



Annual Consumer Confidence Report

An annual report detailing the quality of water supplied to you by the City of Ocoee

For Year
2009



From your Utilities Director

At your City of Ocoee Utilities Department, we spend a lot of time thinking about water — where to get it, how to maintain and improve its quality, and what to do with it once it leaves your faucet and returns to us as wastewater. Each day, on average, we dispense 3.5 million gallons of drinking water through 130 miles of water lines, and take back one and a half million gallons of wastewater. It's our job.

As a water utility, it is also our job to encourage water conservation, which puts us in the unique position of encouraging you, our customers, to use less of our product. It is a contradiction, but that is business we would gladly defer, for your children, and for ours.

This year's *Annual Consumer Confidence Report*, in addition to providing you with important information on the quality of your drinking water and where it comes from, includes important information on some of our ongoing efforts to conserve, reclaim and reuse water, one of our most precious and endangered resources.

We hope you will find this information helpful, and that you will join us in our efforts to maintain *The Center of Good Living* in Ocoee for generations to come.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles K. Smith".

Charles K. Smith, P.E.
Utilities Director



The City of Ocoee Utilities Department's continuous goal and commitment is to provide residents and businesses with a safe, dependable supply of drinking water, and to ensure its long term quality. Utilities provides this Annual Consumer Confidence Report to Ocoee residents so they may understand the concerted and rigorous efforts made to continually maintain and improve the water treatment process and preserve Ocoee's precious water resources.

If you have any questions concerning this report, or would like to learn more about your water utility, please contact the Utilities Department at (407) 905-3159. Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday and offices are located at 1800 A.D. Mims Road, Ocoee, Florida 34761, across from the Jim Beech Recreation Center. You can also visit www.ocoee.org for more information.

The City of Ocoee's drinking water is groundwater drawn via wells from the Floridan Aquifer, one of the world's largest sources of

drinking water. It is chlorinated for disinfection and fluoridated for dental health. Your Utilities Department routinely monitors for contaminants in accordance with Federal and State regulations.

Special health considerations

Some people with special medical needs may be more vulnerable to impurities in drinking water than the general population. Immuno-compromised persons, such as persons with cancer that are undergoing chemotherapy, persons who have received organ transplants, persons with HIV/AIDS or other immune system disorders, some elderly, and occasionally infants, can be particularly at risk for infection from this and any drinking water source. These people should seek advice about consuming 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 1-800-426-4791.

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Why we monitor

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

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

Test Results Table

The following table shows the results of the monitoring period from January 1st to December 31st, 2009. The State of Florida allows for the monitoring of some contaminants less than once per year because the concentration of these contaminants does not change frequently. Therefore, some of the provided data, though representative, is more than a year old.

Contaminant and Unit of Measure	Date of Sample Analysis	MCL/ Violation Yes/No	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Radiological Contaminants							
Gross Alpha (pCi/L)	March, 2008	No	2.2	1.4 - 2.2	0	15	Erosion of natural deposits
Combined Radium (pCi/L)	March, 2008	No	2.7	2.2 - 2.7	0	5	Erosion of natural deposits
Inorganic Contaminants							
Barium (ppm)	March 25, 2008	No	0.014	0.012 - 0.014	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium (ppb)	March 25, 2008	No	3.4	2.9 - 3.4	100	100	Discharge of steel and pulp mills; erosion of natural deposits
Fluoride (ppm)	March 25, 2008	No	0.665	0.563 - 0.665	4	4	Erosion of natural deposits; water additive which promotes strong teeth; when at optimum levels between 0.7 and 1.3 ppm; and discharge from fertilizer and aluminum factories.
Sodium (ppm)	March 25, 2008	No	7.27	7.05 - 7.27	N/A	160	Salt water intrusion, leaching from soil
Lead and Copper (Tap Water)							
Contaminant and Unit of Measure	Date of Sample Analysis	AL/ Violation Y/N	90th Percentile Result	Number of Sampling Sites Exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (Tap Water) (ppm)	July, 2008	No	0.295	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (Tap Water) (ppb)	July, 2008	No	2.4	0	0	15	Corrosion of household plumbing systems; erosion of natural deposits
STAGE 1 Disinfectant/Disinfection By Product (D/DBP Contaminants)							
Contaminant and Unit of Measure	Date of Sample Analysis	MCL/ Violation Y/N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	By-Product of Drinking Water Chlorination
Chlorine (ppm)	2008	No	1.4	0.5 - 2.2	N/A	4	Water additive to control microbes
THM (Total Trihalomethanes) (ppb)	August, 2009	No	34.7 (Annual Average)	34.4 - 35.0	N/A	MCL=80	By-product of drinking water chlorination
Haloacetic Acids (ppb)	August, 2009	No	21.5 (Annual Average)	14.5 - 28.5	N/A	MCL=60	By-product of drinking water chlorination

