

United Water Florida

Consumer

Confidence

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DOCUMENT NUMBER-DATE

08299 JUL-65

FPSC-RECORDS/REPORTING



2000 Annual Water Quality Report

Arlington Grid



United Water.

We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from five interconnected water treatment facilities, which make up the Arlington Grid. About **2.6 million** gallons of water are pumped daily from the Floridan Aquifer through six deep wells. These wells penetrate the porous limestone and clay at depths of about 1000 to 1200 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Arlington Grid for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It is important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 284 mg/L (16.4 grains/gallon) ; pH = 7.6

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

DOCUMENT NUMBER-DATE
08299 JUL-60
FPSC-RECORDS/REPORTING



Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Barium (ppm)	Feb-99	0.019	nd - 0.019	2	2	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	Feb-99	0.63	0.44 - 0.63	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Feb-99	44.3	12.0 - 44.3	160	NA	No	Erosion of natural deposits, salt water intrusion
Radiological Contaminants							
Gross Alpha (pCi/L)	Feb-99	1.3	nd - 1.3	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jun-00	nd	0 sites exceeded AL	AL = 15 ppm	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jun-00	90th percentile 0.699	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Total Trihalomethanes							
Total Trihalomethanes (ppb)	quarterly, 2000	highest quarterly annual average 20	6 - 39	100 ppb	NA	No	Byproduct of drinking water chlorination
Unregulated Contaminants							
Bromodichloromethane	Feb-99	8.8 ppb	nd - 14 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Bromoform	Feb-99	6.7 ppb	nd - 12.3 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	Feb-99	7.58 ppb	1.5 - 10 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Dibromochloromethane	Feb-99	9.49 ppb	nd - 18.4 ppb	not regulated	NA	No	Components of Total Trihalomethanes

Note: the Highest Level Detected for Unregulated Contaminants is the **average** of results for each water treatment facility.

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

UNITED WATER FLORIDA
1400 Millcoe Road
Jacksonville, Florida 32225

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2000 Annual Water Quality Report

Bonair



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the **JEA South Grid**. Water is pumped from the Floridan Aquifer through deep wells that penetrate the porous limestone and clay at depths of about 1000 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

Your drinking water is routinely monitored by United Water Florida for microbiological contaminants and lead and copper at the customer's tap. JEA monitors for the remaining requirements according to Federal and State laws. The following table shows the results of monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of the data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-

in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations and your drinking water meets or exceeds all Federal and State requirements. We have learned through monitoring and testing that some constituents have been detected.

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.

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All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Barium (ppm)	May-00	0.033	0.018 - 0.033	2	2	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	May-00	0.90	0.61 - 0.90	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Lead (ppb)	May-00	2.2	nd - 2.2	15	NA	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	May-00	70	8.4 - 70	160	NA	No	Erosion of natural deposits, salt water intrusion
Radiological Contaminants							
Gross Alpha (pCi/L)	May-00	1.4	nd - 1.4	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Copper (ppm) (tap sample)	Jun-00	90th percentile 1.13	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Total Trihalomethanes							
Total Trihalomethanes (ppb)	July/99 - Dec/00	annual average 45	2 - 150	100 ppb	NA	No	Byproduct of drinking water chlorination
Unregulated Contaminants							
Bromodichloromethane	May-00	2.5 ppb	nd - 7.2 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Bromoform	May-00	1.7 ppb	nd - 9.6 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	May-00	2.6 ppb	nd - 9.8 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Dibromochloromethane	May-00	3.1 ppb	nd - 10 ppb	not regulated	NA	No	Components of Total Trihalomethanes

Note: the Highest Level Detected for Unregulated Contaminants is the **average** of results.

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant: Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

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pCi/L: picocuries per liter is a measure of the radioactivity in water.

UNITED WATER FLORIDA
1400 Millcoie Road
Jacksonville, Florida 32225

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2000 Annual Water Quality Report

Brackridge



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the **JEA South Grid**. Water is pumped from the Floridan Aquifer through deep wells that penetrate the porous limestone and clay at depths of about 1000 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

Your drinking water is routinely monitored by United Water Florida for microbiological contaminants and lead and copper at the customer's tap. *JEA monitors for the remaining requirements according to Federal and State laws.* The following table shows the results of monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of the data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-

in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations and your drinking water meets or exceeds all Federal and State requirements. We have learned through monitoring and testing that some constituents have been detected.

