ater System, uburn 2011Consumer Confidence Report

40% of bottled water begins as tap water

Reminder Past Due Accounts Please call the office <u>"Do not"</u> make payments online

RECONNECTIONS:

Reconnections due to non-payment need to be paid in person, or you may call the office to make payment.

No reconnections will be performed until payment is verified. Payments made on our web site may take up to 72 hours to post to your account.

Q: What happens if I break the lock?

A: If the lock is broken at the water meter, a \$1000 fine is assessed

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precious commodity

It can take up to 1,000 years for buried plastic water bottles to biodegrade

86% of plastic water bottles used in the U.S. become garbage or litter

Sources: Container Recycling Institute and Earth Policy Institute



Water is our most

Reduce

Carbon

Footprint

Drink Tap Water!

Your

Annual Meeting: July 16, 2012 at 6:00 pm Located at Auburn Water System, Inc. All Members Are Invited To Attend

Our Web Site:

www.auburnwatersystem.com

is available for information, forms, and online payments which may take up to 72 hours to post to your account.

Other forms of online payments may take up to two weeks or longer to get to us, so please give time for payment to reach us.

> **Office Hours:** 8:00 am to 4:00 pm Monday through Friday



Closed Holidays:

New Years Day, Martin Luther King Jr. Day, Memorial Day, **Independence Day**, Labor Day, Veterans' Day, 12:00 the day before Thanksgiving Day, **Thanksgiving Day** & the day after, 12:00 the day before Christmas Eve, **Christmas Eve** & **Christmas Day**

If the holiday falls on a Saturday we will be closed on the previous Friday, if it falls on a Sunday it will be on the following Monday

Water Sources Where Your Water Comes From Water Conservation Facts

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 <u>http://www.epa.gov/safewater/lead</u>

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.

