

# Water, the Mosaic of Life



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Pinellas County Utilities *Mission:*

**Customer Satisfaction**

**Healthy and Clean Environment**

**Economic Growth**

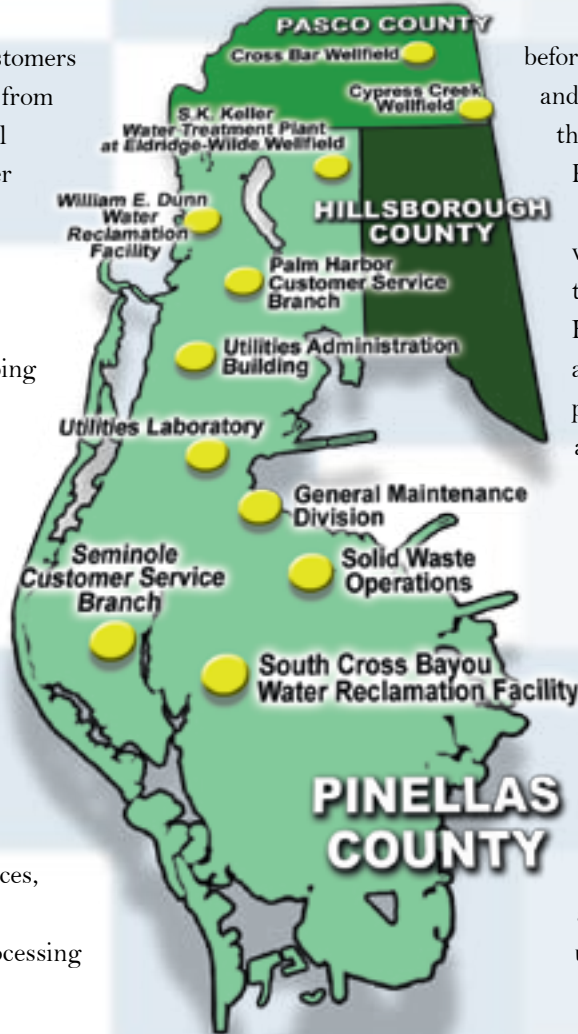


Pinellas County delivers tap water that is a clean, quality product. Pinellas County Utilities (PCU) proudly reports that the water provided to customers meets or exceeds all Federal and State standards for safe drinking water. All the information contained in this report has been collected and reported 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.

*To increase public awareness about fundamental drinking water information, the U.S. Environmental Protection Agency requires water suppliers to provide an annual Consumer Confidence Report (on water quality) to each of their customers.*

# 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 water supply is a blend composed of groundwater, treated surface water and desalinated seawater. Eleven different wellfields pumping water from the Floridan Aquifer are the primary sources for the regional groundwater supply. The Alafia River, Hillsborough River, C.W. Bill Young Regional Reservoir, and the Tampa Bypass Canal are the primary sources for the regional treated surface water supply. Hillsborough Bay is the primary source of seawater for the regional desalinated supply. From blends of these water sources, the water is then transferred to pumping stations for further processing



before being pumped to homes and businesses through more than 1,884 miles of pipe in the PCU distribution system.

The blended water undergoes water quality enhancements that are comprised of five steps. First, the water goes through a hydrogen sulfide removal process. Hydrogen sulfide is a natural element that has a displeasing taste and odor. A polyphosphate inhibitor is then added to control corrosion in the distribution system and home plumbing. Fluoride is also added to improve community dental health. Next, a chemical disinfectant, chloramine, is added to the water to guard against bacteria. Lastly, the pH (acid-alkali) is adjusted and stabilized using sodium hydroxide.

## SOURCE WATER ASSESSMENTS (SWA)

Pinellas County Utilities purchases 100% of its water from Tampa Bay Water (TBW). The Department of Environmental Protection has performed a Source Water Assessment on the TBW system. These assessments were conducted to provide information about any potential sources of contamination in the vicinity of their wells or surface water intakes. The assessment results for TBW are available on the FDEP Source Water Assessment and Protection Program (SWAPP) web site at [www.dep.state.fl.us/swapp](http://www.dep.state.fl.us/swapp) (Search by PWS Name).





# Water, What a Bargain!

Value is defined as the “worth in usefulness or importance to the possessor.” Pinellas County Utilities (PCU) values you as our customer as much as we know you value clean, quality drinking water.