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
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In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water

provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Barium (ppm)	May-00	0.033	0.018 - 0.033	2	2	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	May-00	0.90	0.61 - 0.90	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Lead (ppb)	May-00	2.2	nd - 2.2	15	NA	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	May-00	70	8.4 - 70	160	NA	No	erosion of natural deposits, salt water intrusion
Radiological Contaminants							
Gross Alpha (pCi/L)	May-00	1.4	nd - 1.4	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Copper (ppm) (tap sample)	Jun-00	90th percentile 0.044	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Total Trihalomethanes							
Total Trihalomethanes (ppb)	July/99 - Dec/00	annual average 45	2 - 150	100 ppb	NA	No	Byproduct of drinking water chlorination
Unregulated Contaminants							
Bromodichloromethane	May-00	2.5 ppb	nd - 7.2 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Bromoform	May-00	1.7 ppb	nd - 9.6 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	May-00	2.6 ppb	nd - 9.8 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Dibromochloromethane	May-00	3.1 ppb	nd - 10 ppb	not regulated	NA	No	Components of Total Trihalomethanes

Note: the Highest Level Detected for Unregulated Contaminants is the **average** of results.

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

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pCi/L: picocuries per liter is a measure of the radioactivity in water.

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1400 Millcoe Road
Jacksonville, Florida 32225

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2000 Annual Water Quality Report

Forest Brook Water Treatment Facility



United Water®

We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the Forest Brook Water Treatment Facility. About **thirty two thousand** gallons of water are pumped daily from the Floridan Aquifer through a single deep well that penetrates the porous limestone and clay at a depth of about 700 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Forest Brook Water Treatment Facility for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

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As you can see by the table, your system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 165 mg/L (9.6 grains/gallon) ; pH = 7.7

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:

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Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Barium (ppm)	Mar-00	0.02	NA	2	2	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	Mar-00	0.45	NA	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Mar-00	14.5	NA	160	NA	No	Erosion of natural deposits, salt water intrusion
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jun-99	90th percentile 5	1 of 21 sites exceeded AL	AL = 15 ppb	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jun-99	90th percentile 0.554	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Unregulated Contaminants							
Bromodichloromethane	Apr-97	2.8 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Chloroform	Apr-97	10.9 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Dibromochloromethane	Apr-97	1.6 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination

*** Definitions**

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2000 Annual Water Quality Report

Greenfield



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the **JEA North Grid**. Water is pumped from the Floridan Aquifer through deep wells that penetrate the porous limestone and clay at depths of about 1000 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

Your drinking water is routinely monitored by United Water Florida for microbiological contaminants and lead and copper at the customer's tap. JEA monitors for the remaining requirements according to Federal and State laws. The following table shows the results of monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of the data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at

the MCL for a lifetime to have a one-in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations and your drinking water meets or exceeds all Federal and State requirements. We have learned through monitoring and testing that some constituents have been detected.

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.
- (E) 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, EPA prescribes

regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Barium (ppm)	5,6/00	0.027	0.015 - 0.027	2	2	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	5,6/00	0.78	0.40 - 0.78	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Lead (ppb)	5,6/00	2.9	nd - 2.9	15	NA	No	Naturally present in the aquifer, erosion of natural deposits
Nitrate (ppm)	5,6/00	0.4	nd - 0.4	10	10	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	5,6/00	54	6.5 - 54	160	NA	No	Erosion of natural deposits, salt water intrusion
Lead and Copper Monitoring at the Customer Tap							
Copper (ppm) (tap sample)	Jul-00	90th percentile 0.64	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Volatile Organic Contaminants							
Ethylbenzene (ppb)	5,6,8/00	2.0	nd - 4.0	700	700	No	Discharge from petroleum refineries
Xylenes (ppm)	5,6,8/00	0.006	nd - 1.2	10	10	No	Discharge from petroleum refineries
Total Trihalomethanes							
Total Trihalomethanes (ppb)	4/99 - 12/00	annual average 33.1	nd - 107	100 ppb	NA	No	Byproduct of drinking water chlorination
Unregulated Contaminants							
Bromodichloromethane	5,6,8/00	1.27 ppb	nd - 18 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	5,6,8/00	12.9 ppb	0.85-230 ppb	not regulated	NA	No	Components of Total Trihalomethanes

Note: the Highest Level Detected for Unregulated Contaminants is the **average** of results.

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

UNITED WATER FLORIDA
1400 Millcoe Road
Jacksonville, Florida 32225

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2000 Annual Water Quality Report

Hyde Grove Water Treatment Facility



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the Hyde Grove Water Treatment Facility. About **one hundred twenty thousand** gallons of water are pumped daily from the Floridan Aquifer through a single deep well that penetrates the porous limestone and clay at a depth of about 800 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Hyde Grove WTF for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the

described health effect.

As you can see by the table, your system had no violations. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 221 mg/L (12.9 grains/gallon) ; pH = 7.6

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:

(A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

(B) 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.

