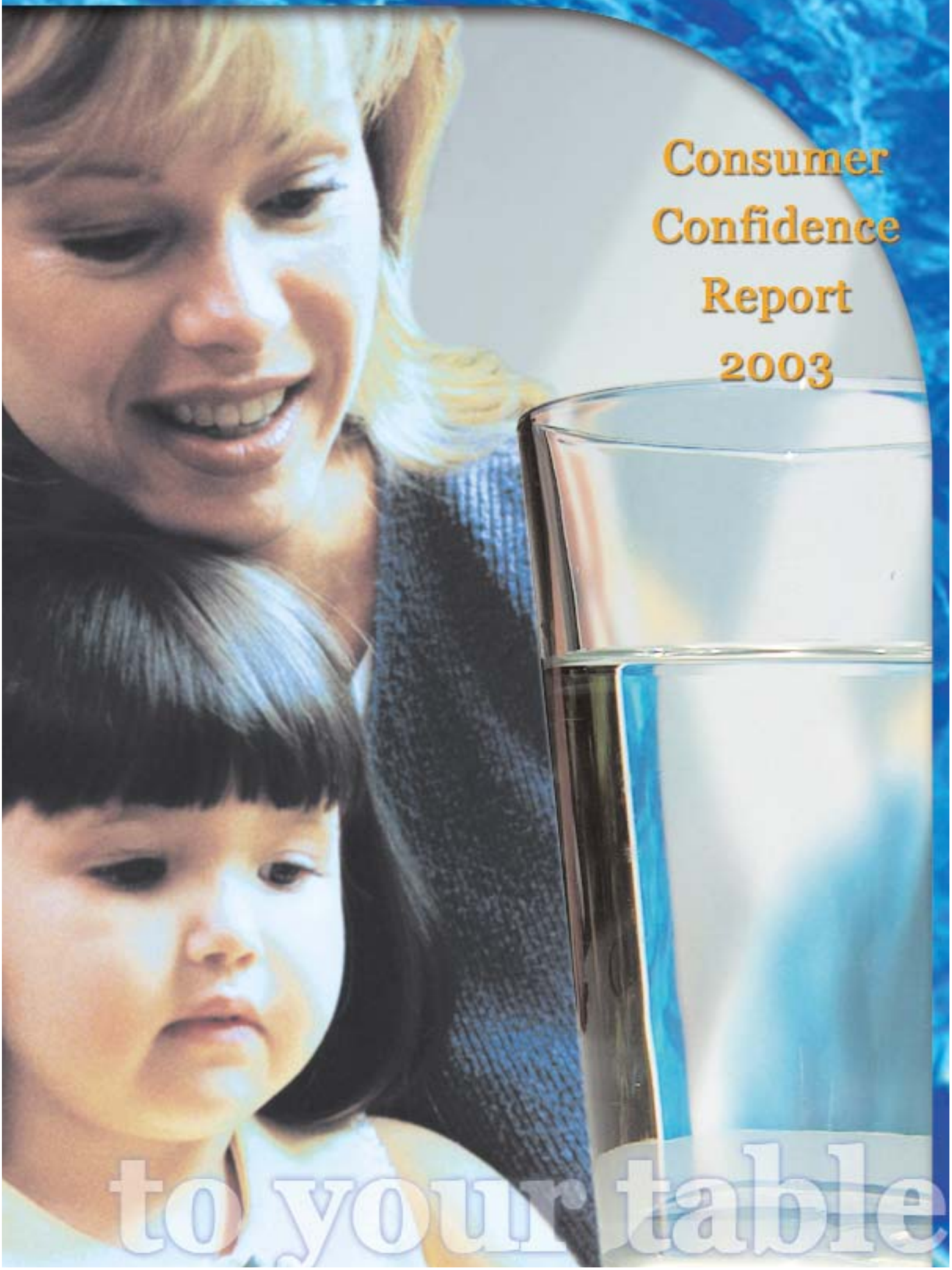
PINELLAS COUNTY UTILITIES

Consumer Confidence Report 2003



to your table

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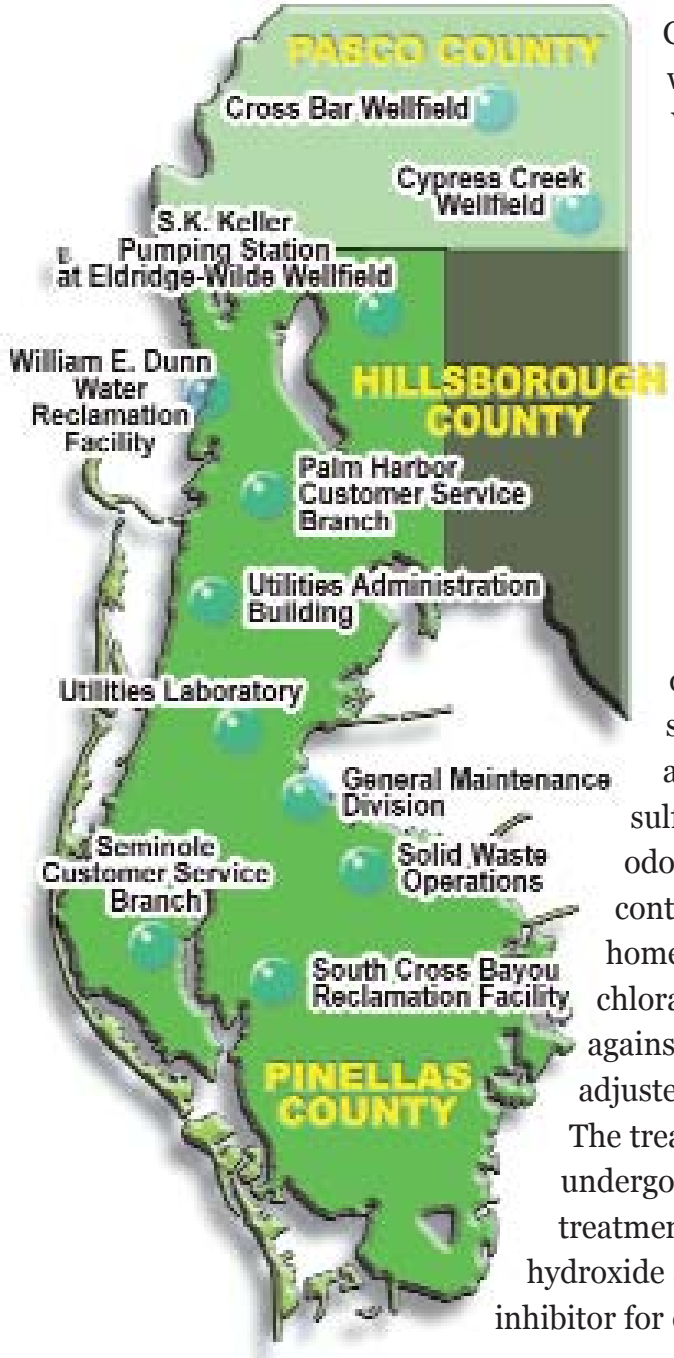
Pinellas County delivers tap water that is a clean, quality product. All the information contained in this report has been collected and reported in accordance with the rules and regulations of the Florida Department of Environmental Protection (FDEP) and the United States Environmental Protection Agency (USEPA). Each day, County employees work around-the-clock to ensure that the water provided meets or exceeds these standards and expectations for safety, reliability and quality. We hope that you will take a few minutes to review this important information. If you have any questions about this report or Pinellas County Utilities, please do not hesitate to call us at 727-464-4000. A customer service representative will be happy to assist you.

Pinellas County complies with the Americans with Disabilities Act. To obtain accessible formats of this document, please contact the Pinellas County Communications Department at 727-464-4600 or TDD 727-464-4431.

our water sources

Pinellas County Utilities' customers receive potable (drinking) water from sources managed by the regional water supplier, Tampa Bay Water (TBW). This regional potable water supply is a blend composed of groundwater, treated surface water and desalinated seawater. Nine different wellfields pumping water from the Floridan aquifer are the primary sources for the regional groundwater supply. Groundwater is also provided to PCU potable water customers from TBW's Eldridge-Wilde Wellfield located in northeastern Pinellas County. The Alafia River, Hillsborough River and the Tampa Bypass Canal are the primary supplies for the regional treated surface water supply. Hillsborough Bay is the primary supply of seawater for the regional desalinated supply. The blended water from these different sources receives minor additional treatment and is pumped to homes and businesses through more than 1,874 miles of pipe in the PCU distribution system.