ays to save water, and they all There are start with you

3

	There are a n	umber of ways to save	e water, an	d the	y all start with you		
	LOCATION	WATER SAVING TIP			Each month a conservation tool		
		BATHROOM:			or not this tool is your Water		
	Bathing	Take a 5 minute shower instead of a bath Install a low-flow shower head to reduce 50% = About 3 gallons per min per showe Bath in a tub less than ½ filled with water	= About 15 gallons water use by r = 10-15 gallons per b	oath	Bill. If you look at the upper right-hand corner of your bill, you will find your consumption amount. This is how much		
	New Toilets	1.6 Gallons per flush rather than 6 galls =	Almost 4 gallons per	flush	water you used during that		
	Older Toilets	Put a water-filled plastic jug in toilet, tanl parts = 2 gallons per flush	k, away from working	;	billing period. If you normally use 3 or 4 thousand gallons and suddenly your consumption		
~	All Toilets	Flush ½ as often as before = least 12 gallo Don't use toilet as a wastebasket, flush w gallons per day per person	ns per day per person hen essential = At lea	n ast 12	increases, this could indicate you have a leak. Even just a small leak can waste our		
1.	Sink- Brushing teeth Sink- shaving Sink- faucet	Use a cup instead of running tap = 10 or n Instead of running water, partially fill bas stopper = 3 gallons per shave Replace older models = 2.5 gallons per mi	nore gallons per brus in and use a nute per person	ning	precious water and cost you money. You may not notice that toilet with a silent leak or that outside faucet you didn't turn		
	Dichwaching by hand	KITCHEN Hand wash in a filled basin, not running w	ator - 25 gallons por	lood	off all the way, so take the time		
	Dishwasher	Wait until you have a full load and only ru gallons each cycle not run Bun on chort cycle (2.8 gal rather than 10	in once a day = $10-12$	load	each month. Stop leaks from wasting both your water and your money		
$\left \right $	Faucet	Install a low flow faucet = 2.5 gallons per	minute	iuau	,		
	Drinking water	Keep a pitcher of cold water in the refrige the tap until it cools = 2 gallons per drink	erator instead of runn	ing it at	Sprinkler Smarts		
_	Cleaning foods	Use a brush & bowl full of water instead ovegetables = 2-10 gallons per meal	of running water over	r fruits &	- The second		
	Thawing foods	Thaw frozen food in refrigerator not unde gallons or more per meal	er running water = 5		A REALIZED AND AND A REAL		
$\overline{\}$		LAUNDRY ROOM:			Don't put away your bill yet.		
()	Washing Machine	Purchase one with water saving features; variable water level controls = about 10-2 Choose a front loading washer; these use soap) than top loaders Wait until there's a full load = As much as	Purchase one with water saving features; load size selector; & variable water level controls = about 10-20 gallons per load Choose a front loading washer; these use 1/3 less water (and 2/3 less soap) than top loaders Wait until there's a full load = As much as 30 gallons per load				
		HEATING – COOLING			system for consumption where		
	Water pipes	Insulate hot water pipes in older homes s waiting for it to get hot = 8 gallons per pe	o you don't run wate rson per day	r	by the more water you use, the more you will pay per thousand gallons		
2	Cooler	Install a recirculation water pump on it to gallons or more per hour	For single family residential				
1 1.	Watering:	Unless water is rationed, deep soak garde sprinkle lightly several times a week = ove summer Water at night or morning to prevent rap day = 35 gallons per ½ Acre per watering Use a nozzle which can be shut-off or adju	en once weekly rathe er 50 gallons a week i id evaporation during usted = 5 gallons per i	r than n g heat of min	0 to 3,000 gallons of water, 3,001 to 6,000 gallons of water; 6,001 to 9,000 gallons of water; 9,001 to 12,000 gallons of water; 12,001 to 15,000 gallons of water, and over 15,000 gallons		
		BACKYARD			Check your consumption rate		
~	Clean ups:	Use a broom or rake rather than a hose to from driveway, walk, patio, etc. = 40 gallo	debris	and see if by modifying your family's water use habits you			
2	Swimming pool:	sized, saves equivalent of its volume each	year	/erage	can decrease your water use and increase your savings!		
	Washing car:	Wash car at home rather than at	Meter Size	Base Rate	e		
L		car wash, many of which use 10%	5/8 Inch or $3/4$ Inch	\$18.31	For Larger		
		more water than necessary = 500	1 Inch	\$24.18	Meter Base Rates		
		gailons per wasn Wash with bucket and sponge rather	1.5 Inch	\$28.33	Customer Service Department		
		than with hose and reuse water for	2 Inch	\$39.71			
r annað		chrome, hub caps & wheels = 85 gallons or more per wash	Usage Blocks for Potable Wa		ater-Commercial or Residential		
-			Gallons Price per 0 - 3000 Included		r thousand gallons		
	A State of the second s				In Base Rate		
	A con the second		3,001-6,000	\$2.93	Per thousand gallons		
?		Electrication currents	6,001-9,000	\$3.28	Per thousand gallons		
			9,001-12,000	\$3.69	Per thousand gallons		
~	Simply Indispensable!		12,001-15,000	\$4.09	Per thousand gallons		
N	antig marakangagiet		>15,000	\$4.60	Per thousand gallons		



Auburn Water System, Inc.



Board Nembers: From Left to Right: Tim Bryant, Mary Rankin, Brenda Smith, Joe Kearly, (General Manager: Doug Sims), Donald Cadenhead, Dwain Wood, & Bob Lloyed





Patrick

Barry

Cheri



C

Jeremy



Mary









Gene





Julie

Cassie



Richard











Ryan



Justin





Richard



Doug



Chris









Message from the President



Domald

In a time when the picture of the economy is bleak and the real estate market continues to spiral downward, I am happy to report the future of the Auburn Water System looks good. With growth throughout the year and a staff that is dedicated to work hard to keep our system financially sound, we have received an excellent financial report from our auditing firm.

This year, Auburn Water has made improvements in several areas by upgrading many of our water lines. We are in the process of getting out bids to drill a new water well to better serve our expanding system. To meet some requirements by D.E.P. we are currently in the process of building two new well houses for two of our existing tanks.

Our staff and board of directors understand the need to provide safe drinking water, Cadenhead yet to provide it at the lowest cost possible to those we serve. In this booklet, you will find our annual drinking water quality report. Our hope is that as you read it, you will have the peace of mind that you are being provided the finest water in the United States right here at Auburn Water.

One of the benefits that you have along with 6,000 plus other homeowners and businesses is that you own this system. The most important of all your utilities cost you the least. On behalf of board of directors and employees, thank you for allowing us to serve you.

Donald Cadenhead, President Auburn Water System, Inc.