(C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

(D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL*)	Ideal Goals (EPA's MCLG*)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Fluoride (ppm)	Mar-00	1.1	NA	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Mar-00	7.69	NA	160	NA	No	Erosion of natural deposits, salt water intrusion
Secondary Contaminants							
Total Dissolved Solids (ppm)	Mar-00	658	NA	500	NA	No	Erosion of natural deposits
Radiological Contaminants							
Gross Alpha (pCi/L)	Mar-00	2.8	NA	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jun-99	90th percentile 2	1 of 22 sites exceeded AL	AL = 15 ppb	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jun-99	90th percentile 0.212	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Unregulated Contaminants							
Bromodichloromethane	Apr-97	7.9 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Chloroform	Apr-97	14.4 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Dibromochloromethane	Apr-97	4.0 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination

• Definitions

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant: Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA: not applicable

nd: means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb: parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm: parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report

Jacksonville Heights Integrated System



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from three interconnected water treatment facilities, which make up the Jacksonville Heights Integrated System. About **1.3 million** gallons of water are pumped daily from the Floridan Aquifer through three deep wells. These wells penetrate the porous limestone and clay at depths of about 1000 to 1200 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Jacksonville Heights Integrated System for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-

in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 144 mg/L (8.4 grains/gallon) ; pH = 7.8

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Fluoride (ppm)	Feb-99	0.44	NA	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Feb-99	7.03	6.48 - 7.03	160	NA	No	Erosion of natural deposits, salt water intrusion
Radiological Contaminants							
Gross Alpha (pCi/L)	Feb-99	2.1	0.1 - 2.1	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jun-00	nd	0 sites exceeded AL	AL = 15 ppm	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jun-00	90th percentile 0.271	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Total Trihalomethanes							
Total Trihalomethanes (ppb)	quarterly, 2000	highest quarterly annual average 20	14 - 28	100 ppb	NA	No	Byproduct of drinking water chlorination
Unregulated Contaminants							
Bromodichloromethane	Feb-99	7.1 ppb	5.3 - 10.8 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Bromoform	Feb-99	0.5 ppb	nd - 1.6 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	Feb-99	12.4 ppb	12.4 - 12.5 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Dibromochloromethane	Feb-99	4.07 ppb	1.8 - 8.6 ppb	not regulated	NA	No	Components of Total Trihalomethanes

Note: the Highest Level Detected for Unregulated Contaminants is the **average** of results for each water treatment facility.

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report

Lake Forest Water Treatment Facility



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the Lake Forest Water Treatment Facility.

About **one hundred eighty thousand** gallons of water are pumped daily from the Floridan Aquifer through a single deep well that penetrates the porous limestone and clay at a depth of about 1200 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Lake Forest Water Treatment Facility for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations. We're

proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Laboratory analysis indicated the presence of di(2-ethylhexyl)adipate at a concentration of 1.7 ppb. Although this concentration is considerably lower than the limit of 400 ppb, a confirmation sample was collected and analyzed. The confirmation sample had no detectable levels of di(2-ethylhexyl)adipate.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 224 mg/L (13.1 grains/gallon) ; pH = 7.4

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Fluoride (ppm)	Jun-00	0.64	NA	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Nitrate (ppm)	Jun-00	0.15	NA	10	10	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Jun-00	11.90	NA	160	NA	No	Erosion of natural deposits, salt water intrusion
Radiological Contaminants							
Gross Alpha (pCi/L)	Jun-00	1.9	NA	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jun-00	90th percentile 6	0 sites exceeded AL	AL = 15 ppb	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jun-00	90th percentile 0.145	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
PCBs and Pesticides							
Di(2-ethyl hexyl)adipate (ppb)	Jun-00	1.7	nd - 1.7	400	400	No	Leaching from PVC plumbing systems, discharge from chemical factories
Unregulated Contaminants							
Bromodichloromethane	Aug-97	20.6 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Bromoform	Aug-97	1.9 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Chloroform	Aug-97	28.3ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Dibromochloromethane	Aug-97	8.7 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

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Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

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ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

UNITED WATER FLORIDA
1400 Millcoe Road
Jacksonville, Florida 32225

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2000 Annual Water Quality Report



United Water®

Lofton Oaks Grid

We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from three interconnected water treatment facilities which make up the Lofton Oaks Grid. About **two hundred fifty thousand** gallons of water are pumped daily from the Floridan Aquifer through four deep wells that penetrate the porous limestone and clay at depths of about 850 to 900 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Lofton Oaks Grid for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-

in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 283 mg/L (16.5 grains/gallon) ; pH = 7.5