The groundwater supply undergoes water quality enhancements that are comprised of four steps. First, untreated groundwater goes through a hydrogen sulfide removal process. Hydrogen sulfide is a natural element that has a displeasing odor. Next, a polyphosphate inhibitor is added to control corrosion in the distribution system and home plumbing. A chemical disinfectant, chloramines, is then added to the water to guard against bacteria. Lasting, the pH (acid-alkali) is adjusted and stabilized using sodium hydroxide. The treated blended water PCU receives from TBW undergoes minimum processing at the PCU water treatment facility: additional disinfectant and sodium hydroxide as needed and the addition of the polyphosphate inhibitor for corrosion control.

the hydrologic cy

Water in all its forms—liquid, solid or gas—is forever moving through a continuous, natural process known as the hydrologic cycle. Water from oceans, lakes, and rivers is constantly evaporating under the heat of the sun and rising silently into the atmosphere as vapor. When the vapor cools, it condenses and returns to the earth as precipitation. Approximately 20 % of rainfall percolates through the ground into the aquifers where it becomes groundwater and moves toward the Gulf and the ocean. Even more is absorbed by plants and trees, to be released later through transpiration. Water runoff serves an important function in helping to maintain the health of rivers and estuaries on its way to the gulf and ocean. The cycle is continuous, from ground to stream, to sea, to atmosphere, and back to earth through precipitation.

The amount of water on earth has not changed in millions of years although its form has changed since glaciers covered much of the North American continent. The way humankind uses water also has changed with greater amounts being diverted, used, and then returned to the cycle.

Water's future can be protected by conservation, and by keeping Florida's waterways clean and in their natural state.

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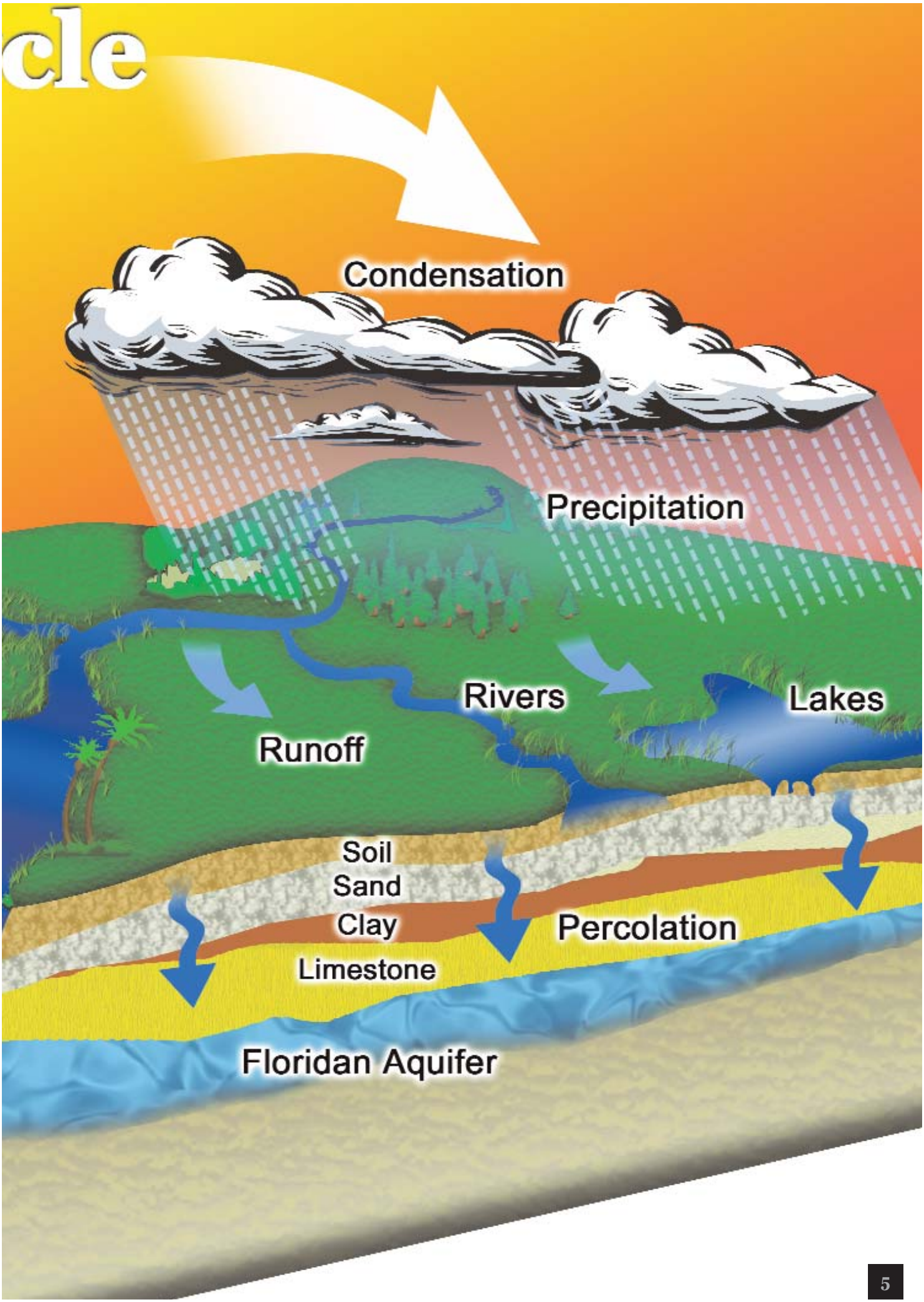

