State of Florida

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: December 10, 2012

TO: Ann Cole, Commission Clerk, Office of Commission Clerk

FROM: James E. McRoy, Utility System/Engineering Specialist, Division of Engineering

RE: Docket No. 120152-WS; Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.

Attached is the most recent Department of Environmental Protection (DEP) Consumer Confidence Reports (CCRs) report for Pluris Wedgefield, Inc and Orlando Utilities Commission. Please place the attached documents in the docket file.

Should you have any questions, regarding this matter, please contact me.

Attachments

UTILITY PARTNERS

RECEIVED-DEP
CENTRAL DISTRICT OFFICE
2011 JUN 17 PM 12:04

PLURIS WEDGEFIELD, INC.
3100 Bancroft Blvd.
Orlando, FL. 32883

TO: FDEP - Central District

DATE: 6-8-2011	JOB#:
ATTN:	
RE: Wedgefield CCR - Certification of Delivery (Revised)	

WE ARE SENDING YOU: [X] Attached [ ] Under Separate Cover Via:

[ ] Shop Drawings [ ] Prints [ ] Plans [ ] Permits

[ ] _____

6/8/2011	1	Wedgefield CCR - Certification of Delivery (Revised)

THESE ARE TRANSMITTED as checked below:

[X] Signed and/or Accepted [ ] Approved as submitted [ ] Resubmit___copies for appr.

[X] As required [X] For your information [ ] Submit___copies for dist.

[ ] For review and comment [ ] Returned for corrections [ ] Return___corrected prints

Remarks: _____

Signed: _____

RECEIVED
JUN 17 2011
DEP Central District

✓ CP 5-17-11 mc

RECEIVED
JUN 17 2011
DEP Central District

RECEIVED-DEP
CENTRAL DISTRICT OFFICE
2011 JUN 17 P 12:20

Certification of Delivery of Consumer Confidence Report

GENERAL INSTRUCTIONS: This form shall be completed by all community water systems (CWSs) that have prepared a Consumer Confidence Report (CCR) in accordance with Rule 62-550.824, F.A.C., Consumer Confidence Reports. At the end of this form is a certification in which a system's authorized representative shall certify that the reported information is accurate and is in conformance with Rule 62-550.824, F.A.C. **COMPLETE THIS FORM AND SUBMIT IT BY AUGUST 10,** together with a copy of your system's CCR, and any newspaper notice(s) and posted notice(s) of your CCR, to the appropriate DEP district office or Approved County Health Department (ACHD). Systems serving 100,000 or more persons posting their CCRs on publicly accessible Internet sites shall provide the information on the appropriate Internet link(s). All information provided on this form must be typed or printed in ink.

I. General Water System Information. (To be completed by all community water systems.)

System name: Pluris Wedgefield, Inc. Contact person: Joseph M. Kuhns

PWS Identification number (PWS-ID): 3480149 Contact phone number: 813 991 7259

Mailing address: 6608 Walton Way City: Tampa

State: FL Zip: 33610 Population served (not the number of "service connections"): 3715

II. CCR Distribution Method. (To be completed by all community water systems. Choose A or B as appropriate.)

☒ **A.** We mailed or otherwise directly delivered a copy of our CCR to each customer on (enter date(s) of mailing or delivery.) May 17, 2011 (Systems that do not use the mailing waiver must mail or otherwise directly deliver a copy of their CCR to each customer.)

☐ **B.** We were eligible to use a mailing waiver and used a mailing waiver. (Systems are eligible to use a mailing waiver only if they serve fewer than 10,000 persons, have not had any MCL or monitoring and reporting (M/R) violations, nor have been issued any formal Notices of Violations (NOVs), Consent Orders, Administrative Orders, or court-ordered civil actions during the calendar year before the year the CCR is due to the customers.)

Answer a. b. and c below.)

☐ **a.** Date of newspaper:

☐ **b.** Name of newspaper/newsletter that published our CCR:

☐ **c.** A copy of our notice to customers, informing them that our CCR will not be mailed to them, is attached. This notice was: ☐mailed with bill; ☐published in newspaper/newsletter; or ☐other (describe)

III. Posting of CCR on the Internet. (To be completed by all CWSs serving 100,000 or more persons.)

☐ We posted our CCR on this publicly accessible Internet Site:

IV. Report on Your Effort to Distribute Your CCR to Your Water Consumers.

(To be completed by all CWSs. Check all items that apply - at least 2 items must be checked.)

In addition to the methods selected in Part II,

☒ **A.** We posted our CCR on this publicly accessible Internet Site: www.pluriscompanies.com

☐ **B.** We published our CCR in the local newspaper(s). The name(s) and date(s) of the newspaper(s) are:

☐ **C.** We advertised the availability of our CCR as a press release, radio announcement, or TV announcement. The type(s) and date(s) of the advertisement(s) are:

☒ **D.** We delivered multiple copies of our CCR to single bill addresses serving several persons.

☐ **E.** We delivered multiple copies of our CCR to the following community organizations:

☐ **F.** Our CCR was posted in the following public locations:

☐ G. Our CCR was distributed by other methods (e.g., additional copies placed in entrance hall to facility). Describe.

V. Use of Non-English Language in CCR (To be completed by all community water systems.)

☒ Information in a non-English language was included in our CCR because 20% or more of our customers do not speak English but speak Spanish. The method we used to determine the proportion of non-English speaking customers is _____

☐ This requirement does not apply to our system, because we have no non-English speaking group among our customers equal to or exceeding 20% of our total number of customers.

VI. Other Delivery Requirements. (To be completed by all community water systems.)

(A) Was a copy of your CCR sent to your county health department, as required by rule? ☒Yes ☐No

(B) Is your system regulated by the Public Service Commission (PSC)? ☐Yes ☒No

If Yes, was a copy of your CCR sent to the PSC, as required by rule? ☐Yes ☐No

(C) If your system sells water to other systems, have you provided them with either a copy of your CCR or the required consumer confidence information? ☐Yes ☐No ☒ Not Applicable

VII. Certification of Delivery of CCR and Compliance with Regulations. (To be completed by all CWSs.)

This statement certifies that the above named community public water system has distributed its CCR for the time period starting January 1, 2010, and ending December 31, 2010, to its customers on (mm/dd/yy) 05/17/2011 and provided the appropriate notices of availability according to the requirements listed in this form, which are also found in Rule 62-550.824, F.A.C. This statement also certifies that the reported information is correct and consistent with the compliance monitoring data for the same period previously submitted to the Department, and that the report has been delivered to the agencies identified in Rules 62-550.824(3)(e)3., and 4., F.A.C.