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Barium (ppm)	Mar-00	0.032	0.026 - 0.032	2	2	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	Mar-00	0.68	0.62 - 0.68	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Mar-00	18.8	16.4 - 18.8	160	NA	No	erosion of natural deposits, salt water intrusion
Biological Contaminants							
Total coliform Bacteria	Sep-00	1	nd - 1	2	0	No	Naturally present in the environment
Radiochemical Contaminants							
Gross Alpha (pCi/L)	Mar-00	2.6	1.2 - 2.6	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jul-99	90th percentile 3	0 sites exceeded AL	AL = 15 ppb	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jul-99	90th percentile 0.193	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report

Magnolia Gardens Water Treatment Facility



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the Magnolia Gardens Water Treatment Facility. About **one hundred sixty thousand** gallons of water are pumped daily from the Floridan Aquifer through a single deep well that penetrates the porous limestone and clay at a depth of about 1000 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Magnolia Gardens Water Treatment Facility for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-

in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 292 mg/L (17.1 grains/gallon) ; pH = 7.4

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:

(A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

(B) 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.

(C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

(D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Fluoride (ppm)	Mar-00	0.87	NA	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Mar-00	10.70	NA	160	NA	No	Erosion of natural deposits, salt water intrusion
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jul-99	90th percentile 3	1 of 22 sites exceeded AL	AL = 15 ppb	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jul-99	90th percentile 0.299	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Unregulated Contaminants							
Bromodichloromethane	Apr-97	1.4 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Chloroform	Apr-97	3.8 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Dibromochloromethane	Apr-97	0.7 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report

Marshview Water Treatment Facility



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the Marshview Water Treatment Facility, which pumps about **six hundred thousand** gallons of water daily from the Floridan Aquifer through two deep wells. These wells penetrate the porous limestone and clay at depths of about 1000 to 1200 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Marshview Water Treatment Facility for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It is important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the described health effect.

As you can see by the table, our system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some contaminants have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 321 mg/L (18.8 grains/gallon) ; pH = 7.1

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Fluoride (ppm)	Feb-99	0.445	NA	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Feb-99	12	NA	160	NA	No	Erosion of natural deposits, salt water intrusion
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jun-00	90th percentile nd	1 of 41 sites exceeded AL	AL = 15 ppb	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jun-00	90th percentile 0.398	1 of 41 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Unregulated Contaminants							
Chloroform	Feb-99	1.5 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report

Milmar Manor



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the **JEA South Grid**. Water is pumped from the Floridan Aquifer through deep wells that penetrate the porous limestone and clay at depths of about 1000 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

Your drinking water is routinely monitored by United Water Florida for microbiological contaminants and lead and copper at the customer's tap. JEA monitors for the remaining requirements according to Federal and State laws. The following table shows the results of monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of the data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to

drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations and your drinking water meets or exceeds all Federal and State requirements. We have learned through monitoring and testing that some constituents have been detected.

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.
- (E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Barium (ppm)	May-00	0.033	0.018 - 0.033	2	2	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	May-00	0.90	0.61 - 0.90	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Lead (ppb)	May-00	2.2	nd - 2.2	15	NA	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	May-00	70	8.4 - 70	160	NA	No	Erosion of natural deposits, salt water intrusion
Radiological Contaminants							
Gross Alpha (pCi/L)	May-00	1.4	nd - 1.4	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Copper (ppm) (tap sample)	Jul-00	90th percentile 0.054	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Total Trihalomethanes							
Total Trihalomethanes (ppb)	July/99 - Dec/00	annual average 45	2 - 150	100 ppb	NA	No	Byproduct of drinking water chlorination
Unregulated Contaminants							
Bromodichloromethane	May-00	2.5 ppb	nd - 7.2 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Bromoform	May-00	1.7 ppb	nd - 9.6 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	May-00	2.6 ppb	nd - 9.8 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Dibromochloromethane	May-00	3.1 ppb	nd - 10 ppb	not regulated	NA	No	Components of Total Trihalomethanes

Note: the Highest Level Detected for Unregulated Contaminants is the average of results.

