

ANNUAL WATER QUALITY REPORT

Reporting Year 2021



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

PWS ID#: 1170527



We've Come a Long Way

Peoples Water Service Company is proud to present our annual water quality report covering the period between January 1 and December 31, 2021. In a matter of only a few decades, drinking water has become exponentially safer and more reliable than at any other point in human history. Our exceptional staff continues to work hard every day—at all hours—to deliver the highest-quality drinking water without interruption. Although the challenges ahead are many, we feel that by relentlessly investing in customer outreach and education, new treatment technologies, system upgrades, and training, the payoff will be reliable, high-quality tap water delivered to you and your family.

Where Does My Water Come From?

Peoples Water Service Company has five treatment facilities that withdraw water from a sand-and-gravel aquifer. This aquifer is estimated to be 6,500 square miles, and it's used by many water utility companies in southern Alabama and along the Florida Panhandle. During the year, our treatment facilities provided a total of 882 million gallons of drinking water, averaging about 73 million gallons per month or 2.4 million gallons each day, to our customers' homes or businesses.

Source Water Assessment

In 2021 the Florida Department of Environmental Protection (DEP) 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 DEP SWAPP website at <https://fldep.dep.state.fl.us/swapp/>.

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>.



What are PFAS?

Per- and polyfluoroalkyl substances (PFAS) are a group of manufactured chemicals used worldwide since the 1950s to make fluoropolymer coatings and products that resist heat, oil, stains, grease, and water. During production and use, PFAS can migrate into the soil, water, and air. Most PFAS do not break down; they remain in the environment, ultimately finding their way into drinking water. Because of their widespread use and their persistence in the environment, PFAS are found all over the world at low levels. Some PFAS can build up in people and animals with repeated exposure over time.

The most commonly studied PFAS are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). PFOA and PFOS have been phased out of production and use in the United States, but other countries may still manufacture and use them.

Some products that may contain PFAS include:

- Some grease-resistant paper, fast food containers/wrappers, microwave popcorn bags, pizza boxes
- Nonstick cookware
- Stain-resistant coatings used on carpets, upholstery, and other fabrics
- Water-resistant clothing
- Personal care products (shampoo, dental floss) and cosmetics (nail polish, eye makeup)
- Cleaning products
- Paints, varnishes, and sealants

Even though recent efforts to remove PFAS have reduced the likelihood of exposure, some products may still contain them. If you have questions or concerns about products you use in your home, contact the Consumer Product Safety Commission at (800) 638-2772. For a more detailed discussion on PFAS, please visit <https://www.atsdr.cdc.gov/pfas/index.html>.

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.

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 U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

How Is My Water Treated and Purified?

Peoples Water Service Company's method of treating your water conforms to DEP 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 source water (sand-and-gravel aquifer) and sent to the treatment facilities. The water passes through 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 human-made contaminants. After the water has completed the treatment process, it is then pumped to storage tanks and into your home or business.

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 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.

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 two 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.

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.

Test Results

Peoples Water Service Company monitored for many different kinds of substances on a very strict sampling schedule. The water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water. 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. We are pleased to report that your drinking water meets or exceeds all federal and state requirements.

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)	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							
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
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 which 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 human-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)	January 2021	No	1.8	0.047–1.8	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	Saltwater intrusion; leaching from soil
Volatile Organic Contaminants							
Tetrachloroethylene (ppb)	January–December 2021	No	1.6	ND–2.2	0	3	Discharge from factories and dry cleaners
Xylenes (ppm)	January–December 2021	No	0.000095	ND–0.00094	10	10	Discharge from petroleum factories; discharge from chemical factories

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).

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

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 2021	No	0.73 ¹	0.60–0.72	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]–Stage 2 (ppb)	July 2021	No	1.1	ND–1.1	NA	60	By-product of drinking water disinfection
TTHM [total trihalomethanes]–Stage 2 (ppb)	July 2021	No	2.6	1.6–2.6	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 CONTAMINANTS²

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 (ppm)	February 2020	No	0.41	ND–0.41	NA	0.3	Natural occurrence from soil leaching
Manganese (ppm)	February 2020	No	0.055	0.0025–0.055	NA	0.05	Natural occurrence from soil leaching

¹For the parameter monitored under Stage 1 D/DBP regulations, the Level Detected is the highest annual average (running annual average –[RAA]) of the quarterly averages of chlorine.

²No MCL violation for iron or manganese was incurred since the confirmation samples, averaged with the exceedances at Well 4, were below each MCL. Florida DEP sets drinking water standards for secondary contaminants and has determined that iron and manganese are aesthetic concerns at certain levels of exposure. Iron and manganese, as secondary drinking water contaminants, do not pose a health risk. We will continue to sample as required and work with DEP as needed.