SIGNATURE OF AUTHORIZED REPRESENTATIVE: _____

NAME (please print): Joseph M. Kuhns

TITLE: Project Manager DATE: 6-8-2011

☒ **A copy of our CCR is attached.**

2010 Annual Drinking Water Quality Report

Pluris Wedgefield, Inc. (PWS ID # 3480149)

We're very pleased to provide you with this year's Annual 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. Our water source is groundwater pumped from two wells drilled 430 and 440 feet deep into the Floridian Aquifer and chlorinated for disinfection by the use of liquid chlorine.

Source Water Assessment Plan

The Florida Department of Environmental Protection (FDEP) performed a Source Water Assessment on our system in 2009. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells. There is one potential source of contamination identified for this system with moderate susceptibility levels. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp.

Pluris Wedgefield, Inc. does not currently hold regular public meetings. Should the Utility hold a public meeting, you will be notified through the mail or public notice. We want our valued customers to be informed about their water utility. If you have any questions about this report or concerning your water utility, please contact Joseph M. Kuhns at (813) 991-7259.

Pluris Wedgefield, Inc. routinely monitors for constituents in your drinking water according to Federal and State laws. Unless otherwise noted, the tables that follow show the results of our monitoring for the period of January 1 to December 31, 2010. As authorized and approved by 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. Some of our data [e.g., for organic contaminants], though representative, are more than one year old. Data obtained before January 1, 2010, and presented in this report are from the most recent testing done in accordance with current laws, rules and regulations.

Special Note to Property and Facility Managers: If you are responsible for apartments or other multiple residential or commercial units we encourage you to distribute this report to all your tenants either by posting in a common area or by furnishing a copy to each tenant or resident. If you require additional copies, please call Joseph M. Kuhns at (813) 991-7259 and we will provide them.

In the table below, you may find unfamiliar terms and abbreviations. To help you better understand these terms we've provided the following definitions:

Maximum Contaminant Level or 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 or 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.

Maximum residual disinfectant level or MRDL: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum residual disinfectant level goal or MRDLG: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Initial Distribution System Evaluation (IDSE): An important part of the Stage 2 Disinfection Byproducts Rule (DBPR). The IDSE is a one-time study conducted by water systems to identify distribution system locations with high concentrations of trihalomethanes (THMs) and haloacetic acids (HAAs). Water systems will use results from the IDSE, in conjunction with their Stage 1 DBPR compliance monitoring data, to select compliance monitoring locations for the Stage 2 DBPR.

"N/A" means not applicable, does not apply.

Parts per million (ppm) or Milligrams per liter (mg/l) – one part by weight of analyte to 1 million parts by weight of the water sample.

Parts per billion (ppb) or Micrograms per liter (µg/l) – one part by weight of analyte to 1 billion parts by weight of the water sample.

Picocurie per liter (pCi/L) – is a measure of the radioactivity of water.

Stage 1 Disinfectants and Disinfection By-Products							
For bromate, chloramines, or chlorine, the level detected is the the highest running annual average (RAA), computed quarterly, of monthly averages of all samples collected. For haloacetic acids or TTHM, the level detected is the highest RAA, computed quarterly, of quarterly averages of all samples collected if the system is monitoring quarterly or is the average of all samples taken during the year if the system monitors less frequently than quarterly. Range of Results is the range of individual sample results (lowest to highest) for all monitoring locations, including Initial Distribution System Evaluation (IDSE) results as well as Stage 1 compliance results.							
Disinfectant or Contaminant and Unit of Measurement	**Dates of sampling (mo./yr.)**	**MCL or MRDL Violation Y/N**	**Level Detected**	**Range of Results**	**MCLG or MRDLG**	**MCL or MRDL**	**Likely Source of Contamination**
Chlorine (ppm)	1/1/10-12/31/10	N	1.55	0.6-2.7	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
Haloacetic Acids (five) (HAA5) (ppb)	1/1/10-12/31/10	N	51.775	46.3-55.9	N/A	MCL=60	By-product of drinking water disinfection
TTHM [Total trihalomethanes] (ppb)	1/1/10-12/31/10	N	67.825	62.1-74.2	N/A	MCL=80	By-product of drinking water disinfection

Haloacetic acids (five) (HAA5): Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

TTHMs [Total Trihalomethanes]. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

We constantly monitor for various contaminants in the water supply to meet all regulatory requirements. We are pleased to announce that our water system is now in compliance of federal and state water quality standards for Total Trihalomethanes and Haloacetic Acids beginning in October, 2010. The levels of Total Trihalomethanes and Haloacetic Acids are shown in the Test Results Table. Some people who drink water containing Total Trihalomethanes and Haloacetic Acids in excess of the MCL over many years could experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer. Our system corrected the violation by implementing a MIEX type of treatment which utilizes specialized filters to remove organic compounds.

Contaminant and Unit of Measurement	**Dates of sampling (mo./yr.)**	**MCL Violation Y/N**	**Level Detected**	**Range of Results**	**MCLG**	**MCL**	**Likely Source of Contamination**
Inorganic Contaminants							
Nitrate (as Nitrogen) (ppm)	5/10	N	0.75	N/A	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm) Well #2 Well #3	5/10	N	44.1 40.4	N/A	N/A	160	Salt water intrusion, leaching from soil
Contaminant and Unit of Measurement	**Dates of sampling (mo./yr.)**	**MCL Violation Y/N**	**Highest Result**	**Range of Results**	**MCLG**	**MCL**	**Likely Source of Contamination**
Secondary Contaminants							
Chloride (ppm) Well #2 Well #3	5-10, 10-10	N	73.0 & 86.4 66.0 & 76.0	71.0 to 86.4 59.0 to 76.0	250	250	Natural occurrence from soil leaching
Manganese (ppm) Well #2 Well #3	5-10	Y	11.8 11.6	N/A N/A	0.05	0.05	Natural occurrence from soil leaching
Total Dissolved Solids (ppm) Well #2 Well #3	5-10	N	440.0 440.0	N/A N/A	500	500	Natural occurrence from soil leaching
Sulfate (ppm) Well #2 Well #3	5-10	N	28.0 23.0	N/A N/A	250	250	Natural occurrence from soil leaching

The Environmental Protection Agency requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the tables above are the only contaminants detected in your drinking water.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Pluris Wedgefield, Inc .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 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 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 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. 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.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated contaminants, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

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).