PCU continues to stay abreast of the latest water technology, realizing the importance to our customers of a reliable source of drinking water that meets or exceeds all state and federal standards.

You have come to rely on us to provide these vital water services that are depended upon for public health, fire protection, economic growth, and quality of life. Like any necessity or valued service, we may require occasional rate adjustments or upgrades in order to achieve our goal of providing you with a quality product. We would like to thank you for your continued support and confidence.

Water: An investment in our future...it's worth it!

## Putting it in Perspective

Product	Price per gallon (approx.)
Pinellas County Utilities water. . . . .	\$ .0036
Coca-Cola . . . . .	\$ 2.64
Imported beer . . . . .	\$ 12.00
Evian bottled water . . . . .	\$ 21.19
Pepto-Bismol . . . . .	\$ 58.52
Good wine . . . . .	\$ 100.00
Visine eye drops . . . . .	\$ 741.12
Chanel No. 5 perfume . . . . .	\$ 45,056.00



# What Does It All Mean?

*The following text is written verbatim in accordance with the Florida Department of Environmental Protection CCR Template instructions, February 17, 2006.*

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, 2005 to December 31, 2005** as reported to the FDEP and the USEPA. Data obtained before January 1, 2005, 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, though representative, is more than one year old. The USEPA requires monitoring of over 80 drinking water contaminants. The accompanying tables list the monitored contaminants and the levels of those found in our water, as well as Tampa Bay Water's water. The tables also list the maximum allowed level (MCL) of each contaminant.

## **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.





# Consumer Confidence

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.

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).



# Glossary of Terms

In the following 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<sup>2</sup>Cl):** 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 that readily combines with other elements in water to disinfect potable water.

## **Data Qualifier Codes, ( I ) & ( V )**

**I:** Indicates the reported value is between the laboratory detection limit and the laboratory quantitation limit.

**V:** Indicates that the analyte/contaminant was detected in both the sample and the associated method blank.

**Degrees Celsius, (°C):** The metric scale 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.

**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.

**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.

**Million fibers per liter, (MFL):** A measure of the presence of asbestos fibers that are longer than 10 micrometers.

**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.

**Parts per trillion (ppt) or Nanograms per liter (nanograms/L):** One part by weight of analyte to 1 trillion parts by weight of the water sample.

**Parts per quadrillion (ppq) or Picograms per liter (picograms/L):** One part by weight of analyte to 1 quadrillion 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.



## Pinellas County Utilities (PCU)

### Microbiological Contaminants

Total Coliform Bacteria: Highest Monthly Percentage/Number is the highest monthly number of positive samples for systems collecting fewer than 40 samples per month. Highest

Contaminant and Unit of Measurement	MCLG	MCL	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Highest Monthly Percentage /Number	
Total Coliform Bacteria	0	*	1/05-12/05	No	2.1%	

\* PCU - For systems collecting at least 40 samples per month: presence of coliform bacteria in 5% or more of monthly samples. \* TBW - For systems collecting fewer than 40 samples per month: presence of coliform bacteria in 5% or more of monthly samples. NOTE: "All" Water Source reference includes Desal WTP, Regional Surface Water WTP, Morris Bridge WTP, Lake Bridge Effluent, and Cypress Creek WTP

Contaminant and Unit of Measurement	MCLG	MCL	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Total No. of Positive Samples for the Year	
Fecal coliform and <i>E. coli</i>	0	0	1/05-12/05	No	2**	

\*\* 2 Non-acute positive samples for *E. coli* bacteria did not violate the MCL for the Total Coliform Rule because repeat samples were absent of any coliform contamination. Non-

## Pinellas County Utilities (PCU)

Contaminant and Unit of Measurement	MCLG	MCL	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Highest Single Measurement	Lowest Monthly Percentage of Samples Meeting Regulatory Limits
Turbidity (NTU)	NA	TT	NA	NA	NA	NA

NOTE: The result in the lowest monthly percentage column is the lowest monthly percentage of samples reported in the Monthly Operating Report meeting the required turbidity

In the following tables, results in the Level Detected column for radiological contaminants, inorganic contaminants, synthetic organic contaminants including pesticides on the sampling frequency.