Message from the General Manager



An unconventional solution to a realistic problem

Many chamber members see the value of membership as being a place to make good contacts and to tell others about your business. But truth is membership is much more than that. The Chamber speaks often of getting Bang for your Buck with membership. That concept has been taken a step further by two chamber members who have teamed up to form a unique partnership.

Doug Sims

What do a water system and a bank have in common? It could be customers; the water system could serve the bank water; the bank could provide banking services for the water system; customers of one business could well be customers of the other. These are things you would probably easily guess. What if the building, the water system or the bank was made inoperable due to an emergency? How would their customers continue to receive services?

What if a bank and a water system joined together to provide a place for the other to come to set up basic operations after an emergency in order to continue to serve their customers and our community? What if these two businesses agreed to provide this space to the other at no charge, for as long as the space was needed, for the damaged business to again be operational?

Well, that unusual agreement is in fact a reality. Auburn Water System and CCB Bank have worked together to develop this partnership. They would like to share with other businesses in the chamber a template to use if any business would be interested in pursuing agreements to assure your continued operations if your business location is damaged during an emergency.

We must all seek new ideas and ways of cooperation with each other remain viable and to assure continued service to those we serve. This is a perfect example of how participation in the Chamber can further business in non-traditional ways.

Doug Sims, General Manager Auburn Water System, Inc.



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We're pleased to present to you 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 ground water from 6 wells. The wells draw from the Floridan Aquifer. Because of the excellent quality of our water, the only treatment required is chlorine for disinfection purposes.

In 2011 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/

If you have any questions about this report or concerning your water utility, please contact Doug Sims, General Manager or Richard E. Laux, **Operations Manager at 850-682-3413 or 682-1258.** We encourage our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled Board meetings. They are held on the third Monday of each month at 6:00 pm in the Board of Directors Room, 3097 Locke Lane, Crestview, Florida.

In the table to the right, 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 MRDI: 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 MRDLC: 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.

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

Parts per billion (ppb) or Micrograms per liter (µg/D -

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/D –

one part by weight of analyte to 1 million parts by weight of the water sample.

Picocurie per liter (nCi/L) -

measure of the radioactivity in water.

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, 2011. Data obtained before January 1, 2011, and presented in this report are from the most recent testing done in accordance with the laws, rules, and regulations.

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2011 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			
Radioactive Contaminants										
Radium 226 + 228 or combined radium (pCi / L)	March 08	N	0.9	ND-0.9	0	5	Erosion of natural deposits			
Inorganic Contami	nants									
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 levels between 0.7 and 1.3 ppm			
Sodium (ppm)	Jan-Feb 11	N	7.0	2.0-7.0	N/A	160	Salt water intrusion, leaching from soil			
	Statistics of the state of the					A REPORT OF	Social and Allowing statements and a social statement of the			

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 11	N	1.38	1.19-1.49	MRDLG=4	MRDL=4.0	Water additive used to control microbes
Haloacetic Acids (five) (HAA5) (ppb)	July 10	N	6.3	5.6-7.2	NA	MCL=60	By-product of drinking water disinfection
TTHM [Total trihalomethanes] (ppb)	July 10	N	5.7	2.8-11.2	NA	MCL = 80	By-product of drinking water disinfection

Lead and Copper (Tap Water)								
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 10	N	0.18	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 10	N	2	0 OF 30	0	15	Corrosion of household plumbing systems, erosion of natural deposits	

sere of The Most Asked Questions & Answers

: I am on public water. What types of tests are taken to assure my water is safe?

A: Public water systems perform a series of tests at varying schedules. Monthly bacteriological tests of the raw water from each well and the chlorinated water throughout the distribution system are taken on a monthly basis and tested through a Florida Certified Laboratory. The number of samples required to be tested varies with population. Public water systems test for heavy metals, pesticides, organic compounds, radioactivity and inorganic compounds on a routine basis. Results are provided to our customers yearly in our Consumer Confidence Report, which is mailed to every customer and is available online.

What happens if I bypass the water meter and connect directly from the service line to my house?

A: If this occurs you will be charged with theft of service , which carries the penalty of a fine and jail time through the court system, plus you will be fined by Auburn Water System \$1000. An illegal connection can contaminate water for our customers and this is taken VERY SERIOUSINU

Does Auburn Water System have to notify me if my water is about to be cut off for non-payment?

