report that your drinking water meets or exceeds all federal and state requirements.

We have been monitoring for unregulated contaminants (UCs) 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. During 2019, we started participating in the 4th stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR4) program by performing additional tests on our drinking water. We will finish the UCMR4 sampling in 2020. 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. The final results will be included in the 2020 annual water quality report. If you would like more information on the U.S. EPA's Unregulated Contaminants 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)	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 2019	No	2	ND-2	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Nitrite [as Nitrogen] (ppm)	January 2019	No	0.036	ND-0.036	1	1	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	January 2017	No	125	6.5-125	NA	160	Salt-water intrusion; leaching from soil
Volatile Organic Contaminants							
Ethylbenzene (ppb)	January-December 2019	No	0.078	ND-0.5	700	700	Discharge from petroleum refineries
Tetrachloroethylene (ppb)	January-December 2019	No	1.6	ND-3.3	0	3	Discharge from factories and dry cleaners

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 2019	No	0.80	0.68–0.91	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	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

UNREGULATED CONTAMINANT MONITORING RULE - PART 4 (UCMR4)

CONTAMINANT AND UNIT OF MEASUREMENT	DATES OF SAMPLING (MO./YR.)	AVERAGE RESULT	RANGE OF RESULTS
Manganese (ppb)	November 2019	19.6	2.77–20.6

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.

Safeguard Your Drinking Water

Protection of drinking water is everyone's responsibility. You can help protect your community's drinking water source in several ways:

- Eliminate excess use of lawn and garden fertilizers and pesticides—they contain hazardous chemicals that can reach your drinking water source.
- Pick up after your pets.
- If you have your own septic system, properly maintain your system to reduce leaching to water sources or consider connecting to a public water system.
- Dispose of chemicals properly; take used motor oil to a recycling center.
- Volunteer in your community. Find a watershed or wellhead protection organization in your community and volunteer to help. If there are no active groups, consider starting one. Use U.S. EPA's Adopt Your Watershed to locate groups in your community, or visit the Watershed Information Network's How to Start a Watershed Team.

Organize a storm drain stenciling project with others in your neighborhood. Stencil a message next to the street drain reminding people "Dump No Waste – Drains to River" or "Protect Your Water." Produce and distribute a flyer for households to remind residents that storm drains dump directly into your local water body.



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 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).