Condensation
Precipitation
Rivers
Lakes
Runoff
Soil
Sand
Clay
Limestone
Percolation
Floridan Aquifer

water quality analysis

What does it all mean?

The following text is written verbatim in accordance with the Florida Department of Environmental Protection/Florida Rural Water Association's CCR Template Instructions, February 5, 2003.

Pinellas County Utilities routinely monitors for drinking water contaminants as directed by Federal and State laws, rules, and regulations. Except where indicated otherwise, this report is based on the results of monitoring for the period of **January 1, 2003 to December 31, 2003** as reported to the FDEP and the USEPA. Data obtained before January 1, 2003, and presented in this report is from the most recent testing done in accordance with the laws, rules, and regulations. As authorized and approved by the USEPA, 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 reflects these multi-year testing regulations.

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.

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.

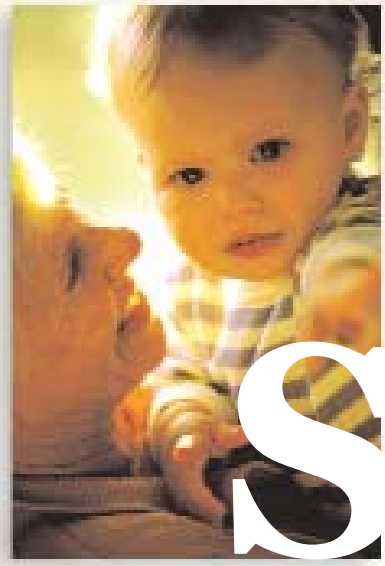
A **note** to Pinellas County Utilities customers about Fecal Coliform and E. Coli bacteria

During the 2003 calendar year, Pinellas County Utilities experienced two maximum contaminant level (MCL) violations for fecal coliform and E. coli bacteria. As stated in the CCR Template Instructions (verbatim), fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.

Investigations in the Pinellas County Utilities distribution system did not find evidence of specific sources of contamination, such as main breaks. Follow-up samples collected after flushing water mains showed no E.coli bacteria present.

The Pinellas County Health Department and potentially affected customers were notified of the monitoring results as required by Florida drinking water regulations. The site where the two consecutive E. coli positive samples were collected is located in an industrial area of the Pinellas County distribution system serving approximately thirty industrial users. No residential services are in this industrial area.

This is the first time on record that two compliance bacteriological samples collected on consecutive days were positive for E. coli bacteria in the Pinellas County Utilities distribution system. It is the opinion of Pinellas County Utilities and consultants that these results do not indicate contamination of the drinking water system by human or animal wastes.



The following text is written verbatim in accordance with the Florida Department of Environmental Protection/Florida Rural Water Association's CCR Template Instructions, February 5, 2003.

