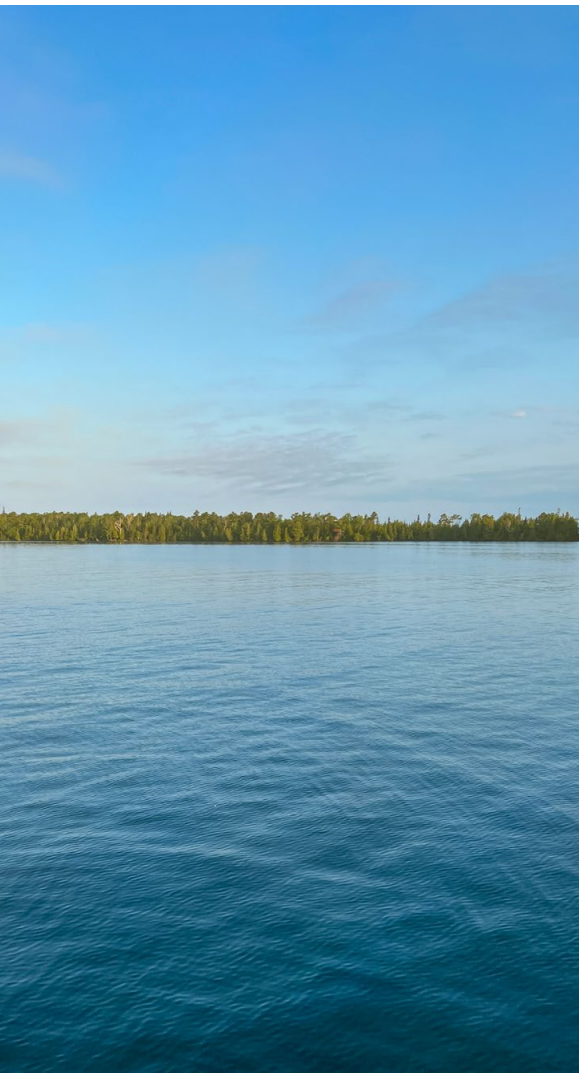
ANNUAL WATER QUALITY REPORT

Reporting Year 2024



Presented By

Peoples Water Service Company of Florida Inc.

PWS ID#: 1170527

Our Commitment

Peoples Water Service Company of Florida Inc. is pleased to present to you this year's annual water quality report. This report is a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2024. Included are details about your source of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and providing you with this information because informed customers are our best allies.

Where Does My Water Come From?

Peoples Water Service Company has five treatment facilities that 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. In 2024 our treatment facilities provided a total of 952 million gallons of drinking water, averaging about 79 million gallons per month, or 2.6 million gallons each day, to our customers' homes or businesses.

Source Water Assessment

In 2024 the Florida Department of Environmental Protection (FDEP) 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 16 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 FDEP SWAPP website at https://prodapps.dep.state.fl.us/swapp/.

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 is not hard to conserve water. Here are a few tips:

Automatic dishwashers use three to six 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.

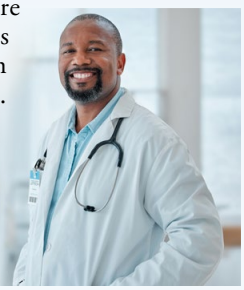
Check your toilets for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from an invisible toilet leak. Fix it and you save more than 30,000 gallons a year.

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.

How Is My Water Treated and Purified?

Peoples Water Service Company's method of treating your water conforms to FDEP 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 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 your home or business or 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 persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health-care providers. U.S. Environmental Protection Agency (U.S. EPA)/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791) or epa.gov/safewater.

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 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 the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, the US 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 Safe Drinking Water Hotline at (800) 426-4791.

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 perfluorooctanesulfonic 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 of PFAS, please visit bit.ly/3Z5AMm8.

Lead in Home Plumbing

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. Peoples Water Service Company is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, or doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute-accredited certifier to reduce lead in drinking water. If you are concerned about lead and wish to have your water tested, contact Peoples Water Service Company. You may also get information about testing for lead at epa.gov/safewater/lead.

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. The lead service inventory is available from our office. Call (850) 455-8552 or email CustomerService@PeoplesWaterService.com if you would like more information about the inventory or any lead sampling that has been done.

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.

Although *E. coli* was detected, the water system is not in violation of the *E. coli* maximum contaminant level (MCL).

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 is included, along with the year in which the sample was taken.

We have been monitoring for unregulated contaminants (UCs) as part of a study to help the U.S. EPA determine the occurrence in drinking water of UCs and whether these contaminants need to be regulated. For example, we participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. At present, no health standards (e.g., MCLs) 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.

