

# Auburn Water System, Inc

## Consumer Confidence Report



We're pleased to present to you this year's  
**2013 Annual Water Quality Report 2013**

The continuous goal and commitment of Auburn Water System, Inc. (AWS) is to provide residents and businesses with a safe, dependable supply of drinking water, and to ensure its long term quality. AWS provides this Annual Consumer Confidence Report to our customers so they may understand the concerted and rigorous efforts made to continually maintain and improve the water treatment process and preserve our precious water resources.

The drinking water AWS pumps is groundwater drawn via wells from the Floridan Aquifer, one of the world's largest sources of drinking water. Because of the excellent quality of our water, the only treatment required is chlorine for disinfection purposes. AWS routinely monitors for contaminants in accordance with Federal and State regulations.

In 2013 the Department of Environmental Protection performed a Source Water Assessment on our system and a search of the data sources indicated no potential sources of contamination near our wells. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at [www.dep.state.fl.us/swapp/](http://www.dep.state.fl.us/swapp/)

We encourage our valued customers to be informed about Auburn Water System, Inc. If you want to learn more, please attend any of our regularly scheduled Board meetings. Unless posted otherwise they are held on the third Monday of each month at 6:00pm in the Board of Directors Room, 3097 Locke Lane, Crestview, Florida.

If you have any questions concerning this report, or would like to learn more about Auburn Water System, Inc., please contact Doug Sims, General Manager or Richard Laux, Operations Manager at (850) 682-1258. Our office hours are 8:00 a.m. to 4:00 p.m. Monday through Friday and offices are located at 3097 Locke Lane, Crestview, Florida 32536. You can also visit [www.auburnwatersystem.com](http://www.auburnwatersystem.com) for more information.

*Testing Your  
Drinking Water*





Today, Auburn Water System pumps your water from the Floridan Aquifer. Conserving this natural resource is vital. In the future, our aquifer will reach a point where no increase in demand can be placed upon it. At that point, Auburn Water System will have to find additional sources of drinking water. Any other source will cost our customers more. The more we conserve now, the further off in the future that day will be.

- Conservation helps to reduce the demand on our water source, the Floridan Aquifer, and is a sustainable solution to reduce the need to find expensive alternative water sources.
- Over the long term, conservation will help to keep rates lower longer because we can delay undertaking more expensive means of getting water.
- Other water source alternatives cost 5 – 14 times more than taking water from the aquifer with desalination of seawater being the most expensive.

**From the EPA - Drinking Water Sources**

*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 storm water 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 storm water 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 storm water runoff, and septic systems.
- (E) **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

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

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

*In our continuing efforts to maintain a safe and dependable water supply it may be necessary to make improvements in your water system. The costs of these improvements may be reflected in the rate structure. Rate adjustments may be necessary in order to address these improvements.*

*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. Auburn Water System, 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>*

**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 Auburn Water System, Inc. work around the clock to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children’s future.*

**Definitions:**

In the table on the following page, 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.

**Action Level (AL):**

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that 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.

**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. MRDLG’s do not reflect the benefits of the use of disinfectants to control microbial contaminants.

“ND” means not detected and indicates that the substance was not found by laboratory analysis.

**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.

**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):**

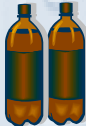
measure of the radioactivity in water.

**Just how small is a part per million or a part per billion?**

**In one Olympic - sized swimming pool - (660,000 gallons)**



**1 PPM = 1 1/4 two-liter bottles**



**1 PPB = 1/2 teaspoon**





Auburn Water System Inc. routinely monitors for contaminants in your drinking water according to Federal and State laws, rules, and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1 to December 31, 2013. Data obtained before January 1, 2013, and presented in this report are from the most recent testing done in accordance with the laws, rules, and regulations.

*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, is more than one year old.*

## 2013 ANALYSIS TABLE

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
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### Radioactive Contaminants

Radium 226 + 228 or combined radium (pCi / L)	March 08	N	0.9	ND-0.9	0	5	Erosion of natural deposits
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### Inorganic Contaminants

Arsenic (ppb)	Jan-Feb 11	N	3.9	ND-3.9	0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	Jan-Feb 11	N	0.02	ND-0.02	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium (ppb)	Jan-Feb 11	N	3.9	ND-3.9	100	100	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride (ppm)	Jan-Feb 11	N	0.2	0.14-0.2	4	4	Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at optimum level of 0.7 ppm
Sodium (ppm)	Jan-Feb 11	N	7.0	2.0-7.0	N/A	160	Salt water intrusion, leaching from soil

### Stage 1 Disinfectant/Disinfection By-Product (D/DBP) Parameters

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)	Jan-Dec 13	N	1.4	1.2-1.54	MRDLG=4	MRDL=4.0	Water additive used to control microbes
Haloacetic Acids (five) (HAA5) (ppb)	July 13	N	3.1	1.5-5.4	NA	MCL=60	By-product of drinking water disinfection
TTHM (Total Trihalomethanes) (ppb)	July 13	N	6.7	1.69-12.2	NA	MCL = 80	By-product of drinking water disinfection

### Stage 2 Disinfectant/Disinfection By-Product (D/DBP) Parameters

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
Haloacetic Acids (five) (HAA5) (ppb)	Oct-Nov 13	NA*	NA*	ND-0.87	NA	MCL=60	By-product of drinking water disinfection
TTHM (Total Trihalomethanes) (ppb)	Oct-Nov 13	NA*	NA*	2.8-7.8	NA	MCL = 80	By-product of drinking water disinfection

### Lead and Copper (Tap Water)

\*\*the level detected is the average \* not applicable until four quarters are sampled

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	AL exceeded Y/N	90th Percentile Result	No. of sampling sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (tap water) (ppm)	Jun-Sept 12	N	0.16	0 OF 30	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppb)	Jun-Sept 12	N	1.5	0 OF 30	0	15	Corrosion of household plumbing systems, erosion of natural deposits



Most people don't think of the work involved in assuring our customers have an adequate supply of safe water to drink, cook, and shower with. Even in the middle of the night when a line breaks and the water supply is interrupted, to our customers without water, it's a crisis!