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant: Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report

Ortega Hills Water Treatment Facility



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the Ortega Hills Water Treatment Facility. About **one hundred fourteen thousand** gallons of water are pumped daily from the Floridan Aquifer through two deep wells that penetrate the porous limestone and clay at depths of about 1000 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Ortega Hills WTF for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 148 mg/L (8.6 grains/gallon) ; pH = 7.8

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Fluoride (ppm)	Apr-00	0.44	NA	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Nickel (ppm)	Apr-00	0.013	NA	0.10	NA	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Apr-00	8.31	NA	160	NA	No	Erosion of natural deposits, salt water intrusion
Radiological Contaminants							
Gross Alpha (pCi/L)	Apr-00	1.7	NA	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Copper (ppm) (tap sample)	Jul-00	90th percentile 0.100	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Unregulated Contaminants							
Bromodichloromethane	Apr-00	4.5 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Chloroform	Apr-00	4.6 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Dibromochloromethane	Apr-00	1.7 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

UNITED WATER FLORIDA
1400 Millcoe Road
Jacksonville, Florida 32225

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2000 Annual Water Quality Report

Ponce de Leon System



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from three interconnected water treatment facilities, which make up the Ponce de Leon System. About **two hundred thousand** gallons of water are pumped daily from the Floridan Aquifer through three deep wells that penetrate the porous limestone and clay at depths of about 250 to 750 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes used to provide drinking water for this system.

United Water Florida routinely monitors the Ponce de Leon System for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the

described health effect.

As you can see by the table, some contaminants have been detected. The sulfate and Total Dissolved Solids MCLs were exceeded in 2000, but each is a secondary contaminant. Secondary contaminants are not based on health related concerns but are aesthetic standards for taste, odor, and appearance of the water.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 370 mg/L (21.6 grains/gallon) ; pH = 7.3

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Cyanide (ppb)	Mar-00	29	nd - 29	200	200	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	Mar-00	1.2	1.1 - 1.2	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Mar-00	70.9	40.7 - 70.9	160	NA	No	Erosion of natural deposits, salt water intrusion
Secondary Contaminants							
Sulfate (ppm)	Mar-00	310	190 - 310	250	NA	Yes	Erosion of natural deposits
Total Dissolved Solids (ppm)	Mar-00	668	534 - 668	500	NA	Yes	Erosion of natural deposits
Radiochemical Contaminants							
Gross Alpha (pCi/L)	Mar-00	3.1	nd - 3.1	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jun-99	90th percentile 4	0 sites exceeded AL	AL = 15 ppb	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jun-99	90th percentile 0.348	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report

Ponte Vedra System



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from two interconnected water treatment facilities, which make up the Ponte Vedra System. About **1.25 million** gallons of water are pumped daily from the Floridan Aquifer through three deep wells that penetrate the porous limestone and clay at depths of about 900 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Ponte Vedra System for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It is important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the

described health effect.

As you can see by the table, your system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 283 mg/L (16.5 grains/gallon) ; pH = 7.5

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Fluoride (ppm)	Feb-99	1.06	1.04 - 1.06	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Feb-99	20.0	19.7 - 20.0	160	NA	No	Erosion of natural deposits, salt water intrusion
Radiochemical Contaminants							
Gross Alpha (pCi/L)	Feb-99	1.9	nd - 1.9	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jun-00	90th percentile nd	0 sites exceeded AL	AL = 15 ppb	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jun-00	90th percentile 0.624	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Unregulated Contaminants							
Bromodichloromethane	Feb-99	17.3 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes
Bromoform	Feb-99	1.3 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	Feb-99	19.2 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes
Dibromochloromethane	Feb-99	11.0 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report

Queen Akers System



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from two interconnected water treatment facilities, which make up the Queen Akers System. About **1.3 million** gallons of water are pumped daily from the Floridan Aquifer through three deep wells. These wells penetrate the porous limestone and clay at depths of about 800 to 1000 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Queen Akers System for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-

in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 288 mg/L (16.8 grains/gallon) ; pH = 7.5

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Barium (ppm)	Feb-99	0.015	0.011 - 0.015	2	2	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	Feb-99	0.445	0.221 - 0.445	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Feb-99	42.9	13.2 - 42.9	160	NA	No	Erosion of natural deposits, salt water intrusion
Radiological Contaminants							
Gross Alpha (pCi/L)	Feb-99	1.0	0.3 - 1.0	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jul-00	nd	0 sites exceeded AL	AL = 15 ppm	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jul-00	90th percentile 0.563	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Total Trihalomethanes							
Total Trihalomethanes (ppb)	quarterly, 2000	highest quarterly annual average 80	10 - 130	100 ppb	NA	No	Byproduct of drinking water chlorination
Unregulated Contaminants							
Bromodichloromethane	Feb-99	8.7 ppb	0.9 - 16.5 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Bromoform	Feb-99	1.5 ppb	0.8 - 2.2 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	Feb-99	13.65 ppb	0.7 - 26.6 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Dibromochloromethane	Feb-99	3.5 ppb	nd - 7 ppb	not regulated	NA	No	Components of Total Trihalomethanes

Note: the Highest Level Detected for Unregulated Contaminants is the average of results for each water treatment facility.