We at Pluris Wedgefield, Inc. would like for you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to insuring the quality of your water. If you have any questions or concerns about the information provided, please feel free to call any of the numbers listed.

Esta es información importante. Si no la pueden leer, necesitan que alguien se la traduzca.

OUC
The *Reliable* One®

July 5, 2011

Ms. Marie Carrasquillo
Florida Department of Environmental Protection
Central District Office
3319 Maguire Blvd, Suite 232
Orlando, FL 32803-3767

Ms. Carrasquillo:

Included is the 2011 Consumer Confidence Report (CCR) for Orlando Utilities Commission.

If you have questions, please give us a call at 407-434-2549.

Sincerely,

John Gray, Manager
Water Quality Laboratory

enclosure

CP 6/27/11 mc

RECEIVED
JUL 07 2011
DEP Central Dist.

Certification of Delivery of Consumer Confidence Report

GENERAL INSTRUCTIONS: This form shall be completed by all community water systems (CWSs) that have prepared a Consumer Confidence Report (CCR) in accordance with Rule 62-550.824, F.A.C., Consumer Confidence Reports. At the end of this form is a certification in which a system's authorized representative shall certify that the reported information is accurate and is in conformance with Rule 62-550.824, F.A.C. **COMPLETE THIS FORM AND SUBMIT IT BY AUGUST 10,** together with a copy of your system's CCR, and any newspaper notice(s) and posted notice(s) of your CCR, to the appropriate DEP district office or Approved County Health Department (ACHD). Systems serving 100,000 or more persons posting their CCRs on publicly accessible Internet sites shall provide the information on the appropriate Internet link(s). All information provided on this form must be typed or printed in ink.

I. General Water System Information. (To be completed by all community water systems.)

System name: Orlando Utilities Commission
Contact person: John Gray
PWS Identification number (PWS-ID): 3480962
Contact phone number: 407-434-2549
Mailing address: 3800 Gardenia Avenue
City: Orlando
State: FL Zip: 32839
Population served (not the number of "service connections"): 426,452

II. CCR Distribution Method. (To be completed by all community water systems. Choose A or B as appropriate.)

☑ **A.** We mailed or otherwise directly delivered a copy of our CCR to each customer on (enter date(s) of mailing or delivery.) 6/27/11 (Systems that do not use the mailing waiver must mail or otherwise directly deliver a copy of their CCR to each customer.)

☐ **B.** We were eligible to use a mailing waiver and used a mailing waiver. (Systems are eligible to use a mailing waiver only if they serve fewer than 10,000 persons, have not had any MCL or monitoring and reporting (M/R) violations, nor have been issued any formal Notices of Violations (NOVs), Consent Orders, Administrative Orders, or court-ordered civil actions during the calendar year before the year the CCR is due to the customers.)

- ☐ **a.** Date of newspaper: _____
- ☐ **b.** Name of newspaper/newsletter that published our CCR: _____
- ☐ **c.** A copy of our notice to customers, informing them that our CCR will not be mailed to them, is attached. This notice was: ☐mailed with bill; ☐published in newspaper/newsletter; or ☐other (describe)

_____

III. Posting of CCR on the Internet. (To be completed by all CWSs serving 100,000 or more persons.)

☑ We posted our CCR on this publicly accessible Internet Site: www.ouc.com

IV. Report on Your Effort to Distribute Your CCR to Your Water Consumers.

(To be completed by all CWSs. Check all items that apply - at least 2 items must be checked.)

In addition to the methods selected in Part II,

☑ **A.** We posted our CCR on this publicly accessible Internet www.ouc.com

☐ **B.** We published our CCR in the local newspaper(s). The name(s) and date(s) of the newspaper(s) are:

_____

☐ **C.** We advertised the availability of our CCR as a press release, radio announcement, or TV announcement. The type(s) and date(s) of the advertisement(s) are: _____

☐ **D.** We delivered multiple copies of our CCR to single bill addresses serving several persons.

☐ **E.** We delivered multiple copies of our CCR to the following community organizations:

_____

☑ **F.** Our CCR was posted in the following public locations: OUC customer service Locations at 100 W Anderson St and 3800 Gardenia Orlando

☑ G. Our CCR was distributed by other methods (e.g., additional copies placed in entrance hall to facility). Describe.

Additional copies placed in the lobby of the Water Quality Lab

V. Use of Non-English Language in CCR. (To be completed by all community water systems.)

☐ Information in a non-English language was included in our CCR because 20% or more of our customers do not speak English but speak _____. The method we used to determine the proportion of non-English speaking customers is _____

☑ This requirement does not apply to our system, because we have no non-English speaking group among our customers equal to or exceeding 20% of our total number of customers.

VI. Other Delivery Requirements. (To be completed by all community water systems.)

(A) Was a copy of your CCR sent to your county health department, as required by rule? ☑ Yes ☐ No

(B) Is your system regulated by the Public Service Commission (PSC)? ☐ Yes ☑ No

If Yes, was a copy of your CCR sent to the PSC, as required by rule? ☐ Yes ☐ No

(C) If your system sells water to other systems, have you provided them with either a copy of your CCR or the required consumer confidence information? ☑ Yes ☐ No ☐ Not Applicable

VII. Certification of Delivery of CCR and Compliance with Regulations. (To be completed by all CWSs.)

This statement certifies that the above named community public water system has distributed its CCR for the time period starting January 1, 2010 and ending December 31 2010, to its customers on (mm/dd/yy) 6/27/11 and provided the appropriate notices of availability according to the requirements listed in this form, which are also found in Rule 62-550.824, F.A.C. This statement also certifies that the reported information is correct and consistent with the compliance monitoring data for the same period previously submitted to the Department, and that the report has been delivered to the agencies identified in Rules 62-550.824(3)(e)3., and 4., F.A.C.