But we're here, around the clock, often literally in the trenches, to ensure that your drinking water runs clean and clear every time you turn the tap, and flows smoothly away when you are finished with it.

We don't zoom around town with lights and sirens, but our water is waiting when the need arrives, and we have been known to go on all-nighters.

We are proud of your utilities team and the work they do, behind the scenes, to make sure that your needs and concerns are taken care of with the highest level of service possible.

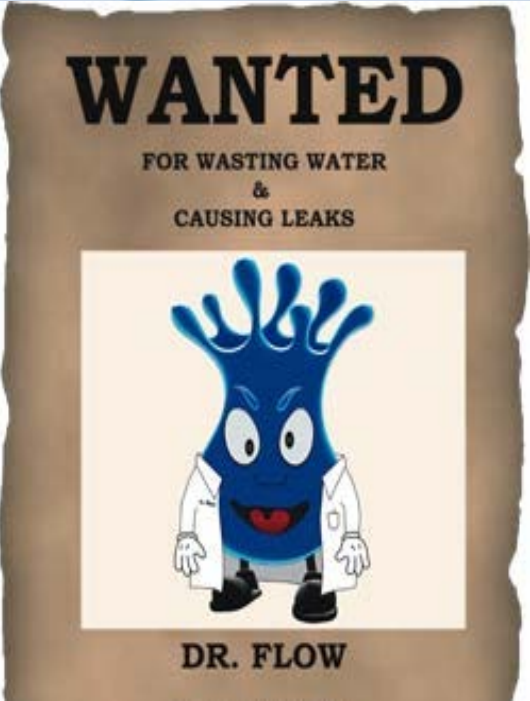
Please take a few minutes to review the water saving tips on this page. It will help reserve our precious resource.



Back to the trenches!



Location	Water Saving Tip	Amt Saved
Bathroom		
Bathing	5 min shower instead of a bath Install a low-flow shower head & reduce use by 50% Bath in a tub less than ½ full	About 15 gal's About 3 gal's a min, per shower 10-15 gal's per bath
New Toilets	1.6 gal's per flush rather than 6 gal's	Almost 4 gal's per flush
Older Toilets	Put a filled container in toilet tank, away from working parts	2 gal's per flush
All Toilets	Flush ½ as often as before Don't use toilet as a wastebasket, flush when essential	12 gal's a day per person At least 12 gal's a day per person
Sink brushing teeth Sink shaving Sink faucet	Use a cup of water instead of running tap Instead of running water, partially fill basin & use stopper Replace older models	10 or more gal's per brushing 3 gal's per shave 2.5 gal's a min per person
Kitchen		
Dishwashing by hand	Hand wash in a filled basin, not with running water	25 gal's per load
Dishwasher	Wait until you have a full load & only run once a day Run load on short cycle (7-8 gal rather than 10-12 gal)	10-12 gal's each cycle not run 3-4 gal's per load
Faucet	Install a low flow faucet	2.5 gal's per min
Drinking water	Don't run the tap, keep a pitcher of cold water in the refrigerator	2 gal's per drink
Cleaning foods	Use a bowl of water instead of running water on fruits & veg	2-10 gal's per meal
Thawing foods	Thaw frozen food in refrigerator not under running water	5 gal's or more per meal
Laundry Room		
Washing Machine	Buy one with saving features; load size selector; & water level controls Choose a front loading washer; these use 1/3 less water (and 2/3 less soap) than top loaders Wait until a full load to wash	About 10-20 gal's per load As much as 30 gal's per load
Heating – Cooling		
Water pipes	Insulate hot water pipes in older homes instead of running to get hot	8 gal's a person per day
Cooler	Install a recirculation water pump on it to reduce water use	20 gal's or more per hour
Lawn & Garden		
Watering	Unless water is rationed, deep soak garden once weekly rather than sprinkling several times a week Water at night or morning to prevent rapid evaporation Use a nozzle which can be shut-off or adjusted to a fine spray	over 50 gal's a week in summer 35 gal's per ½ Acre per watering 5 gal's per min
Backyard		
Clean-ups	Use a broom/rake instead of a hose to remove leaves & debris off driveway/ walk, patio & pool decks	40 gal's per 5 min of work
Swimming pool	Cover pool to slow evaporation	avg size, saves = to volume per year
In the Garage		
Washing car:	Wash car at home, car wash's use 10% more water Wash with bucket & sponge, don't let hose run	500 gal's per wash 85 gal's or more per wash



IF you see evidence of a line break (Dr Flow), or you have a problem with your water supply, call us at  
850-682-1258 OR 850-682-3413  
8am-4pm Mon-Fri Ext 1 Customer Service  
All After Hours/On Call Ext 5