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

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NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

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2000 Annual Water Quality Report

Ridgeland Gardens



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the **JEA South Grid**. Water is pumped from the Floridan Aquifer through deep wells that penetrate the porous limestone and clay at depths of about 1000 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

Your drinking water is routinely monitored by United Water Florida for microbiological contaminants and lead and copper at the customer's tap. JEA monitors for the remaining requirements according to Federal and State laws. The following table shows the results of monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of the data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to

drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations and your drinking water meets or exceeds all Federal and State requirements. We have learned through monitoring and testing that some constituents have been detected.

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.

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- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.
- (E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Barium (ppm)	May-00	0.033	0.018 - 0.033	2	2	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	May-00	0.90	0.61 - 0.90	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Lead (ppb)	May-00	2.2	nd - 2.2	15	NA	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	May-00	70	8.4 - 70	160	NA	No	Erosion of natural deposits, salt water intrusion
Radiological Contaminants							
Gross Alpha (pCi/L)	May-00	1.4	nd - 1.4	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jun-00	90th percentile 8	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jun-00	90th percentile 0.064	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Total Trihalomethanes							
Total Trihalomethanes (ppb)	July/99 - Dec/00	annual average 45	2 - 150	100 ppb	NA	No	Byproduct of drinking water chlorination
Unregulated Contaminants							
Bromodichloromethane	May-00	2.5 ppb	nd - 7.2 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Bromoform	May-00	1.7 ppb	nd - 9.6 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	May-00	2.6 ppb	nd - 9.8 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Dibromochloromethane	May-00	3.1 ppb	nd - 10 ppb	not regulated	NA	No	Components of Total Trihalomethanes

Note: the Highest Level Detected for Unregulated Contaminants is the **average** of results.

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report



United Water®

Riverview

We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the **JEA North Grid**. Water is pumped from the Floridan Aquifer through deep wells that penetrate the porous limestone and clay at depths of about 1000 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

Your drinking water is routinely monitored by United Water Florida for microbiological contaminants and lead and copper at the customer's tap. JEA monitors for the remaining requirements according to Federal and State laws. The following table shows the results of monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of the data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the described health effect. As you can see by the table, your

system had no violations and your drinking water meets or exceeds all Federal and State requirements. We have learned through monitoring and testing that some constituents have been detected.

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:

(A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

(B) 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.

(C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

(D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline (1-800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Barium (ppm)	5,6/00	0.027	0.015 - 0.027	2	2	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	5,6/00	0.78	0.40 - 0.78	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Lead (ppb)	5,6/00	2.9	nd - 2.9	15	NA	No	Naturally present in the aquifer, erosion of natural deposits
Nitrate (ppm)	5,6/00	0.4	nd - 0.4	10	10	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	5,6/00	54	6.5 - 54	160	NA	No	Erosion of natural deposits, salt water intrusion
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jun-00	90th percentile 8	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jun-00	90th percentile 0.086	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Volatile Organic Contaminants							
Ethylbenzene (ppb)	5,6,8/00	2.0	nd - 4.0	700	700	No	Discharge from petroleum refineries
Xylenes (ppm)	5,6,8/00	0.006	nd - 1.2	10	10	No	Discharge from petroleum refineries
Total Trihalomethanes							
Total Trihalomethanes (ppb)	4/99 - 12/00	annual average 33.1	nd - 107	100 ppb	NA	No	Byproduct of drinking water chlorination
Unregulated Contaminants							
Bromodichloromethane	5,6,8/00	1.27 ppb	nd - 18 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	5,6,8/00	12.9 ppb	0.85-230 ppb	not regulated	NA	No	Components of Total Trihalomethanes

Note: the Highest Level Detected for Unregulated Contaminants is the **average** of results.

• **Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report

Royal Lakes Water Treatment Facility



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the Royal Lakes Water Treatment Facility. About **3.2 million** gallons of water are pumped daily from the Floridan Aquifer through three deep wells that penetrate the porous limestone and clay at depths of about 1200 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Royal Lakes WTF for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the described health effect.