SIGNATURE OF AUTHORIZED REPRESENTATIVE: John N. Gray

NAME (please print): John N. Gray

TITLE: Manager of Water Quality DATE: 06/28/2011

☑ **A copy of our CCR is attached.**

CERTIFICATION OF DELIVERY OF CONSUMER CONFIDENCE INFORMATION TO SUPPLIED SYSTEMS

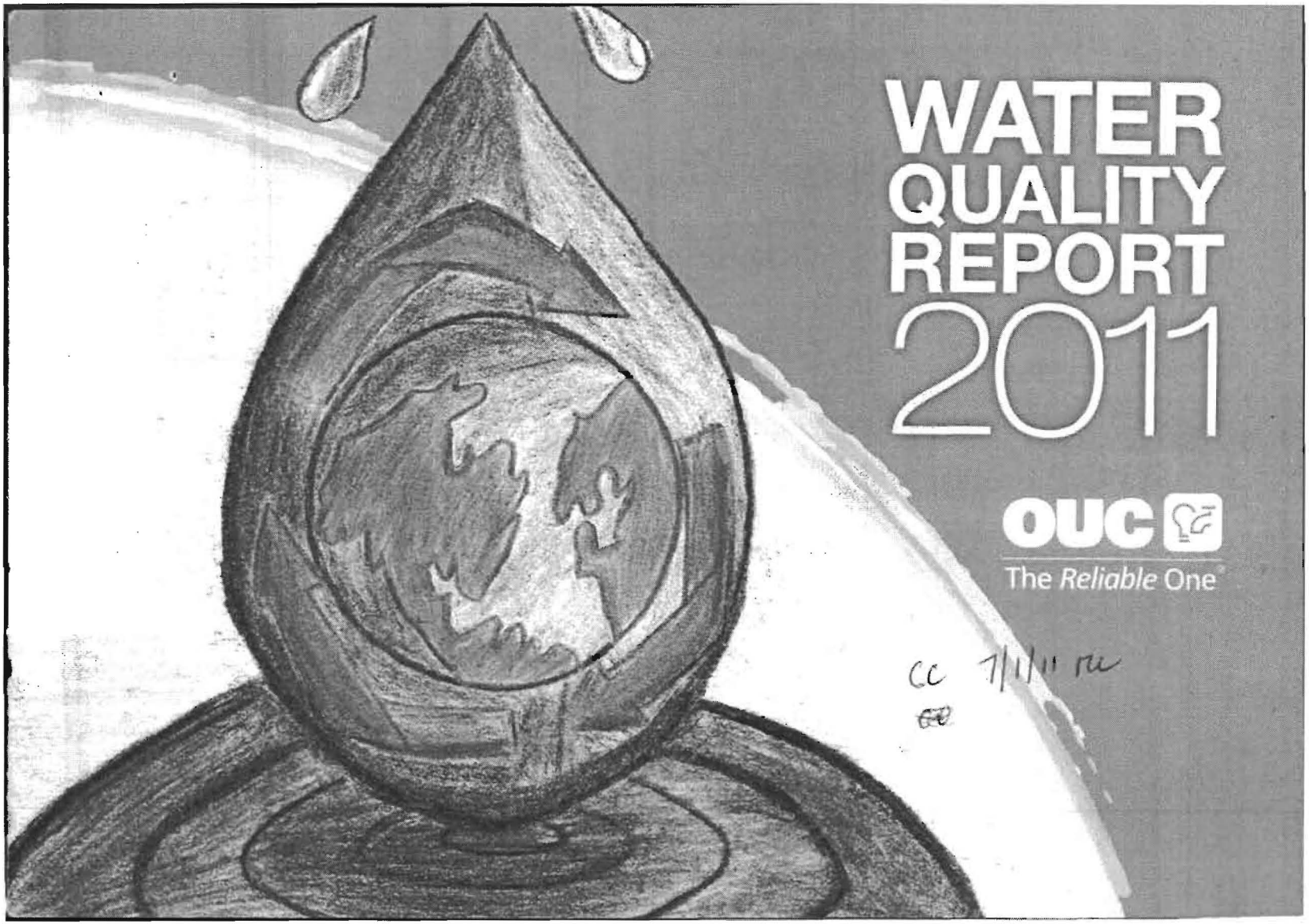
General Directions:
This form shall be completed and submitted by supplier systems via public mail or email. To meet the requirements of Rule 62-550.824(3)(b), F.A.C., public drinking water systems that supply water (supplier systems) to community water systems must provide these supplied systems with the appropriate monitoring and other compliance information required by state and federal consumer confidence report (CCR) rules and regulations in enough time so that they can produce a Consumer Confidence Report. **CCR DATA MUST BE DELIVERED BY APRIL 1, UNLESS THE WHOLESALER AND RETAILER MUTUALLY AGREE UPON A DIFFERENT DATE AND SPECIFY IT IN A WRITTEN CONTRACT BETWEEN THE TWO PARTIES. WITHIN 10 DAYS AFTER THE REQUIRED INFORMATION IS DUE TO THE RETAILER**, complete this form and submit it either by mail or by e-mail to the appropriate Department of Environmental Protection (DEP) District Office or Approved County Health Department (ACHD), as required by Rule 62-550.824(3), F.A.C. All information provided on this form must be typed or printed in ink.

I. Supplier General Water System Information

System Name: Orlando Utilities Commission PWS Identification No.: 3480962
PSC Certification Number, if applicable: Date:
System Owner's Name: Orlando Utilities Commission System Owner's Tel. No.: 407-434-2549
System Owner's Address: 3800 Gardenia Ave/ Water Quality Laboratory
City: Orlando State: Fla Zip Code: 32839
System Representative: John N. Gray
E-mail address: Jgray@ouc.com
Population Served (not the number of service connections): 426,452

II. Supplied System Information: (attach additional sheets as necessary)

1. Water System Name: Corrine Terrace	Data Given to Buyer (Date) 3-29-2010	PWS-ID: 3480241
2. Water System Name: Quetwyler Shores	Data Given to Buyer (Date) 3-29-2010	PWS-ID: 3480265
3. Water System Name: Lake Conway Park	Data Given to Buyer (Date) 3-29-2010	PWS-ID: 3480689
4. Water System Name: Crescent Heights	Data Given to Buyer (Date) 3-29-2010	PWS-ID: 3480255
5. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
6. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
7. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
8. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
9. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
10. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
11. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
12. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
13. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
14. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
15. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
16. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
17. Water System Name:	Data Given to Buyer (Date)	PWS-ID:
18. Water System Name:	Data Given to Buyer (Date)	PWS-ID:


WATER
QUALITY
REPORT
2011
OUC
The Reliable One
CC 7/1/11 RU

The Water Color Project

The artwork featured in this year's report was created by local public school students as part of a water conservation-themed art partnership between OUC and Orange County Utilities Water Division. The Water Color Project featured paintings and drawings by elementary school students and rainwater collection barrels painted by high school art classes. The artwork was highlighted in a 2011 calendar designed to encourage water conservation in our community. For more information on how your child's class can participate, visit **www.ouc.com/watercolor**.