## Pinellas County Utilities (PCU)

Contaminant and Unit of Measurement	MCLG	MCL	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results
<b>Radiological Contaminants</b>						
Beta/photon emitters (mrem/yr)	0	4	NA	NA	NA	NA
Alpha emitters (pCi/L)	0	15	3/05	No	1.5	0.8U - 1.5U
Radium 226 + 228 or combined radium (pCi/L)	0	5	3/05	No	1.1	0.1U - 1.1
Radium 226 (pCi/L)	0	5	NA	NA	NA	NA
Radium 228 (pCi/L)	--	--	NA	NA	NA	NA
Uranium (pCi/L)	0	30	NA	NA	NA	NA

NOTE: The USEPA considers 50 pCi/L to be the level of concern for beta particles.

# analysis 2005

## Tampa Bay Water (TBW)

Monthly Percentage/Number is the highest monthly percentage of positive samples for systems collecting at least 40 samples per month.

Dates of Sampling (mo./yr.)	MCL Violation Y/N	Highest Monthly Percentage /Number		Water Source	Likely Source of Contamination
1/05-12/05	No	0		All	Naturally present in the environment

samples per month: presence of coliform bacteria in 1 sample collected during a month.

Dates of Sampling (mo./yr.)	MCL Violation Y/N	Total No. of Positive Samples for the Year		Water Source	Likely Source of Contamination
NA	NA	NA		NA	Human and animal fecal waste

acute E. coli positive results were included within the monthly total coliform percentage.

## Tampa Bay Water (TBW)

Dates of Sampling (mo./yr.)	MCL Violation Y/N	Highest Single Measurement	Lowest Monthly Percentage of Samples Meeting Regulatory Limits	Water Source	Likely Source of Contamination
4/05	No	0.4	100	Desal WTP	Soil Runoff

limits. (WTP, Water Treatment Plant)

and herbicides, and volatile organic contaminants are the highest average at any of the sampling points or the highest detected level at any sampling point, depending

## Tampa Bay Water (TBW)

Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	Water Source	Likely Source of Contamination
8/05	No	5.4	NA	Morris Bridge WTP	Decay of natural and man-made deposits
8/05	No	4.0	NA	Morris Bridge WTP	Erosion of natural deposits
NA	NA	NA	NA	NA	Erosion of natural deposits
8/05	No	0.9	NA	Morris Bridge WTP	Erosion of natural deposits
2/04	No	0.8	NA	Desal WTP	Erosion of natural deposits
8/05	No	0.4	NA	Cypress Creek WTP	Erosion of natural deposits

Prepared by Pinellas County Utilities, March 2006, with reference to CCR data provided by Tampa Bay Water



Pinellas County Utilities (PCU)						
Contaminant and Unit of Measurement	MCLG	MCL	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results
<b>Inorganic Contaminants</b>						
Antimony (ppb)	6	6	3/05	No	ND	ND
Arsenic (ppb)	NA	10	3/05	No	0.5 I, V	0.3 I,V - 0.5 I,V
Asbestos (MFL)	7	7	2/02	No	ND	ND
Barium (ppm)	2	2	3/05	No	0.02 I	0.016 - 0.02 I
Beryllium (ppb)	4	4	3/05	No	ND	ND
Cadmium (ppb)	5	5	3/05	No	ND	ND
Chromium (ppb)	100	100	3/05	No	ND	ND
Cyanide (ppb)	200	200	3/05	No	ND	ND
Fluoride (ppm)	4	4.0	3/05	No	1.03	0.38 - 1.03
Lead (point of entry) (ppb)	NA	AL=15	3/05	No	ND	ND
Mercury (inorganic) (ppb)	2	2	3/05	No	ND	ND
Nickel (ppb)	NA	100	3/05	No	ND	ND
Nitrate (as Nitrogen) (ppm)	10	10	1/05, 3/05, 7/05	No	0.59	0.03 I - 0.59
Nitrite (as Nitrogen) (ppm)	1	1	1/05, 3/05, 7/05	No	ND	ND
Selenium (ppb)	50	50	3/05	No	ND	ND
Sodium (ppm)	NA	160	3/05	No	18.9	11 - 18.9
Thallium (ppb)	0.5	2	3/05	No	ND	ND

Pinellas County Utilities (PCU)						
Contaminant and Unit of Measurement	MCLG	MCL	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results
<b>Synthetic Organic Contaminants including Pesticides and Herbicides</b>						
Di(2-ethylhexyl)phthalate (ppb)	0	6	3/05, 8/05, 10/05	No	ND	ND