As you can see by the table, your

system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 358 mg/L (20.9 grains/gallon) ; pH = 7.5

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Fluoride (ppm)	Feb-99	0.89	NA	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Feb-99	15.4	NA	160	NA	No	Erosion of natural deposits, salt water intrusion
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jul-00	nd	1 of 63 sites exceeded AL	AL = 15 ppm	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jul-00	90th percentile 0.235	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Total Trihalomethanes							
Total Trihalomethanes (ppb)	quarterly, 2000	highest quarterly annual average 46	42 - 52	100 ppb	NA	No	Byproduct of drinking water chlorination
Unregulated Contaminants							
Bromodichloromethane	Feb-99	14.3 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes
Bromoform	Feb-99	2.4 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	Feb-99	12.2 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes
Dibromochloromethane	Feb-99	13.4 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant: Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report

San Jose Water Treatment Facility



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the San Jose Water Treatment Facility. About **2.3 million** gallons of water are pumped daily from the Floridan Aquifer through three deep wells that penetrate the porous limestone and clay at depths of about 1200 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the San Jose WTF for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It is important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 315 mg/L (18.4 grains/gallon) ; pH = 7.2

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Fluoride (ppm)	Feb-99	0.78	NA	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Feb-99	13.1	NA	160	NA	No	Erosion of natural deposits, salt water intrusion
Radiological Contaminants							
Gross Alpha (pCi/L)	Feb-99	0.9	NA	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jul-00	90th percentile nd	1 of 66 sites exceeded AL	AL = 15 ppb	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jul-00	90th percentile 0.255	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Total Trihalomethanes							
Total Trihalomethanes (ppb)	quarterly, 2000	highest quarterly annual average 68	21 - 120	100 ppb	NA	No	Byproduct of drinking water chlorination
Unregulated Contaminants							
Bromodichloromethane	Feb-99	9.4 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes
Bromoform	Feb-99	0.9 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	Feb-99	10.5 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes
Dibromochloromethane	Feb-99	7.4 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report

St. Johns Forest Water Treatment Facility



We're proud to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the St Johns Forest Water Treatment Facility. About **one hundred twenty thousand** gallons of water are pumped daily from the Floridan Aquifer through two deep wells that penetrate the porous limestone and clay at depths of about 400 feet. Two shallow wells of about 80 feet are used for blending to reduce the sulfate concentration. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the St Johns Forest WTF for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It is important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-

in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 400 mg/L (23.4 grains/gallon) ; pH = 7.7

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:

(A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

(B) 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.

(C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

(D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Barium (ppm)	Mar-00	0.02	NA	2	2	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	Mar-00	0.54	NA	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Mar-00	12.0	NA	160	NA	No	Erosion of natural deposits, salt water intrusion
Lead and Copper Monitoring at the Customer Tap							
Copper (ppm) (tap sample)	Jul-99	90th percentile 0.922	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

UNITED WATER FLORIDA
1400 Millcoe Road
Jacksonville, Florida 32225

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2000 Annual Water Quality Report

St. Johns North Water Treatment Facility



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the St Johns North Water Treatment Facility. About **six hundred thirty thousand** gallons of water are pumped daily from the Floridan Aquifer through three deep wells that penetrate the porous limestone and clay at depths of about 500 to 800 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the St Johns North WTF for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It is important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-

in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 212 mg/L (12.4 grains/gallon) ; pH = 7.8

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:

(A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

(B) 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.

(C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

(D) 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.

(E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Fluoride (ppm)	Feb-99	0.51	NA	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Feb-99	14.9	NA	160	NA	No	Erosion of natural deposits, salt water intrusion
Radiochemical Contaminants							
Gross Alpha (pCi/L)	quarterly 99-2000	1.4	nd - 1.4	15	0	No	Naturally present in the aquifer, erosion of natural deposits
Lead and Copper Monitoring at the Customer Tap							
Copper (ppm) (tap sample)	Jul-99	90th percentile 0.136	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Unregulated Contaminants							
Bromodichloromethane	Feb-99	4.3 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	Feb-99	9.0 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes
Dibromochloromethane	Feb-99	2.1 ppb	NA	not regulated	NA	No	Components of Total Trihalomethanes

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

ppb : parts per billion, or micrograms per liter. One part per billion corresponds to one minute in two thousand years or a single penny in \$10,000,000.

ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

pCi/L: picocuries per liter is a measure of the radioactivity in water.

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2000 Annual Water Quality Report

Venetia Terrace Water Treatment Facility



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the Venetia Terrace Water Treatment Facility. About **fifty four thousand** gallons of water are pumped daily from the Floridan Aquifer through a single deep well that penetrates the porous limestone and clay at a depth of about 800 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

United Water Florida routinely monitors the Venetia Terrace Water Treatment Facility for contaminants in your drinking water according to Federal and State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of our data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations. We're proud that your drinking water meets or exceeds all Federal and State

requirements. We have learned through our monitoring and testing that some constituents have been detected.