This 2011 OUC Water Quality Report contains detailed information about your drinking water, as well as the steps we take to ensure your water's safety and how we are working to help conserve water for future generations.

OUC's top priority is delivering clean, safe, great-tasting water to our customers.

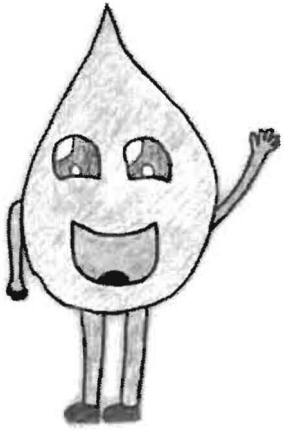
At OUC, we start with water from the Lower Floridan Aquifer, a well protected reservoir located hundreds of feet below ground that is slowly fed by naturally filtered rainwater.

We treat this water with ozone, the strongest disinfectant available. And to ensure the highest quality and best tasting tap water, we conduct more than 20,000 chemical and bacteriological water quality tests every year in our state certified water lab. You'll find a summary of those test results in this report.

You'll also see creative water conservation artwork developed by local elementary students as part of our Water Color Project. This collaborative program provides a showcase for these young artists to display their work, while helping to deliver the important message about using our water resources wisely.

To promote conservation to all ages, this report also includes water conservation tips that can lower your bill while saving thousands of gallons of water. With your help, we can work together to ensure a healthy supply of water for years to come.

– **Kenneth P. Ksionek**
OUC General Manager & CEO



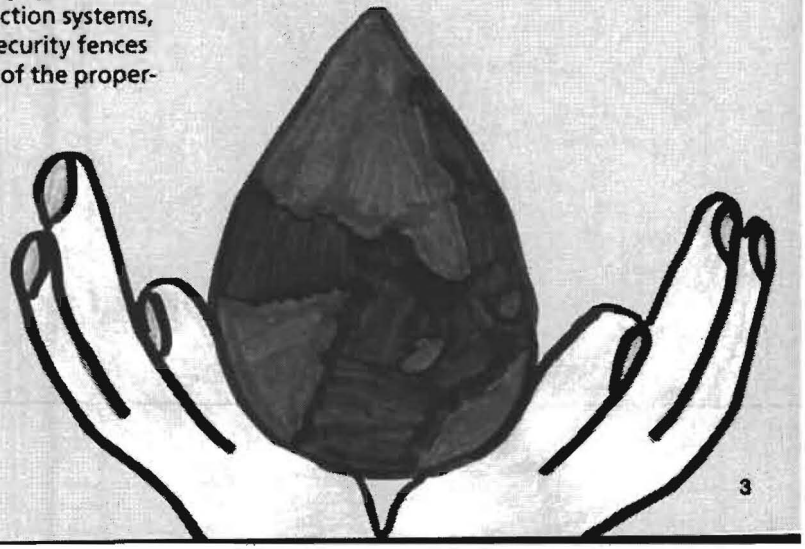
Safe, *Reliable* Drinking Water For Generations To Come

A NATURALLY CLEAN WATER SOURCE
OUC's water comes from the Lower Floridan Aquifer, an underground reservoir that in many places is a quarter of a mile below the earth's surface. The Aquifer is fed by rainwater that is filtered through hundreds of feet of rock, undergoing a natural cleansing process. After pumping water from the Aquifer to our water plants, OUC carefully treats the water to ensure its safety and enhance its quality.

USING OZONE TO PRODUCE GREAT TASTING WATER
OUC uses ozone treatment at its seven water treatment plants to produce high quality, great tasting tap water, proudly dubbed H_2OUC. Ozone is the strongest disinfectant available and reduces the amount of chlorine that must be added. The result is clean, fresh-tasting water with a sparkling appearance. Since 1995, OUC has converted four of its water plants to ozone treatment and built three new ozone plants. As required by law, we still add chlorine to our water to maintain its high quality as it flows through pipes to customer taps. Fluoride is added to promote healthy teeth. We also add sodium hydroxide to prevent copper and lead from leaching into the drinking water from customers' own plumbing, the primary source of these elements in our area.

SECURING OUR WATER FACILITIES
All OUC water plants are equipped with state-of-the-art security systems that include intrusion-detection systems, alarms, cameras and security fences around the perimeter of the properties. Armed security guards and law enforcement officers regularly patrol the facilities. You can be assured that OUC remains vigilant in monitoring and protecting our water facilities. The safety of your water is our highest priority.

ABOUT OUC—THE *RELIABLE* ONE
OUC is a municipal utility owned by the citizens of Orlando and governed by a board of commissioners. The utility provides electric and water services to more than 221,000 customers in Orlando, St. Cloud and parts of unincorporated Orange and Osceola counties. OUC is the second largest water utility in the state, serving a population of 423,500.



Protecting Our Resources Through Conservation

To prepare for Central Florida's future water needs, OUC has taken a leadership role in the search for innovative, reliable solutions while still providing clean, great-tasting water for our customers today.

One solution is the development of alternative water supplies to meet future drinking water demands. OUC also is focusing on reclaimed water—highly treated wastewater safe for human contact—to supply anticipated landscape and lawn irrigation needs.