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). Lead in drinking water is rarely the sole cause of lead poisoning, but it can add to a person's total lead exposure. All potential sources of lead in the household should be identified and removed, replaced, or reduced.

glossary of terms

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

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

Chloramine, (NH_2Cl):
A compound made by chemically combining chlorine with ammonia. Monochloramine, one of three possible combinations, is the desired chloramine form for disinfection of potable water.

Chlorine, (Cl):
An element used to disinfect potable water.

Degrees Celsius, (^oC):
The metric scale used to measure temperature.

Haloacetic Acids, (HAAs):
A group of disinfection by-products formed as a result of the chemical disinfection of water.

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.

Micro mhos per centimeter, (umhos/cm):
A measure of the ionic conductivity of the water.

Millirem per year, (mrem/yr):
A measure of radiation absorbed by the body.

Nephelometric Turbidity Unit, (NTU):
A measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

No Goal Established, (NGE):
No maximum contaminant level goal (MCLG) established for this contaminant.

Not Applicable, (NA):
Not applicable to this contaminant.

Not Detected, (ND):
Not detected; indicates that the substance was not found by laboratory analysis.

Parts per billion, (ppb)
or Micrograms per liter, (ug/L):
One part by weight of analyte to 1 billion parts by weight of the water sample.

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.

Picocurie per liter, (pCi/l):
A measure of the radioactivity in water.

Primary Contaminants:
Health-related standards established by federal and state agencies.

Secondary Contaminants:
Constituents which affect taste, odor, and appearance (color). These are not considered a health concern.

Treatment Technique, (TT):
A required process intended to reduce the level of a contaminant in drinking water.

Total Dissolved Solids, (TDS):
An overall indicator of the amount of minerals in water.

Total Trihalomethanes, (TTHMs):
A group of disinfection by-products formed as a result of the chemical disinfection of water.

Undetected, (U):
Specific component analyzed for but not detected.

WTP:
Water Treatment Plant

update

Consumer Alert

The Pinellas County Utilities and Consumer Protection Departments want to make you aware that water quality continues to be a pawn for unscrupulous businesses.

Our water meets or exceeds all Federal and State standards for safe drinking water. You as a consumer of water may be approached by a private water firm claiming that they can improve the quality and safety of your water through the use of various water treatment systems.

Be cautious of unnecessary water purification products. Make sure you understand what a water treatment device can and cannot do to improve your current water quality. Some companies will try to sell you home treatment systems or unnecessary products for water filtration and purification by using deceptive sales and scare tactics. Keep in mind that these companies are not endorsed by or affiliated with Pinellas County Utilities.

Remember...

Pinellas County Utilities' water meets or exceeds all Federal and State standards for safe drinking water. The taste of water may vary regionally, but your drinking water is safe.

• To check complaints filed against water conditioning businesses, call the Pinellas County Department of Consumer Protection at 727-464-6200.

• If you have concerns about your water quality, contact Pinellas County Utilities at 727-464-4000.

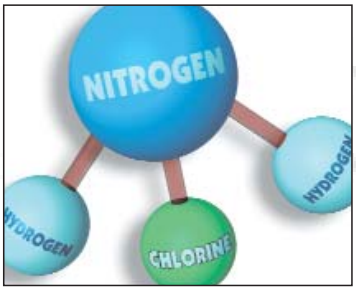
PCU Water Security

Pinellas County Utilities (PCU) holds the safety and health of our residents and visitors in the highest regard. It is our number one priority. We have increased the security at all of our facilities in an effort to heighten our awareness and protection of the essential services we provide to you and your families.

Although we have not received specific threats of any kind to our water supply or other systems, we have been actively working with all local, state, and federal

law enforcement agencies as well as the United States Environmental Protection Agency (USEPA) to ensure we continue to take appropriate safeguards. The safety of our utility systems is a serious matter and a high priority. As an added measure of safety, we are not providing specific explanations of what protective measures have been taken.

We urge all of our customers, residents and visitors, to report any suspicious acts or possible tampering of our systems to Pinellas County Utilities or the local law enforcement agency IMMEDIATELY. You may call PCU at 727-464-4000 to report any questionable activities.



