



ANNUAL
WATER
QUALITY
REPORT

Water testing performed in 2009

Presented By:
**PEOPLES WATER SERVICE
COMPANY OF FLORIDA, INC.**

PWS ID#: 1170527

Maintaining High Standards

Once again, Peoples Water Service Company of Florida, Inc., is proud to present our annual water quality report. This report covers all testing performed between January 1, 2009, and December 31, 2009. The events of the past few years have presented many of us with challenges we could not have imagined. Yet, in spite of this, we have maintained our high standards in an effort to continue delivering the best quality drinking water possible. There may be other hurdles in the future, but know that we will always stand behind you and the drinking water we work diligently to provide.



We encourage you to share your thoughts with us on the information contained in this report. Should you ever have any questions, we are always available to assist you at (850) 455-8552.

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 www.epa.gov/safewater/hotline/.

Where Does My Water Come From?

Peoples Water Service Company of Florida, Inc., currently has five water treatment plants, 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 884 million gallons of water, averaging about 74 million gallons per month, or 2.4 million gallons each day of clean drinking water to our customers' homes and businesses.

What Is SWAPP?

SWAPP stands for Source Water Assessment and Protection Program. This program is meant to ensure that your drinking water is safe, not just at the tap, but at its source. The Florida Department of Environmental Protection (FDEP) is initiating the SWAPP as part of the federal Safe Drinking Water Act (SDWA).

The FDEP conducted a statewide assessment of public drinking water systems in 2004. No assessment of this system has been made to date.

What Causes the Pink Stain on Bathroom Fixtures?

The reddish-pink and sometimes greyish-black 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 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.

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 the 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, Manager, at (850) 455-8552 between 8:00 a.m. and 4:30 p.m., Monday through Friday.

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.

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 that 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 Are PPCPs?

When cleaning out your medicine cabinet, what do you do with your expired pills? Many people flush them down the toilet or toss them into the trash. Although this seems convenient, these actions could threaten our water supply.

Recent studies are generating a growing concern over pharmaceuticals and personal care products (PPCPs) entering water supplies. PPCPs include human and veterinary drugs (prescription or over-the-counter) and consumer products, such as cosmetics, fragrances, lotions, sunscreens, and house cleaning products. Over the past five years, the number of U.S. prescriptions increased 12 percent to a record 3.7 billion, while nonprescription drug purchases held steady around 3.3 billion. Many of these drugs and personal care products do not biodegrade and may persist in the environment for years.

The best and most cost-effective way to ensure safe water at the tap is to keep our source waters clean. Never flush unused medications down the toilet or sink. Instead, check to see if the pharmacy where you made your purchase accepts medications for disposal, or contact your local health department for information on proper disposal methods and drop-off locations. You can also go on the Web at www.Earth911.com to find more information about disposal locations in your area.

How Is My Water Treated and Purified?

Peoples Water Service Company of Florida, Inc.'s methods of treating and purifying your 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 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 purification process, it is then pumped into storage facilities and/or your home or business.

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 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 or at www.epa.gov/safewater/lead.

Tap vs. Bottled

Thanks in part to aggressive marketing, the bottled water industry has successfully convinced many of us that water purchased in bottles is a healthier alternative to tap water. However, according to a four-year study conducted by the Natural Resources Defense Council, bottled water is not necessarily cleaner or safer than most tap water. In fact, about 25 percent of bottled water is actually just bottled tap water (40 percent, according to government estimates).

The Food and Drug Administration is responsible for regulating bottled water, but these rules allow for less rigorous testing and purity standards than those required by the U.S. EPA for community tap water. For instance, the high mineral content of some bottled waters makes them unsuitable for babies and young children. Further, the FDA completely exempts bottled water that's packaged and sold within the same state, which accounts for about 70 percent of all bottled water sold in the United States.

People spend 10,000 times more per gallon for bottled water than they typically do for tap water. If you get your recommended eight glasses a day from bottled water, you could spend up to \$1,400 annually. The same amount of tap water would cost about 49 cents. Even if you installed a filter device on your tap, your annual expenditure would be far less than what you would pay for bottled water.

For a detailed discussion on the NRDC study results, check out their Web site at www.nrdc.org/water/drinking/bw/exesum.asp.

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.

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 only those contaminants that were detected in the water.

The state requires 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 sample 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 08-Jan 09	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 09	No	1.86	ND–1.86	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	Saltwater intrusion; leaching from soil
Volatile Organic Contaminants							
1,1,2-Trichloroethane (ppb)	Jan-Dec 09	No	0.005	ND–0.6	3	5	Discharge from industrial chemical factories
Tetrachloroethylene (ppb)	Jan-Dec 09	No	2.2	ND–3.7	0	3	Discharge from factories and dry cleaners
Xylenes (ppm)	Jan-Dec 09	No	0.00015	ND–0.6	10	10	Discharge from petroleum factories; discharge from chemical factories
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 09	No	0.6	0.51–0.63	[4]	[4.0]	Water additive used to control microbes
Haloacetic Acids (five) [HAA5] (ppb)	Oct 08-Jul 09	No	0.35	ND–1.4	NA	60	By-product of drinking water disinfection
TTHM [Total trihalomethanes] (ppb)	Jul 09	No	1.78	ND–11.5	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 EXCEEDED (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, 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 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. 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. Haloacetic Acids data from the IDSE only.

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 Byproducts 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).