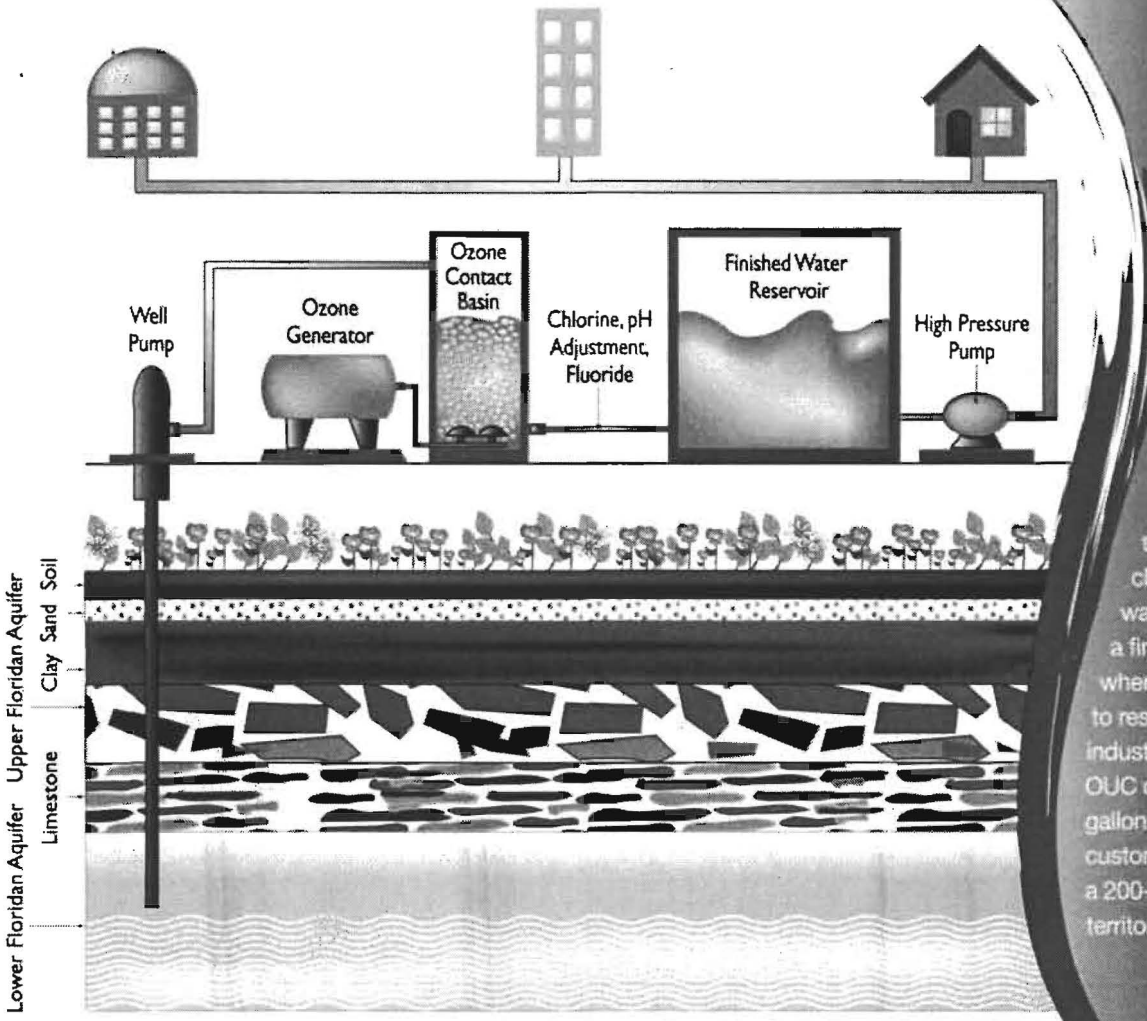
Through regional partnerships with the City of Orlando and other Central Florida water utilities, OUC is actively developing these alternative water sources.

We also want to highlight the value of water conservation through customer education and through classroom programs like the Water Color Project and Project AWESOME (Alternative Water & Energy Supply; Observation, Methods & Education). Small steps can add up to big savings that lower your monthly utility bill while helping to preserve our water supply.

By following these simple water conservation tips, you can save thousands of gallons of water each year:

- Water your lawn only before 10 a.m. or after 4 p.m. to minimize the amount of water lost to evaporation
- Water just once a week in the cooler months and twice a week in the warmer months to maintain healthy, green grass with a strong root system
- Irrigation for odd-numbered addresses is allowed Wednesdays and Saturdays
- Irrigation for even-numbered or no addresses is allowed Thursdays and Sundays
- Water your lawn for just 30-45 minutes per session
- Repair leaking faucets and toilets and install water-saver flush valves in toilets
- Install water-saver shower heads and take shorter showers

For more ways to save water, visit conservefloridawater.org.



where your water comes from

Well pumps at OUC's water treatment plants draw water from a natural underground reservoir called the Lower Floridan Aquifer. After being sent through ozone treatment basins, the water is treated with chlorine and fluoride. The water is then pumped to a finished water reservoir, where it waits for distribution to residential, commercial and industrial customers. Each year OUC delivers nearly 30 billion gallons of water to customers across a 200-square-mile territory.

Water Quality Test Results

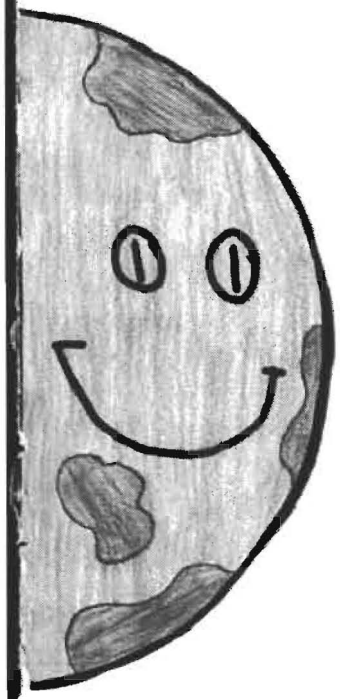
ALL TEST RESULTS *WELL BELOW* ALLOWABLE LEVELS

As shown in the following tables, the water that OUC delivers to your tap surpasses all federal and state requirements for safe drinking water. Of the more than 135 regulated and unregulated substances for which we test annually, only several have been detected, and the detection levels were well below allowable levels. Except where noted, the following results are from tests conducted between January 1 and December 31, 2010 (the most recent available in accordance with DEP regulations). Note, substances with samplings dated 2008 are monitored by OUC every year but only required to be reported to DEP every three.