A: No water utility is required by law to notify a customer when their water is about to be cut off for non payment. As a courtesy to our customers, we have a phone notification system to let the customer know cutoff is near. The message will advise the customer of the last date to have the bill paid before cutoff occurs. We cannot however provide these courtesy calls to you if your contact phone number is not up to date in our computer system.

Q: I hear water running outside-what should I do?

: If it is during the day, go outside to see if you can find the leak or line break. Turn the water off at the meter if you find a leak or line break until you can have it repaired. If at night, do not go outside by yourself. Turn on lights outside and have at least two people go out to find the leak if possible. This is for safety, as someone may have turned on the water intentionally and attack when a single person goes out at night to investigate. metimes my water ks milky. Is it still e to drink?

In a drinking water system, the water travels under pressure. Occasionally, during maintenance work, air may become trapped inside these pipes and when the pipe is returned to service, the water pressure causes the air to dissolve into the water. Then, when the water comes out of the tap, it is no longer under pressure and the air that was dissolved in the water, comes out of solution forming very tiny bubbles. This causes the water to look milky. When poured into a glass, the milky water will start to clear from the bottom up with the clear water slowly moving upward. Often, when the water is clearing, the water will effervesce like pop. Usually this milky appearance is only temporary and the water will soon return to normal. The water is still safe to drink.

Q: Do you put chemicals in the water?

A: The only chemical we put in our water is chlorine, which is required by law.

Q: What is the pink stuff growing in and around my sink/tub/washer, etc.?

Safety Valve Maintenance is critical, because: "WATER HEATERS Explode with the FORCE OF DYNAMITE!"



WARNING! Important information regarding Thermal Expansion, Thermal Expansion Tanks, And Ball Cock/Thermal Expansion Relief Valves

WARNING!

Q: WHAT IS THERMAL EXPANSION?

A: Most homes are supplied with hot water from an electric or gas tank hot water heater. Most Newer Water heaters are installed with a Temperature and Pressure Valve, also known as a T&P. The T&P is designed to relieve excessive water temperature or pressure. If the thermostat in a hot water heater becomes defective and allows the water temperature to increase to more than 212 degrees F, and if the T&P valve fails, your water can become "superheated".

"Superheated" (scalding hot) water which cannot expand into the main water line, and can cause water heaters to explode or can allow scalding steam to be released from faucets. This condition is rare, because for it to actually happen the hot water heater thermostat <u>and</u> the T&P valve must both malfunction simultaneously. However, <u>the potential hazard does exist when</u> <u>a closed water system is created by the installation of a Backflow Assembly at the water service meter (to your home or business).</u>

> Check out Myth Busters on You Tube @ http://www.youtube.com/watch?v=rGWmONHipVo

Q: What should I do if I have a water quality concern, such as brown or cloudy water, or water that smells?

A: Please call our office at 682-3413 if you have any concerns about water quality. Brown water can be the result of opening a fire hydrant to fast, causing rust in the iron pipes and hydrant housing to come lose and color the water. Cloudy water can be caused from air in the lines, which sometimes happens after a line break. If you are at the end of a water line, sometimes water can have an unusual odor due to a chlorine buildup, Auburn Water can correct by flushing the lines with a flushing hydrant.

: How can I check for a leak?

The best way is to check your meter. Be sure that all faucets, showers, or appliances that use water are turned off inside and outside your house. If when you check the dial on your meter you find either the red leak indicator on the bottom right side of the brass meters is spinning, or the digits are increasing on the new plastic meters, you have a leak.

A: Pink, black, red, brown, orange, and salmon colored "stains" often appear in areas that are frequently wet. These "stains" are not from the water, but are caused by airborne mold, mildew, and bacteria. Collectively we call these things biological growths. Biological growth occurs despite frequent scrubbing & disinfection & is very frustrating. The common factors that lead to these growths are moisture, nutrients, & the nature of the surface. The best way to minimize biological growth is to ventilate & dry wet areas quickly & through frequent cleaning.

How Much Water Do I Use?

How many customers ask the question "how much water does the average person use each day?. The answer to this question. The answer to this question requires a definition of the average person". In general, per capiti water use ranges from about 40 to 80 gallons per day (gpd). The following chart shows estimates of personal water use:

USE	Average / Person (gpd)
Bathing	15 - 25
Sink	3 - 5
Toilet	5 - 15
Washing Clothes	10 - 20
Washing Dishes	5 - 10
Cooking	1-2
Miscellaneous	1 - 3
Total	40 -80

An average of 20% of all toilets leak!!