# alysis 2005

Tampa Bay Water (TBW)					
Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	Water Source	Likely Source of Contamination
8/04	No	2	NA	Desal WTP	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
NA	NA	NA	NA	NA	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
NA	NA	NA	NA	NA	Decay of asbestos cement water mains; erosion of natural deposits
8/04	No	0.002	NA	Desal WTP	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
NA	NA	NA	NA	NA	Discharge from metal refineries and coal-burning factories; discharge from electrical, aerospace, and defense industries
NA	NA	NA	NA	NA	Corrosion of galvanized pipes; erosion of natural deposits; discharge from metal refineries; runoff from waste batteries and paints
8/05	No	2	NA	Cypress Creek WTP	Discharge from steel and pulp mills; erosion of natural deposits
NA	NA	NA	NA	NA	Discharge from steel/metal factories; discharge from plastic and fertilizer factories
8/05	No	0.15	NA	Regional Surface Water WTP Morris Bridge WTP Lake Bridge Effluent	Water additive which promotes strong teeth; discharge from fertilizer and aluminum factories; erosion of natural deposits
8/05	No	3	ND-3	Lake Bridge Effluent	Residue from man-made pollution such as auto emissions and paint; lead pipe, casing, and solder
NA	NA	NA	NA	NA	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland
NA	NA	NA	NA	NA	Pollution from mining and refining operations; natural occurrence in soil
2/05	No	0.63	0.30 - 0.63	Regional Surface Water WTP	Runoff from fertilizer use; Leaching from septic tanks, sewage; erosion of natural deposits
NA	NA	NA	NA	NA	Runoff from fertilizer use; Leaching from septic tanks, sewage; erosion of natural deposits
8/04	No	1	NA	Desal WTP	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
8/04	No	33	NA	Desal WTP	Salt water intrusion, leaching from soil
NA	NA	NA	NA	NA	Leaching from ore-processing sites; discharge from electronics, glass, and drug factories

Tampa Bay Water (TBW)					
Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	Water Source	Likely Source of Contamination
8/04	No	0.72	ND - 0.72	Desal WTP	Discharge from rubber and chemical factories



# Water Quality Analysis

Pinellas County Utilities (PCU)						
Contaminant and Unit of Measurement	MCLG or MRDLG	MCL or MRDL	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results

## Total Trihalomethanes (TTHMs) and Stage 1 Disinfectant/Disinfection By-Product (D/DBP) Parameters

For the following parameters monitored under Stage 1 D/DBP regulations, the level detected is the annual average of the quarterly averages: Bromate, Chloramines, Chlorine, Haloacetic Acids, and/or TTHM (MCL 80 ppb). Range of Results is the range of results (lowest to highest) at the individual sampling sites.

Bromate (ppb)	MCLG=0	MCL=10	NA	NA	NA	NA
Chloramines (ppm) [See NOTE below]	MRDLG=4	MRDL=4.0	1/05-11/05	No	3.29	0.17 - 5.36
Chlorine (ppm)	MRDLG=4	MRDL=4.0	1/05-12/05	No	3.49	0.22 - 4.84
Haloacetic Acids (five) (HAA5) (ppb)	NA	MCL=60	1/05-12/05	No	18	3.7 - 42
TTHM [Total trihalomethanes] (ppb)	NA	MCL=80	1/05-12/05	No	28	9.9 - 66

NOTE: The Chloramines values have not been calculated as a Running Annual Average (RAA).

Contaminant and Unit of Measurement	MCLG	MCL	Dates of Sampling (mo./yr.)	TT Violation Y/N	Lowest Annual Average Monthly Removal Ratio	Range of Monthly Removal Ratios
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The monthly TOC removal ratio is the ratio between the actual TOC removal and the TOC rule removal requirements.