Chloramines Disinfection

On May 6, 2002, due in part to new USEPA Safe Drinking Water Act regulations and the change in regional source waters [See Blended Water Source, page 13], we made a necessary change to our water treatment process. We began disinfecting our potable water with chloramines instead of chlorine. Chloramine is a disinfectant produced by combining chlorine with ammonia. Chloramines will produce fewer disinfection by-products that are known health risks.

Chloramines have been used safely throughout the United States and Canada for many years. Tampa and Miami/Dade are among the cities in Florida that use chloramines as part of their water treatment process. In Pinellas County, this change affected all public utilities with the exceptions of Bellaire and Dunedin. For most uses of potable water, chloraminated water is the same as chlorinated water. There are two groups of consumers, however, who must take special care with chloraminated water: kidney dialysis patients and fish owners. Chloramines must be removed from the water used in the kidney dialysis process and from water that is used in fish tanks and ponds.

Kidney Dialysis

Kidney dialysis patients can safely drink, cook, and bathe in chloraminated water. However, during the dialysis process if chloramines come in contact with the blood across a permeable membrane, they are harmful. All medical facilities that perform dialysis have been notified of this change to chloramines, and are responsible for purifying the water that enters their dialysis machines.

Chloramines Disinfection (continued)

Aquatic Life

It is fatal for fish to intake chloramines directly into their bloodstreams through their gills. Chloramines must be removed from any water to be used in fish tanks or ponds for saltwater and freshwater fish, reptiles, turtles and amphibians. Chloramines can be removed from this water by using a water conditioner specifically designed to remove chloramines. Consult with your pet supplier on any further guidance you may need on these products.

Where to call

- The use of chloramines enables us to continue to provide our customers with water that is safe to drink and aesthetically pleasing. If you have any questions about our water treatment process or our water quality control program, please contact us at 727-464-4000.
- If you have any questions about kidney dialysis, please call your physician.
- If you have questions concerning the care of fish, please call your pet store.

Water Fluoridation

On August 26, 2003, after careful review and with strong support from Pinellas County water customers, the Pinellas County Board of County Commissioners approved the addition of fluoride to the Pinellas County potable water supply. This system wide water fluoridation is scheduled to begin in June 2004 in an effort to significantly reduce the occurrences of tooth decay in our community.

Water fluoridation adjusts the natural fluoride concentration in Pinellas County's drinking water to a level recommended for optimal dental health. A concentration of 0.8 parts per million (ppm) of fluoride plays an important role in the reduction of tooth decay (40-70%) in children and of tooth loss (40-60%) in adults.

The Florida Department of Health recommends that prescription dietary fluoride supplements should not be given to any child who lives or goes to school in a fluoridated water community. However, consult the pediatrician or dentist who prescribed the supplement before making any decisions.

Our Blended Water Source

In 1998, Tampa Bay Water (TBW) was tasked with reducing the current dependence on groundwater for the region's water supply. They began developing surface water and desalinated water sources to change the water source and accommodate new growth in regional water demand. In September 2002, TBW began delivery of a blend of water from groundwater and surface water sources. Desalinated water was added in March 2003.

New blended water sources can react aggressively with existing pipelines resulting in an impact on water characteristics such as color, taste or odor. It can also upset the delicate chemical balance maintained in our water distribution system to control the microbial impacts to public water supplies. We are working with TBW to evaluate potential water treatment processes that may reduce these impacts. The new water sources have different physical and chemical characteristics than previous groundwater sources. However, the water supply continues to meet all safe drinking water requirements. Customers who are sensitive to changes in taste, color, and/or odor may also notice differences.

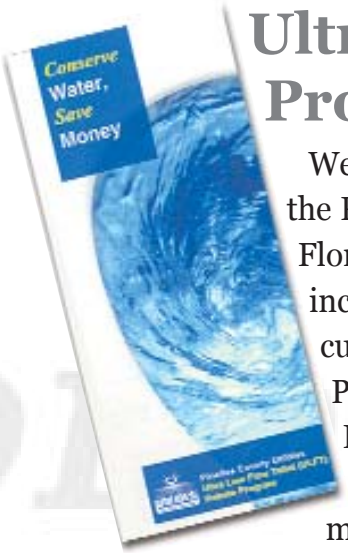
Careful steps have been taken to implement preventive maintenance programs in the distribution system to minimize potential water quality impacts. One such program is the Galvanized Pipe Replacement Program. This 18-month program was implemented to accelerate the replacement of 120 miles of galvanized pipe remaining in the distribution system. In addition, system upgrades were included as needed to enhance fire protection capabilities.