Table terms and abbreviations

- **Non-Applicable (N/A)** – does not apply
- **Units: ppm (Parts Per Million)** - The equivalent of 1 cent in \$10 thousand; **ppb (Parts Per Billion)** - The equivalent of 1 cent in \$10 million; **pCi/L (PicoCuries Per Liter)** - A measure of radioactivity.
- **Action Level (AL)** – the concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.
- **Maximum Contaminant Level** - The "Maximum Allowed" (MCL) is 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** - The "Goal" (MCLG) is 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.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The City of Ocoee is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing

your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>. The City of Ocoee's water sample for lead was 2.4 ppb (parts per billion), which is significantly less than the Maximum Contact Limit of 15 ppb.



A word about reclaim...

Here in Ocoee, we are fortunate in that our drinking water comes from the Floridan Aquifer, one of the world's largest and most productive groundwater sources—the aquifer stretches the length of the state and up into Georgia, so chances are slim that you will ever turn the handle and not get the clean, consistently high quality water you have come to expect from The City of Ocoee Utilities Department.

However that may not always be the case. At our current rate of consumption, we are draining the aquifer faster than nature can fill it back up. That is why forward-thinking communities like ours are turning to alternative residential irrigation sources, such as reclaimed water, rain barrels and cisterns to reduce groundwater consumption.

A new way forward

The City of Ocoee began irrigating with reclaimed water at the Forest Lake golf course in 1994. Residential service launched in 1999, and has grown to serve more than 20 percent of our 10,000-plus Ocoee utility customers, for an average daily groundwater savings of more than a million gallons. Ocoee's reclaimed water is put through a rigorous four-step cleaning and chlorination process and continuously tested until it leaves the plant. Water that does not meet minimum standards for non-potable human contact is reprocessed until it meets specifications. Utilizing reclaimed water not only helps preserve groundwater for future generations, but also eliminates a potential source of groundwater contamination. Customers benefit through lower utility bills and exemption from daily watering restrictions. In fact, reclaim irrigation usage seven days a week, rain or shine, is essential to the efficient operation of our wastewater facility.

A team effort

Reclaim use is mandatory where available. And, even allowing for the occasional peak demand outage, the benefits to customers are significant. Not only is reclaimed water billed at a substantial discount to the cost of groundwater, but customers also enjoy even greater savings by virtue of the fact that the City does not charge sewer fees on reclaimed.

Irrigating with reclaimed water differs from traditional groundwater irrigation in that we need to be able to count on you, our customers, to take water seven days a week, even when it rains. This is not wasteful. With new wastewater coming in every day, we are counting on you to draw down the previous day's supply. The alternative – purchasing land to apply the surplus – is much more expensive, and would raise utility bills. Conversely, there will be days, when water is in the most demand, when the supply will fall short of demand and customers might need to supplement with hand watering—using groundwater, or ideally with roof runoff captured in rain barrels. Residents can obtain barrels, at no charge, from the Utilities Department's Water Conservation Division, by attending rain barrel workshops or City events, such as Spring Fling or Founder's Day. The City is working with Orange County to obtain a greater supply of reclaim water and is planning the extension of new transmission mains that would provide extra capacity for Ocoee's needs. The linking projects should be completed by year end 2012.