Total organic carbon (ppm)	NA	TT	NA	NA	NA	NA
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Contaminant and Unit of Measurement	MCLG	AL (Action Level)	Dates of Sampling (mo./yr.)	AL Violation Y/N	90th Percentile Result	No. of Sampling Sites Exceeding the AL
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## Lead and Copper (Tap Water)

Copper (tap water) (ppm)	1.3	1.3	6/05-9/05	No	0.699	0
Lead (tap water) (ppb)	0	15	6/05-9/05	No	2.8	0

Contaminant and Unit of Measurement	MCLG	MCL	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Highest Result	Range of Results
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## Secondary Contaminants

Aluminum (ppm)	NGE	0.2	3/05	No	ND	ND
Chloride (ppm)	NGE	250	3/05	No	24	22 - 24
Color (color units)	NGE	15	3/05	No	ND	ND
Copper (ppm)	NGE	1	3/05	No	ND	ND
Fluoride (ppm)	NGE	2.0	3/05	No	0.98	0.57 - 0.98
Foaming Agent (ppm)	NGE	0.5	3/05	No	0.060 l	0.030 l - 0.060 l
Iron (ppm)	NGE	0.3	3/05	No	0.046	0.02 l - 0.046
Manganese (ppm)	NGE	0.05	3/05	No	0.004 l	0.003 l - 0.004 l
Odor (threshold odor number)	NGE	3	3/05	No	1 l	1U - 1 l
Silver (ppm)	NGE	0.1	3/05	No	ND	ND
Zinc (ppm)	NGE	5	3/05	No	ND	ND
Sulfate (ppm)	NGE	250	3/05	No	92	3 l - 92
Total Dissolved Solids (ppm)	NGE	500***	3/05	No	312	242 - 312

\*\*\*NOTE: TDS may be greater than 500 if no other MCL is exceeded.

# alysis 2005

Tampa Bay Water (TBW)					
Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	Water Source	Likely Source of Contamination

1/05-12/05	No	4.02	ND - 27	Regional Surface Water WTP	By-product of drinking water disinfection
NA	NA	NA	NA	NA	Water additive used to control microbes
NA	NA	NA	NA	NA	Water additive used to control microbes
1/05-12/05	No	7.2 (avg)	2 - 13	All	By-product of drinking water disinfection
1/05-12/05	No	13.7 (avg)	9 - 17	All	By-product of drinking water disinfection

(avg, annual average)

Dates of Sampling (mo./yr.)	TT Violation Y/N	Annual Average Monthly Removal Ratio	Range of Monthly Removal Ratios	Water Source	Likely Source of Contamination
1/05-12/05	No	77.8	72.9 - 83.8	Regional Surface Water WTP	Naturally present in the environment

Dates of Sampling (mo./yr.)	AL Violation Y/N	90th Percentile Result	No. of Sampling Sites Exceeding the AL	Water Source	Likely Source of Contamination
NA	NA	NA	NA	NA	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
NA	NA	NA	NA	NA	Corrosion of household plumbing systems; erosion of natural deposits

Dates of Sampling (mo./yr.)	MCL Violation Y/N	Highest Result	Range of Results	Water Source	Likely Source of Contamination
NA	NA	NA	NA	NA	Natural occurrence from soil leaching
NA	NA	NA	NA	NA	Natural occurrence from soil leaching
NA	NA	NA	NA	NA	Naturally occurring organics
NA	NA	NA	NA	NA	Corrosion byproduct and natural occurrence from soil leaching
NA	NA	NA	NA	NA	Water additive which promotes strong teeth; discharge from fertilizer and aluminum factories; erosion of natural deposits
NA	NA	NA	NA	NA	Pollution from soaps and detergents
NA	NA	NA	NA	NA	Natural occurrence from soil leaching
NA	NA	NA	NA	NA	Natural occurrence from soil leaching
8/05	Yes	4	ND - 4.0	Morris Bridge WTP Cypress Creek WTP	Naturally occurring organics
NA	NA	NA	NA	NA	Natural occurrence from soil leaching
NA	NA	NA	NA	NA	Natural occurrence from soil leaching
NA	NA	NA	NA	NA	Natural occurrence from soil leaching
NA	NA	NA	NA	NA	Natural occurrence from soil leaching





# Conservation &

## 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. In accordance with the guidelines of the Healthy Lawn Education Program and Alternate Year Round Irrigation Conservation Program, the AWS program enables property owners to utilize an alternate irrigation source. In addition, qualified property owners will receive a Southwest Water Management District variance on water restrictions which will allow participants to irrigate their lawns as needed. 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, and there must be no reclaimed water available. 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) Rebate Program

In cooperation with the Pinellas-Anclote River Basin Board of the Southwest Florida Water Management District, Pinellas County Utilities offers 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 70,000 toilets have been replaced resulting in water savings of over 1 million gallons per day. This program is coming to an end soon, so apply NOW for your ULFT rebate by calling **727-725-2604**.