All efforts have been made to minimize the construction impacts to our customers and citizens during these upgrades. We will continue doing our best to deliver the highest quality water possible and we appreciate your patience. This program will be completed in the fall of 2004.

conservation & education

Alternate Water Sources Rebate Program

An important conservation effort to protect our drinking water supplies is our Alternate Water Sources Rebate Program. Studies show that as much as 30% of residential water use is for irrigation. This program enables property owners to utilize alternative irrigation sources. Rebates are a financial incentive to property owners to use wells or other non-potable water sources for irrigation. Reimbursement of 50% of the cost, up to a maximum rebate of $300 is available. In order to qualify, a property must be served by potable water from PCU, there must be no reclaimed water available, and the property cannot be in the five-year reclaimed area expansion zone. This program is also available to qualified residents within the water service areas of the Cities of Safety Harbor, Pinellas Park and portions of Oldsmar. To determine eligibility and be placed in the database for participation, call 727-464-3688.



Ultra Low Flow Toilet (ULFT) Program

We have entered into a cooperatively funded program with the Pinellas-Anclote River Basin Board of the Southwest Florida Water Management District to provide financial incentives to single family, multi-family, and commercial customers who receive their water supply directly from Pinellas County or from the Cities of Clearwater, Pinellas Park, Safety Harbor, and Tarpon Springs. Rebates of up to $100 are available for each high flow toilet (3.5 or more gallons per flush) replaced by an ultra low flow 1.6 gallon toilet. Since August 2001, over 50,000 toilets have been replaced resulting in water savings of over 1 million gallons per day.

The Government On The Go Bus

Pinellas County Utilities (PCU) is now traveling into the community each week via the Government On The Go bus, a refurbished PSTA bus, to provide convenient access of PCU services for citizens! The Government On The Go bus, equipped with a TV/VCR, seating area, computer satellite links, and air conditioning, is designed to serve as a mobile Pinellas County office.

A customer service representative is at the bus each week to answer any questions about Pinellas County Utilities, accept bill payments and even access customer utility accounts for more in-depth information. Citizens can also obtain the latest information on Utilities' programs and issues, including recycling dos and don'ts, water testing standards, water conservation, rebate programs and much more. For more information on upcoming appearances in your neighborhood, visit www.pinellascounty.org/utilities or call 727-464-4000.

Hotel/Motel Conservation Program

This program emphasizes the importance of water conservation among hotels/motels and influences water-use practices by providing practical water-saving tips. In addition, program materials inform visitors how they can participate in water conservation. An advisory committee meets monthly to coordinate program efforts between the Southwest Florida Water Management District (SWFWMD), Pinellas County, the Hotel/Motel Association, and the St. Petersburg/Clearwater Area Convention and Visitors Bureau. This program includes conducting water audits, developing and distributing program materials, and recognizing participants for their water savings.

As of February 2004, 17 participating hotels and motels realized water savings despite an average 3.7 percent increase in occupancy from 2002 to 2003. Onsite inspections and billing review, revealed a total water savings of 16 million gallons of water per year.

conservation & education programs

Healthy Lawn

The Healthy Lawn educational initiative offers practical tips and suggestions to help property owners establish and maintain a healthy lawn in a responsible and cost efficient manner. Such tips discourage over-watering to avoid developing shallow root systems, fungus and lawn diseases. Other tips include planting the right plant in the right place and using fertilizer and mulch properly. This information can be obtained by calling 727-464-4000 and telling the Utilities representative, "I want a healthy lawn."

South Cross Bayou Education Center

Pinellas County Utilities and Pinellas County Schools have collaborated in a partnership to provide hands-on learning opportunities. High school science teachers are invited to bring their classes to the South Cross Water Reclamation Facility for a unique tour supported by a teacher-generated curriculum manual, a student workbook for use onsite and an animated video. A full-time, certified science educator is on staff at South Cross to guide the tours that begin and end in a modern welcome center. While on tour, students participate in water testing experiments and see science in action. The tour provides an opportunity to apply what is learned in the classroom and develop a deeper understanding and appreciation of water resources, management, and conservation.