Check for Leaky Faucets - The next place to check for leaks is your sink and bathtub faucets. Replacing the rubber O-ring or washer inside the valve can usually repair dripping faucets.

The following table at the bottom of this page shows the amount of water that can be lost (and billed to your account) for various size leaks.



Check all faucets for drips. Replace worn and leaking washers, gaskets, pipes or defective fixtures.

Check for leaks on outside faucets, and make sure the valve closes properly.



TRC UR SYSTER 1,3 1 9,3 9,5 S/B* GALLONY (nvensys.

Have a leak? = Read Your Water Meter $\Psi \Psi \rightarrow \rightarrow \rightarrow$ Locate your water meter. It is normally found at the property line in the front yard.

Turn the water off at the shutoff valve next to your house & leave the water turned on at the meter. If the digital readout on the new plastic meters or the red triangular leak indicator on the brass meters continues to spin, the leak is in the line coming from the meter to your house.

Another way to check for a leak in your home is by turning off all faucets & water-using appliances & make sure no one uses water during the testing period. If the digital readout on the new plastic meters or the red triangular leak indicator on the brass meters continues to spin, the leak is in the line going to your house. Open Closed (either direction) Water Meter Box AWS Valve To Water Main (Street)

To Customer Building

onserve ili



J.

repaired quickly!

Have a leak

Call before you dig.

Know what's **below**.

Happer

You are responsible for all the water that goes through your meter.

Delaying repairs

can be

COSTLY!



Leak S	ize Example	Gallons Per Day	Gallons Per Month	Cubic Feet per Quarter
• • •	A dripping leak consumes:	15 gallons	450 gallons	180 Cubic Feet
e	A 1/32 in. leak consumes:	264 gallons	7,920 gallons	3,168 Cubic feet
•	A 1/16 in. leak consumes:	943 gallons	28,300 gallons	11,319 Cubic Feet
•	A 1/8 in. leak consumes:	3,806 gallons	114,200 gallons	45,681 Cubic Feet
٥	A 1/4 in. leak consumes:	15,226 gallons	456,800 gallons	182,721 Cubic feet
0	A 1/2 in. leak consumes:	60,900 gallons	1,827,000 gallons	730,800 Cubic Feet

Did you know...



A few safe practices can prevent water scalding

The majority of water scalding accidents happen to the elderly and children under 5.

Third degree burns occur after being exposed 6 seconds to 140 degree water, 30 seconds after being exposed to 130 degree water, and 5 minutes after being exposed to 120 degree water. Scalding caused by moist heat is a much deeper burn than dry heat.

Common causes of scalding include slipping and falling into the bathtub and not being able to get out guickly: not testing the water beforehand; temperature changes when water is being used elsewhere in the home, and

plumbing malfunctions.

The American Burn Association reports that the safest temperature for bathing is approximately 100 degrees and should never exceed 120 degrees.

Make it a habit to test bath water before bathing, especially before bathing a child. Supervise children while they're in the tub and never allow them to play with the faucet.

Have a plumber check the temperature of your water heater to ensure it is within the required recommended temperature. Lowering the temperature on your water heater can result in big savings.

If you live with small children or the elderly, have a plumber install an anti-scald device in faucets and showerheads that will limit the water flow to a trickle if it exceeds 120 degrees.

Three states use a quarter of U.S. water

Florida, California and Texas lead the country in water usage. The government projects that at least 36 states will face water shortages within five years.

Estimated water withdrawals, in million gallons per day in 2000 0 to 5.000 5.001 to 10.000 10.001 to 20.000 20.001 to 52.000



SOURCE(S): U.S. Geological Survey: Government Accountability Office

DID YOU KNOW?

If everyone in the United States could manage to use just one less gallon of water per shower every day, we could save some 85 billion gallons per year. How do you do it? By keeping the shower pressure lower or by making your showers a few seconds shorter.

Is it okay to use hot water from the tap for cooking and drinking?

No, always use cold water. Hot water is more likely to contain rust, copper, and lead from household plumbing and water heaters. These substances can dissolve into hot water faster than they do into cold water, especially when the faucet has not been used for an extended period of time.