## Water C.H.A.M.P.

This voluntary program focuses on the importance of water conservation among occupants of hotels and motels within the Pinellas-Anclote River Basin. Since the Conservation Hotel And Motel Program (C.H.A.M.P.) began in 2002, 89 hotels and motels have taken advantage of the water saving tools and tips. This conservation opportunity also includes conducting water audits, and recognizing participants for their water savings. An added feature of the program includes distribution of materials that inform visitors on how they can participate in water conservation during their stay.

# Education Programs

## Does Your Lawn Have a Drinking Problem?

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."

## Cross Bar Ranch Education Center

The 12,000 acre Cross Bar Ranch is operated embracing a total ecosystem management philosophy. The ranch, owned and managed by Pinellas County Utilities, successfully merges wellfield 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 compared to 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.

## South Cross Bayou Education Center

Pinellas County Utilities and Pinellas County School Board 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.





# Update



## Hardness

The current hardness levels of Pinellas County water ranges between **200-250 milligrams per liter** (mg/L) or parts per million (ppm). This is equivalent to **10-15 grains per gallon** (gpg).

## Routine System Maintenance

In 2002, Pinellas County Utilities' water treatment changed when Tampa Bay Water modified the disinfectant from chlorine to chloramine in the water supplied to Pinellas County. Due to this method of water treatment, an annual routine system maintenance program has been implemented resulting in a temporary switch from chloramine back to chlorine disinfection.

This type of system maintenance, practiced by many communities, is designed to optimize water quality in the water delivery system. Those impacted by this local maintenance program include Pinellas County Utilities customers as well as customers in the cities of Clearwater, Pinellas Park, Safety Harbor, Tarpon Springs, and part of Oldsmar. During this interim change in treatment, customers may experience a slight difference in taste and/or smell in the water. This is normal and does not indicate a problem.

## 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. Be cautious of buying unnecessary water purification products usually offered door-to-door by people calling themselves water experts. Make sure you understand what a water treatment device can and cannot do to improve your current water quality. The taste of water may vary regionally, but Pinellas County Utilities' water meets or exceeds all Federal and State standards for safe drinking water.

- 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**.

## Water Security

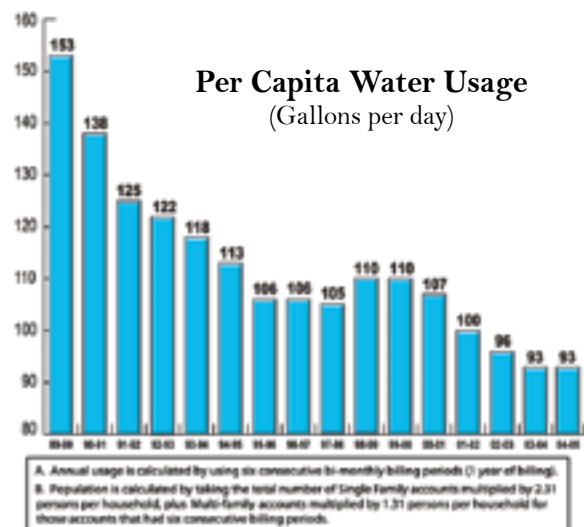
Pinellas County Utilities' number one priority is the protection of our water supply for the safety and health of our residents and visitors. We have increased the security at all of our facilities in an effort to heighten our awareness and prevent unauthorized intrusions.

Although we have not received specific threats of any kind, we are actively working with 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.

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.

## Conservation Success

As a result of successful conservation efforts, water usage per person per day has significantly declined over the past decade. The following reductions in per capita use exemplify the success of our current programs. As of 2005, Pinellas County Utilities' per capita water usage averages 93 gallons per person per day (gpd). In 1989, the per capita water usage rate was 153 gpd.



# 2005 Awards

The department's programs have been recognized with the following awards given by local and national associations in 2005.