Primary Regulated Substances	Date of Sampling	MCL/AL Violation	Range Detected	Highest Detected	MCL	MCLG	Possible Sources
Arsenic (ppb)	1/2008	No	ND-1	1	10	0	Erosion of natural deposits
Barium (ppm)	1/2008	No	0.011-0.032	0.032	2	2	Erosion of natural deposits
* **Cyanide** (ppb)	1/2008	No	ND-7	7	200	200	Discharge from steel/metal factories
Fluoride (ppm)	1/2010	No	0.547-0.926	0.926	4	4	Erosion of natural deposits; water additive that promotes strong teeth
Lead (ppb) (point of entry)	1/2008	No	ND-3	3	AL(15)	0	Erosion of natural deposits
Nickel (ppb)	1/2008	No	ND-2	2	100	0	Erosion of natural deposits
Sodium (ppm)	1/2008	No	5.62-12.8	12.8	160	N/A	Salt water intrusion; leaching from soil

* Initially traces of this compound were detected, however, subsequent analysis resulted in no detection

Radiological Contaminants	Date of Sampling	MCL/AL Violation	Range Detected	Highest Detected	MCL	MCLG	Possible Sources
Radiological Gross Alpha (pCi/L)	1/2008	No	ND-1.5	1.5	15	0	Erosion of natural deposits



TTHMs and Stage I Disinfectant/Disinfection By-Product (D/DBP) Parameters							
Disinfection By-products	Date of Sampling	MCL/AL Violation	Range Detected	Highest Detected	MCL	MCLG	Possible Sources
Bromate (ppb)	Monthly 2010	No	ND-13	13* (annual average 4)	10	0	By-product of drinking water disinfection
HAA5 (ppb) Haloacetic Acids	Quarterly 2010	No	6-29	29* (annual average 17)	60	N/A	By-product of drinking water chlorination
TTHMs (ppb) Trihalomethanes	Quarterly 2010	No	27-81	81* (annual average 50)	80	N/A	By-product of drinking water chlorination
Chlorine (ppm)	1/10-12/10	No	0.10-2.5	2.5* (annual average 1.06)	(MRDLG=4)	(MRDL=4)	Water additive used to control microbes

* Compliance levels are based on running annual averages

Stage II Disinfectant/Disinfection By-Product (D/DBP) Monitoring							
(Initial Distribution System Evaluation (IDSE) Monitoring required by EPA.)							
HAA5 (ppb) Haloacetic Acids	4th Quarter 2007 & Quarterly 2008	No	2-23	23* (annual average 16)	60	N/A	By-product of drinking water chlorination
TTHMs (ppb) Trihalomethanes	4th Quarter 2007 & Quarterly 2008	No	13-66	66* (annual average 47)	80	N/A	By-product of drinking water chlorination

Microbiological Contaminants

The following results are from tests conducted between January 1 and December 31, 2010 (the most recent available in accordance with DEP regulations).

Contaminant	MCLG	MCL	Level Detected	Violation	Likely Sources
Total Coliform Bacteria	0	Presence of Coliform Bacteria in more than 5% of monthly samples	OUC's highest monthly percentage of positive samples was 0.49%, in April 2010	No	Naturally present in the environment

During 2010, a minimum of 184 water samples per month was collected throughout OUC's water distribution system and analyzed for Total Coliform Bacteria.

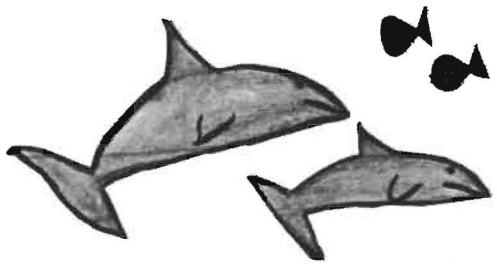
For a complete list of abbreviations and definitions used on this and following pages, please see page 9.

Synthetic Organic Contaminants

Contaminant & Unit of Measure	Date of Sampling	MCL Violation Y/N	Level Detected	Range of Results	MCL	MCLG	Possible Sources
* Dalapon (ppb)	7/2008	N	1.4	ND-1.4	200	200	Runoff from herbicide used on rights of way
*Di(2-ethylhexyl) phthalate (ppb)	3/2008	N	0.6	ND-0.06	6	0	Discharge from rubber and chemical factories

*Initially traces of these compounds were detected; however, subsequent analysis resulted in no detection.

Results of Copper and Lead Sampling at Customer Taps



The following results are from tests conducted between June 1 and September 30, 2008 (the most recent available in accordance with DEP regulations). The tests confirm that the levels of lead and copper in tap water sampled in homes were below the Action Level (AL) except where noted. All substances with samplings dated 2008 are monitored by OUC every year but only required to be reported to DEP every three.

Contaminant & Unit of Measure	MCL Violation	Level Detected	AL	MCLG	Likely Source of Contamination
Copper (tap water) (ppm)	No	0.49 (90th percentile)*	AL=1.3 (One site exceeded AL)	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppb)	No	2 (90th percentile)*	AL=15	0 (Zero ppb)	Corrosion of household plumbing systems; erosion of natural deposits

* In 90 percent of the homes sampled, the level of copper was 0.49 ppm or less and the level of lead was 2 ppb or less.

MORE ABOUT LEAD AND COPPER

The primary source of lead and copper in tap water is customers' plumbing. These elements can leach into the water from a building's plumbing through corrosion if the water has been standing in the pipes for several hours. To prevent this corrosion, OUC has implemented system-wide corrosion-control treatment that adds sodium hydroxide to the water to increase its pH.

Elevated levels of lead can cause serious health problems, especially for pregnant women and young children. OUC 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 are available from the Safe Drinking Water Hotline at **1.800.426.4791** or **www.epa.gov/safewater/lead.**

CONSTANTLY TESTING YOUR WATER

After an on-site assessment by the Florida Department of Health and successful completion of the latest round of proficiency testing, chemists at OUC's state-of-the-art Water Quality Laboratory perform more than 20,000 chemical and bacteriological tests annually to ensure the quality and safety of OUC's drinking water. With the latest accreditation, customers can continue to enjoy OUC's award-winning water with confidence, knowing that the water is tested regularly and surpasses the highest quality standards. For more information about OUC's drinking water, call our Water Quality Laboratory at **407.434.2549** to talk to a water quality professional. Information also is available online at **www.ouc.com.**

SOURCE WATER ASSESSMENT

A source water assessment has been completed and the report is available online at **www.dep.state.fl.us/swapp.**

keys to abbreviations

MCL: Maximum Contaminant Level. The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MCLG: Maximum Contaminant Level Goal. The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

AL: Action Level. The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

ppm: Parts per million. One part per million corresponds to 1 cent in $10,000.

ppb: Parts per billion. One part per billion corresponds to 1 cent in $10 million.

pCi/L: Picocuries per liter. A measure of the radioactivity in water.