The City has an ongoing reclaim feasibility plan that maps out future reclaim projects. The plan, updated every other year, is available for public inspection. For more information on Ocoee's reclaimed water system, or to arrange a tour of our facilities, visit us online at <http://www.ocoee.org/Departments/PU/Reclaim.htm> or call (407) 905-3159.

“Reclaimed water not only helps preserve groundwater for future generations, but also eliminates a potential source of groundwater contamination.”

RULES OF RECLAIM

- Water daily rain or shine.
- Expect occasional shortages.



Violations and Explanations

Due to an oversight, the Utilities Department did not include certain statements in the 2008 Consumer Confidence Report that are required by the EPA. Ocoee's water supply was not specifically stated as being "groundwater from the Floridan Aquifer"; and a statement concerning the health effects of elevated lead levels was omitted. The exclusion of these statements in no way affects the quality of water; and both are included in this report. Ocoee's lead sample level was 2.4 ppb (parts per billion) which is

significantly less than the Maximum Contact Limit of 15 ppb. Additionally, the Sodium sample level and top value of the range were also incorrectly reported as 16 ppm (parts per million); when the actual value was 7.27 ppm, which is significantly less than the Maximum Content Level of 160 ppm. The preceding violations were corrected and reported in a Notice of Addendum to City of Ocoee 2008 Annual Consumer Confidence Report, which was inserted into July 2009 utility bills.

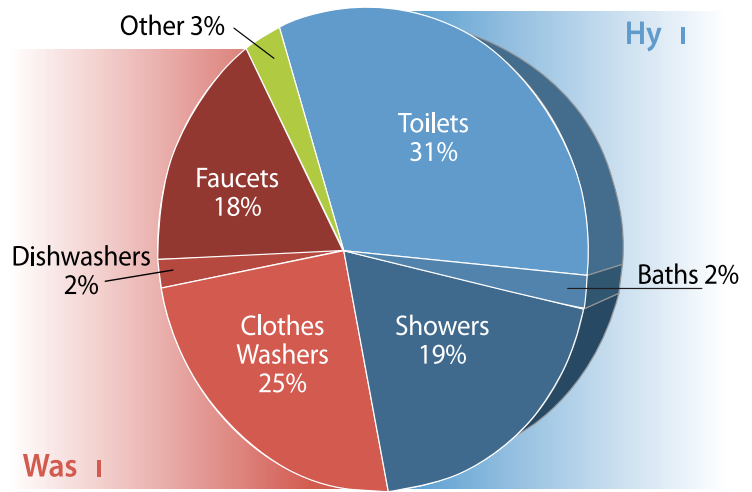
Save Water

Here are some helpful tips to save and protect our water resources:

1. Repair faucets and leaks right away.
2. When washing a vehicle, always use an automatic shut off nozzle.
3. Use a water displacement device in toilet tanks to limit the amount of water for each flush.
4. Use the dishwasher only when full.
5. Retrofit your indoor faucets with water-saving devices.
6. Wash only full loads of laundry.
7. Do not let water run while shaving or brushing teeth.
8. Take short showers instead of long baths.
9. Water the lawn only in the early morning or evening hours.

For more conservation ideas and tips, please contact: Diana Wagner, Water Conservation Coordinator, at 407-905-3100 ext. 4009

How We Use Water at Home



Did You Know?

- The human body is three-quarters water.
- A quarter of the world's population lacks a safe source of drinking water.
- In the United States, each person consumes more than 100 gallons of drinking water per day.

- We only drink two quarts of that, or less.

So What Do We Do With the Rest?

- In the United States, we use more than half of our safe drinking water to water our lawns, wash our cars and clean our driveways!