## **FWEA**

**David W. York Award** for Water Reuse Project of the Year (> 15 MGD)  
South Cross Bayou Water Reclamation Facility

## **American Advertising Federation**

**Gold Addy Award** (Public Service Category)  
Brooker Creek Preserve Water Video

## **The Communicator Awards (2005 Print Media)**

**Crystal Award of Excellence** (Annual Report/Utility) 2003 Consumer Confidence Report

### **Honorable Mention** (TV/Campaign)

Ultra Low Flow Toilet/"Does Your Castle Need a New Throne?"

### **Award of Distinction** (Radio/Campaign)

Ultra Low Flow Toilet/"Does Your Castle Need a New Throne?"

### **Award of Distinction** (Brochure/Educational)

Your Lawn May Have a Drinking Problem

## **The Communicator Awards (2005 Audio)**

**Crystal Award of Excellence** (Writing/Script)

Ultra Low Flow Toilet Radio Campaign

**Crystal Award of Excellence** (Writing/Humor)

Ultra Low Flow Toilet Radio Campaign

**Crystal Award of Excellence** (Radio/Utilities)

Ultra Low Flow Toilet Radio Campaign

## **The Videographer Awards**

**Award of Excellence** (TV/Creativity/Humor)

Ultra Low Flow Toilet Television Ads

**Award of Excellence** (TV/Commercials/Utilities)

Ultra Low Flow Toilet Television Ads

## **APEX Awards**

**Award of Excellence** (Annual Reports-Printed Four Color)

2003 Consumer Confidence Report

**Award of Excellence** (Education & Training Brochures, Manuals & Reports)

Your Lawn May Have A Drinking Problem

## **U.S. EPA Region 4**

### **Excellence Award**

Large Surface Water System  
Pinellas County Utilities  
2004 Consumer Confidence Report

## **League of American Communications Professionals**

### **2005 Spotlight Awards**

**Platinum Award** (Annual Report)  
2004 Consumer Confidence Report for Water Quality

## **MarCom Creative Awards**

**Platinum** (Annual Report/Utility)

2004 Consumer Confidence Report

**Gold** (Creativity/Design/Annual Report)

2004 Consumer Confidence Report

**Platinum** (Video/Film/Educational)

The Great Florida Water Adventure

**Gold** (Ads/Point of Purchase)

Ultra Low Flow Toilet Rebate Program

**Honorable Mention** (Radio/Single Spot)

Ultra Low Flow Toilet Rebate Program

## **Florida Section/**

### **American Water Works Association**

**Award of Honor** (Safety)

W.E. Dunn Water Reclamation Facility

**Award of Excellence** (Safety)

S. K. Keller Water Treatment Facility

**Meritorious Award** (Public Education)

"Does Your Castle Need a New Throne?"

**Honorable Mention** (Public Education)

2004 Consumer Confidence Report





# Empower Yourself...

*watch, learn, participate!*

The Pinellas County Board of County Commissioners meets twice a month, 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. Regular County business 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. for scheduled public hearings. The public is invited to attend these meetings held in the 5<sup>th</sup> floor Assembly Room of the Pinellas County Courthouse located at 315 Court Street, Clearwater, Florida 33756. Meetings are televised live (and close captioned) on Pinellas 18 TV, the Pinellas County Government Access cable channel, and repeated during the week. The meeting agendas are published on the County's website at [www.pinellascounty.org](http://www.pinellascounty.org). For more information call **727-464-3485**.

Tampa Bay Water's Board of Directors meetings occur on the third Monday of every other (even) month at 9:00 a.m. at 2575 Enterprise Road, Clearwater, Florida 33763. To view their agenda, visit their web site at [www.tampabaywater.org](http://www.tampabaywater.org) or call **727-796-2355**.

## Contact Pinellas County Utilities

At Pinellas County Utilities, we value our customers and work hard to ensure your satisfaction. If you have questions or comments about this report or other issues, please call us:

**Customer Service** ..... **727-464-4000**  
**Utilities Laboratory** ..... **727-582-2302**  
**Water Conservation** ..... **727-464-3896**  
**Emergencies** ..... **727-464-4000**

You can also visit us on our website at [www.pinellascounty.org/utilities](http://www.pinellascounty.org/utilities).