Due to the hardness of water in northeastern Florida, many people choose to have a water softener or other device to provide additional water treatment for aesthetic reasons. If you have any questions about the necessity of a water softener, please call United Water Florida at 725-2865. The following water quality data may be helpful for your information. Hardness = 157 mg/L (9.2 grains/gallon) ; pH = 7.8

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:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) 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.
- (E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water

provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline (1-800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Fluoride (ppm)	Mar-00	0.5	NA	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	Mar-00	15.5	NA	160	NA	No	Erosion of natural deposits, salt water intrusion
Lead and Copper Monitoring at the Customer Tap							
Lead (ppb) (tap sample)	Jun-99	90th percentile 4	2 of 22 sites exceeded AL	AL = 15 ppb	0	No	Corrosion of household plumbing systems
Copper (ppm) (tap sample)	Jun-99	90th percentile 0.136	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Unregulated Contaminants							
Bromodichloromethane	May-97	2.7 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Chloroform	May-97	4.5ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination
Dibromochloromethane	May-97	1.4 ppb	NA	not regulated	NA	No	Byproduct of drinking water chlorination

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

nd : means Not Detected and indicates that the substance was not found by laboratory analysis.

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2000 Annual Water Quality Report

Westwood



We're pleased to present to you this year's Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. 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.

Your drinking water comes from the **JEA North Grid**. Water is pumped from the Floridan Aquifer through deep wells that penetrate the porous limestone and clay at depths of about 1000 feet. Currently, aeration for the removal of naturally occurring hydrogen sulfide and chlorination for disinfection are the treatment processes required to provide water that meets or exceeds regulatory standards.

Your drinking water is routinely monitored by United Water Florida for microbiological contaminants and lead and copper at the customer's tap. JEA monitors for the remaining requirements according to Federal and State laws. The following table shows the results of monitoring for the period of January 1st to December 31st, 2000. As authorized by the EPA, the state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Therefore, some of the data may be more than one year old.

All drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. To understand the possible health effects for regulated contaminants, a person would have to

drink 2 liters of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the described health effect.

As you can see by the table, your system had no violations and your drinking water meets or exceeds all Federal and State requirements. We have learned through monitoring and testing that some constituents have been detected.

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:

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- (B) 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.
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In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

All 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 1-800-426-4791.

Special Health Effects Information
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If you have any questions about this report, please call Arthur Barrett of United Water Florida at 725-2865. We want our valued customers to be informed about their water quality.

Water Quality Summary

Substance	Sample Date	Highest Level Detected	Range	Highest Level Allowed (EPA's MCL *)	Ideal Goals (EPA's MCLG *)	Violation Y / N	Sources of Contaminant
Inorganic Contaminants							
Barium (ppm)	5,6/00	0.027	0.015 - 0.027	2	2	No	Naturally present in the aquifer, erosion of natural deposits
Fluoride (ppm)	5,6/00	0.78	0.40 - 0.78	4	4	No	Naturally present in the aquifer, erosion of natural deposits
Lead (ppb)	5,6/00	2.9	nd - 2.9	15	NA	No	Naturally present in the aquifer, erosion of natural deposits
Nitrate (ppm)	5,6/00	0.4	nd - 0.4	10	10	No	Naturally present in the aquifer, erosion of natural deposits
Sodium (ppm)	5,6/00	54	6.5 - 54	160	NA	No	Erosion of natural deposits, salt water intrusion
Lead and Copper Monitoring at the Customer Tap							
Copper (ppm) (tap sample)	Jun-00	90th percentile 0.134	0 sites exceeded AL	AL = 1.3 ppm	1.3	No	Corrosion of household plumbing systems
Volatile Organic Contaminants							
Ethylbenzene (ppb)	5,6,8/00	2.0	nd - 4.0	700	700	No	Discharge from petroleum refineries
Xylenes (ppm)	5,6,8/00	0.006	nd - 1.2	10	10	No	Discharge from petroleum refineries
Total Trihalomethanes							
Total Trihalomethanes (ppb)	4/99 - 12/00	annual average 33.1	nd - 107	100 ppb	NA	No	Byproduct of drinking water chlorination
Unregulated Contaminants							
Bromodichloromethane	5,6,8/00	1.27 ppb	nd - 18 ppb	not regulated	NA	No	Components of Total Trihalomethanes
Chloroform	5,6,8/00	12.9 ppb	0.85-230 ppb	not regulated	NA	No	Components of Total Trihalomethanes

Note: the Highest Level Detected for Unregulated Contaminants is the average of results.

*** Definitions**

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement which a water system must follow. The 90th percentile sample result is compared against the Action Level to determine compliance.

Contaminant : Any physical, chemical, biological, or radiological substance or matter in water.

Maximum Contaminant Level (MCL): 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.

Maximum Contaminant Level Goal (MCLG): 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.

NA : not applicable

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ppm : parts per million, or milligrams per liter (mg/L). One part per million corresponds to one minute in two years or a single penny in \$10,000.

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