

ANNUAL WATER QUALITY REPORT

Reporting Year 2025



Presented By





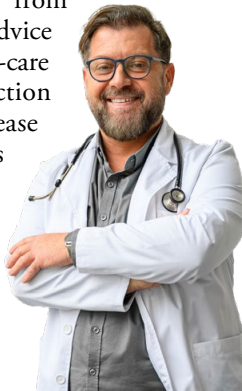
Our Commitment

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, 2025. 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.

Important Health Information

Nitrate in drinking water at levels above 10 parts per million (ppm) is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause "blue baby syndrome." Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant and detected nitrate levels are above 5 ppm, you should ask advice from your health-care provider.

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.



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 (nonpotable) water is withdrawn from our source water (Sand and Gravel Aquifer) and processed at the water treatment plants. The raw water passes through a series of chemical injection contact points where specific chemicals are added to meet state and federal requirements. Hydrated lime is added for a pH adjuster, chlorine is added for disinfection, and a corrosion inhibitor is added to assist in protecting the distribution system pipes. In addition to the chemicals, we have incorporated five sets of granular activated carbon filter systems to assist in the removal of human-made contaminants. After the water has completed the chemical and filtering processes, potable/drinking water is then pumped to your home or business or water storage tanks.

QUESTIONS? For more information about this report, or for any questions relating to your drinking water, please contact Mr. Mark Cross, General Manager, at (850) 455-8552 or email CustomerService@PeoplesWaterService.com.



Where Does My Water Come From?

Peoples Water Service Company operates five drinking water 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. During the past year, our treatment plants produced a total of 952 million gallons of drinking water and distributed it to our customers' homes and businesses.

What Causes the Pink Stain on Bathroom Fixtures?

The reddish-pink color frequently noted in bathrooms on shower stalls, tubs, tile, toilets, sinks, and 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 humans). The bacteria can be introduced into the house through any of these sources. The bathroom provides a perfect environment (moist and warm) for bacteria to thrive.

The best solution to this problem is to clean and dry these 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 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.

“Water is the driving force of all nature.”

-Leonardo da Vinci

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. More information is available 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 at our office or upon request. Please contact Peoples Water Service Company at (850) 455-8552 or CustomerService@PeoplesWaterService.com if you would like more information about the inventory or any lead sampling that has been done.

Water Main Flushing

Distribution mains (pipes) convey water to homes, businesses, and hydrants in your neighborhood. The water entering distribution mains is of very high quality; however, water quality can deteriorate in areas of the distribution mains over time. Water main flushing is the process of cleaning the interior of water distribution mains by sending a rapid flow of water through them.

Flushing maintains water quality in several ways. For example, flushing removes sediments like iron and manganese. Although iron and manganese do not pose health concerns, they can affect the taste, clarity, and color of the water. Additionally, sediments can shield microorganisms from the disinfecting power of chlorine, contributing to the growth of microorganisms within distribution mains. Flushing helps remove stale water and ensures the presence of fresh water with sufficient dissolved oxygen and disinfectant levels and an acceptable taste and smell.

During flushing operations in your neighborhood, some short-term deterioration of water quality, though uncommon, is possible. You should avoid tap water for household uses at that time. If you do use the tap, allow your cold water to run for a few minutes at full velocity before use, and avoid using hot water to prevent sediment accumulation in your hot water tank.

Please contact us if you have any questions or if you would like more information on our water main flushing schedule.



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 U.S. EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. 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.

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 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.

Level 2 Assessment

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 problems and to correct any problems that were found during these assessments.

During the past year, our system was required to complete a Level 2 assessment. A Level 2 assessment was completed.

Source Water Assessment

In 2025, 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 prodapps.dep.state.fl.us/swapp.



Test Results

Peoples Water Service Company of Florida Inc. monitors 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 is included, along with the year in which the sample was taken.

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

RADIOACTIVE CONTAMINANTS

CONTAMINANT AND UNIT OF MEASUREMENT	MCL VIOLATION (YES/NO)	DATES OF SAMPLING (MO./YR.)	LEVEL DETECTED	RANGE OF RESULTS	MCLG	MCL	LIKELY SOURCE OF CONTAMINATION
Alpha Emitters (pCi/L)	No	February 2020	5.38	ND–5.38	0	15	Erosion of natural deposits
Radium 226 + 228 [combined radium] (pCi/L)	No	February 2020	2.88	ND–2.88	0	5	Erosion of natural deposits

PRIMARY REGULATED CONTAMINANTS

Inorganic Contaminants

CONTAMINANT AND UNIT OF MEASUREMENT	MCL VIOLATION (YES/NO)	DATES OF SAMPLING (MO./YR.)	LEVEL DETECTED	RANGE OF RESULTS	MCLG	MCL	LIKELY SOURCE OF CONTAMINATION
Barium (ppm)	No	January 2023	0.14	0.013–0.14	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	No	January-February 2023	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)	No	January 2023	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)	Yes	January 2023	2.3	ND–2.3	2	2	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland
Nickel (ppb)	No	January 2023	6.7	ND–6.7	NA	100	Pollution from mining and refining operations; natural occurrence in soil
Nitrate [as nitrogen] (ppm)	No	February 2025	1.7	ND–1.7	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	No	January 2023	1.1	ND–1.1	50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)	No	January 2023	143	5.6–143	NA	160	Saltwater intrusion; leaching from soil

STAGE 1 DISINFECTANTS AND DISINFECTION BY-PRODUCTS

CONTAMINANT AND UNIT OF MEASUREMENT	MCL VIOLATION (YES/NO)	DATES OF SAMPLING (MO./YR.)	LEVEL DETECTED	RANGE OF RESULTS	MCLG OR [MRDLG]	MCL OR [MRDL]	LIKELY SOURCE OF CONTAMINATION
Chlorine (ppm)	No	January -December 2025	0.70	0.65–0.80	[4]	[4.0]	Water additive used to control microbes

STAGE 2 DISINFECTANTS AND DISINFECTION BY-PRODUCTS

CONTAMINANT AND UNIT OF MEASUREMENT	MCL VIOLATION (YES/NO)	DATES OF SAMPLING (MO./YR.)	LEVEL DETECTED	RANGE OF RESULTS	MCLG	MCL	LIKELY SOURCE OF CONTAMINATION
Total Trihalomethanes [TTHMs] (ppb)	No	July 2025	4.6	ND–4.6	NA	80	By-product of drinking water disinfection



Lead and Copper (Tap water samples were collected from sites throughout the community)¹

CONTAMINANT AND UNIT OF MEASUREMENT	AL EXCEEDANCE (YES/NO)	DATES OF SAMPLING (MO./YR.)	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)	No	June 2023	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)	No	June 2023	9	ND–59	3	0	15	Corrosion of household plumbing systems; erosion of natural deposits

¹This 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 for more information.

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.

Herbicide: Any chemical(s) used to control undesirable vegetation.

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 and/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.

Pesticide: Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

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).