Cross Bar Ranch Education Center

Cross Bar Ranch is a 12,000 acre natural habitat embracing a total ecosystem management philosophy. The ranch, owned and managed by Pinellas County Utilities, successfully merges well field production, cattle ranching, forest production, natural wildlife habitat enhancement and education and outreach programs. For example, 5,000 acres formerly utilized for ranching have been converted to forestry production. This change provides reduced water evaporation rates as compared with pasture grassland uses. Six thousand acres of Cross Bar Ranch are managed for wildlife preservation and habitat enhancement. The ranch is listed as one of the “Important Birding Areas of Florida ” by the Audubon of Florida.

The education facility also provides an outreach to students and environmental groups with classroom instruction enhanced by field studies demonstrating the importance of responsible environmental management.

awards

The departments programs have been recognized by being honored with the following awards given by local and national associations.

Crystal Award of Excellence *(Writing /Creative Concept)*
Healthy Lawn radio spots ..... The Communicator Awards

Honorable Mention *(Writing/Script)*
Healthy Lawn radio spots ..... The Communicator Awards

Award of Distinction *(TV Programs /Gov. Access)*
"Connections" Tour of Solid Waste ..... The Videographer Awards

Award of Distinction *(Safety)*
"Safety on the Tipping Floor" video ..... The Videographer Awards

Honorable Mention *(Informational)*
"Connections" Tour of Solid Waste ..... The Videographer Awards

Sustainable Florida Promising Practice *(Outstanding Achievement)*
South Cross Bayou Water Rec. Facility ..... Council for Sustainable Florida

Outstanding Youth Education Program
South Cross Bayou Water Rec..... Facility WateReuse Association

Second Place Media Award *(Film/Video)*
South Cross Bayou Water Rec. Facility ..... National Association for Interpretation

Show of Excellence *(Public Education/Community Relations)*
South Cross Bayou Water Rec. Facility..... Florida Section/American Water Works Association

First Place Crystal Award *(Video/Occasional)*
South Cross Bayou Water Rec. Facility ..... Florida Government Communicators Association

Addy Award for "In The Can" *(Video, Film, Animation or Special Effects)*
South Cross Bayou Water Rec. Facility ..... Tampa Bay Advertising Federation

Best in Class *(Public Education)*
2002 Consumer Confidence Report..... Florida Section/American Water Works Association

Outstanding Customer
Pinellas County Resource ..... WateReuse Association

Bronze Award *(Publicity Materials)*
Between The Lines ..... League of American Communications Professionals

Honorable Mention *(Print/Organizational Brochure)*
Cross Bar Ranch brochure ..... League of American Communications Professionals

be informed

Your participation is welcome!

The Pinellas County Board of County Commissioners meets twice a month, usually, but not always, on the first and third Tuesdays. The earlier meeting in the month begins at 9:30 a.m. Meetings in the latter part of the month are actually held in two parts. Agenda items are discussed with the Board at 3:00 pm, after which there is a break and the Board reconvenes at 6:30 p.m. The public is invited to attend these meeting held in the 5th floor assembly room of the Pinellas County Courthouse located at 315 Court Street, Clearwater, Florida. Meetings are also aired live (and close captioned) on Pinellas 18, the Pinellas County government access channel, and repeated during the week. The meeting agendas are published on the County's website at www.pinellascounty.org. For more information call 727-464-3485.

Tampa Bay Water's Board of Directors meets the third Monday of each month at 10:00 a.m. at 2535 Landmark Drive, Suite 211, Clearwater, Florida. To view their agenda, visit their web site at www.tampabaywater.org or call 727-796-2355.

Contact Pinellas County Utilities

Pinellas County Utilities works hard to ensure our customers' satisfaction. If you have questions or comments about this report or other issues, please call us:

Customer Service 727-464-4000
Conservation Resources 727-464-3896
Utilities Laboratory 727-582-2302
Emergencies 727-464-4000

You may also visit us on our website at
www.pinellascounty.org/utilities.

Pinellas County UTILITIES