## Your Pinellas County Board of County Commissioners



Robert B. Stewart

Karen Williams Seel

Susan Latvala

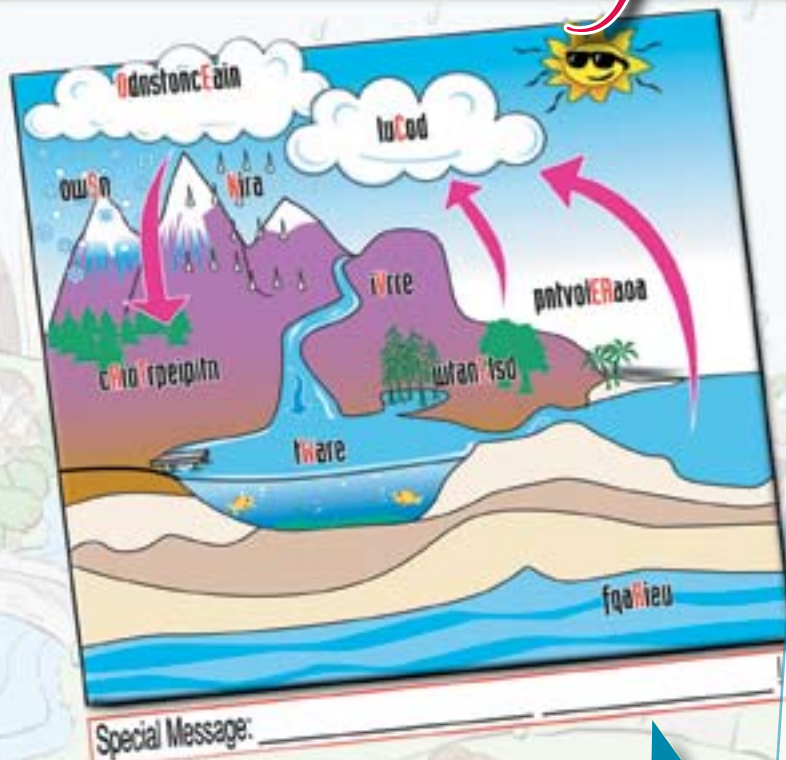
John Morroni

Calvin D. Harris

Kenneth T. Welch

Ronnie E. Duncan

# Just for Kids



## Hydro-Scramble

The Hydrologic Cycle, or the Water Cycle, is an important part of our environment. It helps to replenish water in lakes, rivers, and even oceans, so we can use it. Help keep the Water Cycle going by unscrambling the words in this diagram. Then unscramble all of the **RED** letters to find the special message on how you can help!

Answer Key:

Cloud, Water, River, Evaporation, Aquifer, Condensation, Rain, Precipitation, Snow, Wetlands, Special Message: Conserve Water!

Special Message: \_\_\_\_\_

## Hydro-Search

Water comes in many forms in many places.

**How many "water" words can you find?**

Hint: There are 16 "water" words to be found up, down, and backwards.

S	T	R	I	V	E	R	S	T
A	E	W	C	R	E	E	K	U
Q	L	B	F	V	A	L	P	V
U	S	A	E	S	L	O	C	R
I	O	G	J	N	I	N	E	A
F	X	C	M	O	A	D	A	N
E	R	L	A	F	R	E	T	W

Help me, Dewey, find my way to the end of the water pipes!



Start

## Hydro-Maze

End

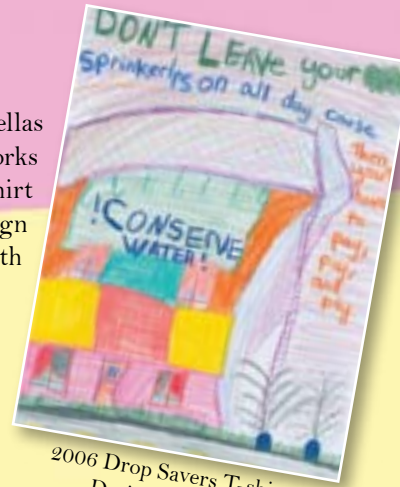


# Celebrating a Resource

## AWWA Drinking Water Week

In celebration of the nationally proclaimed Drinking Water Week, Pinellas County Utilities, along with the Florida Section of the American Water Works Association (AWWA), sponsors a "Drop Savers Water Conservation T-shirt Design Contest". Students in grades K-5 create a slogan or a T-shirt design depicting a water conservation idea. Winners receive T-shirts imprinted with their own designs, and special recognition at their school.

**Try your creative skills, and design your own conservation T-shirt to share with your friends and family!**



2006 Drop Savers T-shirt Design winners!