MICROBIOLOGICAL CONTAMINANTS

CONTAMINANT AND UNIT OF MEASUREMENT	TT VIOLATION (YES/NO)	DATES OF SAMPLING (MO./YR.)	RESULT	MCLG	TT	LIKELY SOURCE OF CONTAMINATION
E. coli (positive samples)	No	January -December 2024	2	0	TT[1]	Human and animal fecal waste

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

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)	January 2023	No	0.14	0.013–0.14	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	January-February 2023	No	0.031	ND–0.031	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)	January 2023	No	0.60	ND–0.60	NA	15	Residue from human-made pollution such as auto emissions and paint; lead pipe, casing, and solder
Mercury [inorganic] (ppb)	January 2023	No	2.3	ND–2.3	2	2	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland
Nickel (ppb)	January 2023	No	6.7	ND–6.7	NA	100	Pollution from mining and refining operations; natural occurrence in soil
Nitrate [as nitrogen] (ppm)	February 2024	No	1.8	ND–1.8	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	January 2023	No	1.1	ND–1.1	50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)	January 2023	No	143	5.6–143	NA	160	Saltwater intrusion; leaching from soil

VOLATILE ORGANIC 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
Tetrachloroethylene (ppb)	January -December 2024	No	0.27	ND–1.5	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	MCLG OR [MRDLG]	MCL OR [MRDL]	LIKELY SOURCE OF CONTAMINATION
Chlorine (ppm)	January -December 2024	No	0.67	0.64–0.71	[4]	[4.0]	Water additive used to control microbes

STAGE 2 DISINFECTANTS AND DISINFECTION BY-PRODUCTS

TTHM [total trihalomethanes] (ppb)	July 2024	No	1	ND–1	NA	80	By-product of drinking water disinfection

UNREGULATED CONTAMINANTS

CONTAMINANT AND UNIT OF MEASUREMENT	DATES OF SAMPLING (MO./YR.)	AVERAGE RESULT	RANGE OF RESULTS	LIKELY SOURCE OF CONTAMINATION
Perfluorobutanesulfonic Acid [PFBS] (ppt)	May, June, December 2024	1.67	ND–4.9	Manufactured chemical found in consumer and industrial products
Perfluoroheptanoic Acid [PFHpA] (ppt)	May, June, December 2024	0.73	ND–3.3	Manufactured chemical found in consumer and industrial products
Perfluorohexanesulfonic Acid [PFHxS] (ppt)	May, June, December 2024	2.47	ND–11.0	Manufactured chemical found in consumer and industrial products
Perfluorohexanoic Acid [PFHxA] (ppt)	May, June, December 2024	0.95	ND–4.1	Manufactured chemical found in consumer and industrial products
Perfluorooctanesulfonic Acid [PFOS] (ppt)	May, June, December 2024	5.83	ND–31.0	Manufactured chemical found in consumer and industrial products
Perfluorooctanoic Acid [PFOA] (ppt)	May, June, December 2024	2.51	ND–11.0	Manufactured chemical found in consumer and industrial products
Perfluoropentanoic Acid [PFPeA] (ppt)	May, June, December 2024	0.25	ND–3.7	Manufactured chemical found in consumer and industrial products

LEAD AND COPPER (TAP WATER SAMPLES WERE COLLECTED FROM SITES THROUGHOUT THE COMMUNITY)[2]

CONTAMINANT AND UNIT OF MEASUREMENT	DATES OF SAMPLING (MO./YR.)	AL EXCEEDANCE (YES/NO)	90TH PERCENTILE RESULT	RANGE LOW-HIGH	NO. OF SAMPLING SITES EXCEEDING THE AL	MCLG	AL (ACTION LEVEL)	LIKELY SOURCE OF CONTAMINATION
Copper [tap water] (ppm)	June 2023	No	0.53	0.0074–0.81	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead [tap water] (ppb)	June 2023	No	9	ND–59	3	0	15	Corrosion of household plumbing systems, erosion of natural deposits

[1] Routine and repeat samples are total coliform-positive and either E. coli-positive, or system fails to take repeat samples following E. coli-positive routine sample, or system fails to analyze total coliform-positive repeat sample for E. coli.
[2] The tap water table summarizes our most recent lead and copper tap sampling data. If you would like to review the complete lead tap sampling data, please contact Peoples Water Service Company at (850) 455-8552 or CustomerService@PeoplesWaterService.com.

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.

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an *E. coli* MCL violation has occurred or why total coliform bacteria have been found in our water system on multiple occasions.

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 (µg/L) (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (mg/L) (parts per million): One part substance per million parts water (or milligrams per liter).

ppt (ng/L) (parts per trillion): One part substance per trillion parts water (or nanograms per liter).

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water

Additional Information

Peoples Water Service Company was founded in 1937 and has been providing our local community with potable drinking water for over 88 years.

Level 1 and Level 2 Assessment Update

Coliforms are bacteria that are naturally present in the environment and used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms, indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessments to identify and correct any problems that were found.

During the past year, we were required to conduct one Level 1 assessment and one Level 2 assessment. One Level 1 assessment and one Level 2 assessment were completed. In addition, we were required to take 32 corrective actions, and we completed 32 of these actions.

About Our 2023 Violation

We constantly monitor for various contaminants in the water supply to meet all regulatory requirements. Our water system was in violation of federal and state water quality standards for mercury (inorganic) from January 1, 2023 through January 31, 2023. The levels of mercury (inorganic) are shown in the Test Results table. Some people who drink water containing inorganic mercury well in excess of the MCL over many years could experience kidney damage. Our system corrected the violation in 2023 by resampling and receiving samples under the MCL.