N/A: Not applicable.

ND: Not detected. Indicates that the substance was not found by laboratory analysis.

MRDLG: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

MRDL: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

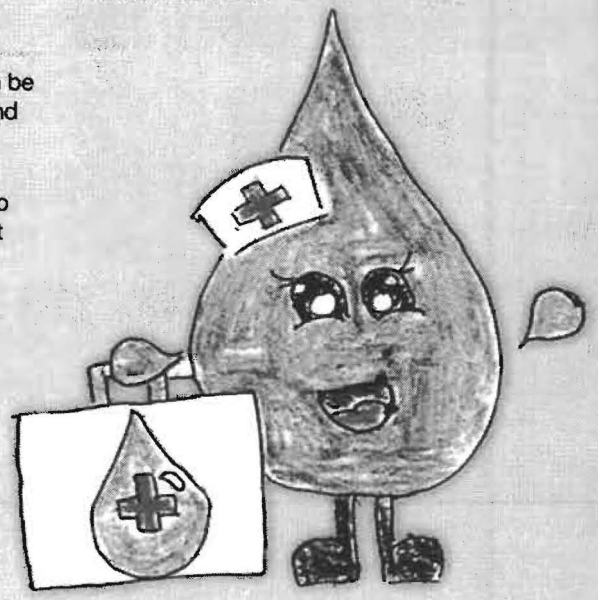
EPA Statement About Water Resources, Contaminants

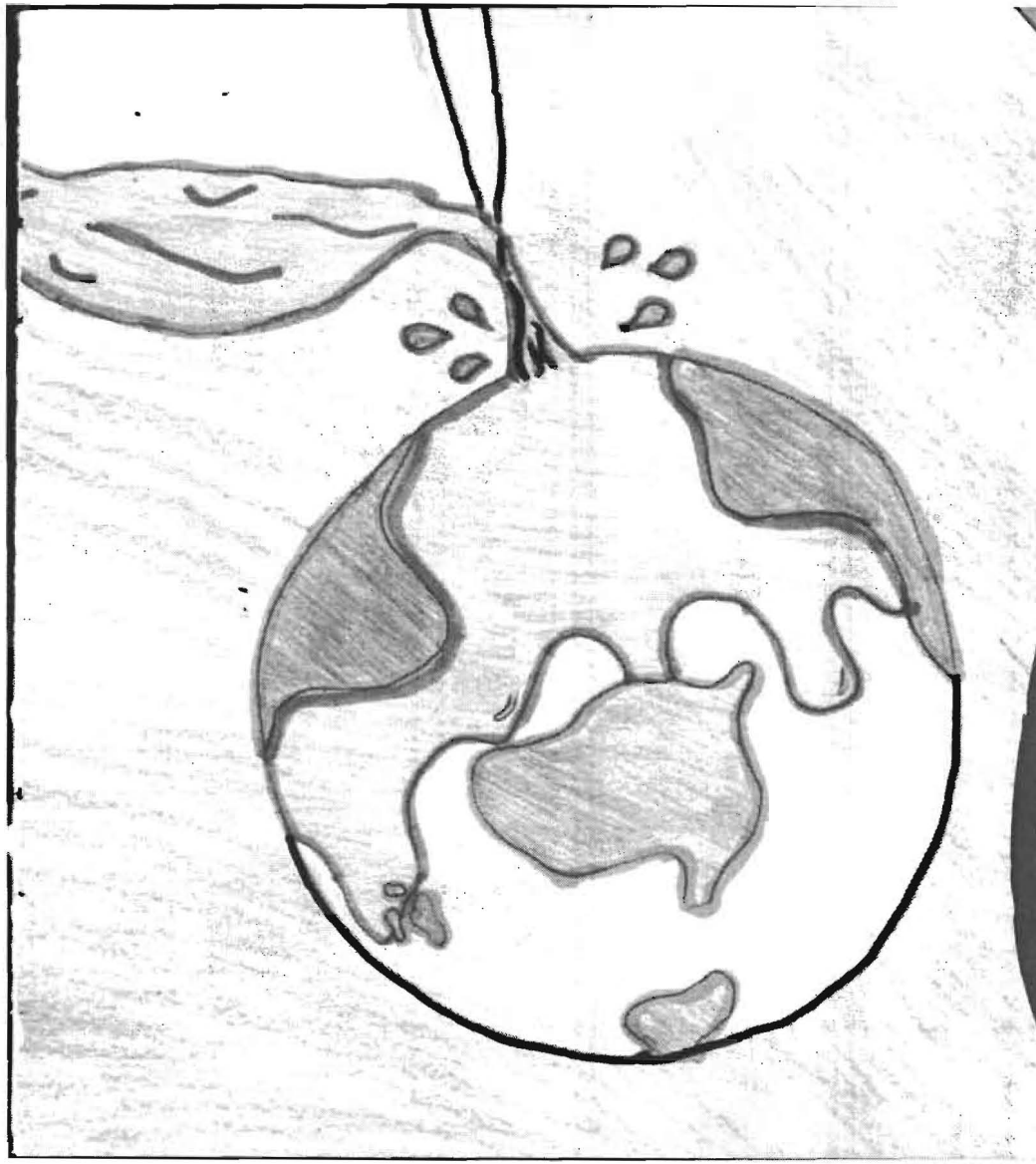
The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

- **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- **Inorganic contaminants**, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production and also can come from gas stations, urban stormwater runoff and septic systems.
- **Radioactive contaminants**, which can be naturally occurring or the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations that 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 be reasonably 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 health effects can be obtained by calling the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at 1.800.426.4791.





what the EPA says about MCLs and health effects

The Maximum Contaminant Levels (MCLs) set by the EPA are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people such as those with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly people and infants can be particularly at risk for infections. These people should seek advice from their health care providers about drinking water. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the EPA Safe Drinking Water Hotline, **1.800.426.4791.**

OUC

The *Reliable* One

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Every year OUC distributes our Water Quality Report as mandated by state and regional water authorities. For more information about your water and the steps OUC takes to ensure a supply of clean, safe, great-tasting water for our customers, please visit **www.ouc.com.**