Florida Water Facts

Florida's total water area covers 4,308 square miles and ranks third in the nation.

Florida's coastline stretches 1,197 miles with 663 miles of beaches.

The St. John's River flows for 273 miles.

The state has more than 11,000 miles of rivers. streams, and waterways.

Florida has about 7,700 lakes that are larger than 10 acres.

Florida has more than 700 springs with water that comes primarily from the aquifer.

The state has 33 first magnitude springs (flow greater than 100 cubic feet per second), more than any other state.

The Everglades is really a river that flows at the slow rate of a quarter mile per day.

Florida receives 50-54 inches of rain annually.

The average Floridian uses about 124 gallons of water daily.

Depending on the region, between 65 and 85 percent of the water used is ground water pumped from Florida's underground aquifer system.

Water Management Districts



Source: Florida Department of Environmental Protection, www.dep.state.fl.us/secretary/watman/



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If during a hurricane, tropical storm or unforeseen emergency, our water system loses power and water pressure, by law, we will issue a precautionary boil water notice to our customers.

www.exerce pressure, either due to a broken water pipe or a scheduled outage for repairs, a Precautionary Boil Water Notice (PBWN) will be issued. If the number of affected members is small, then each member will be informed individually using a printed notice hung on the front door. Otherwise, the notice will be provided for broadcast from

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the local radio and/or television station. Listen for your area.

Water pressure keeps pollutants from entering the underground pipes that bring drinking water to your house or business. When the pressure is lost, contaminants can seep into the pipes. This might allow pathogens (disease-causing germs) into the water that can cause illness if one drinks it or prepares food or beverages with it. Therefore, as a precaution, it is important to disinfect tap water to kill any bacteria or viruses that may have entered the water, or use an alternative source of water (bottled water). If test show actual contamination with bacteria, these same steps will make your water safe to drink.

Under a precautionary boil water notice (PBWN), water used for consumption can be disinfected by any one of the following methods:

- Bring the water to a rolling boil and holding it there for one (1) minute.
- Using water purification tablets or iodine that many sports or camping stores sell.
- You can also buy commercial bottled water for consumption and food preparation.

Additional information can be found online at <u>http://www.doh.state.fl.us/environment/water/</u><u>manual/boil.htm</u>

Consumption includes brushing teeth, washing fruits and vegetables, and homemade ice/beverages.

L ap water may be used for showering, baths, shaving, and washing, so long as care is taken not to swallow or allow water in eyes, nose or mouth. Children and disabled individuals should have their bath supervised to ensure water is not ingested. The time bathing should spent be minimized. Though the risk of illness is minimal, individuals who have recent surgical wounds, are immuno-suppressed, or have a

chronic illness may want to consider using bottled water for cleansing until the notice is lifted.

Businesses and non-residential sites should take steps such as posting notices at, or disabling water fountains and ice machines during the PBWN. If you provide water to visitors or employees, use a commercially produced bottled water for drinking or beverage preparation (coffee, etc.). Food service operations have additional requirements from their regulatory agency.

After the water system is repaired, and the pressure is restored in the pipes to your home or business, the precautionary boil water notice will remain in effect for one to several days while bacteria tests are conducted to assure the safety of the water. The notice will be lifted (rescinded) only after tests prove the water is safe to drink. When a small number of members are affected, the rescind notice will be delivered similar to the delivery of the boil water notice, otherwise the media will be provided information updates and you should listen for this important information on the radio and/or from the television station. Flush your taps and dispose of ice made during the PBWS.

The employees of Auburn Water System, Inc., your water provider, take great care in assuring that you water is safe to drink. We appreciate your cooperation should a precautionary boil water notice be issued. Please call us if you have any questions or concerns. The County Health Dept. or D.E.P. (numbers are above) can also assist you with answers to your questions.

Cross Connection & Backflow Control Program Information

Nhat is a Cross-Connection?

Cross-Connection is any temporary or permanent arrangement or actual or potential connection between a public water system or consumer's drinking water system and any source or system containing non-potable water or other substances, etc. One example of a Cross-Connection is the piping between a public water system and a customer's lawn irrigation sprinkler system. The most common Cross-Connection is caused by the garden hose.

What is a Backflow

Back-flow is the undesirable reversal of flow of non-potable water or other substances through a Cross-Connection and into the piping of a public water system or consumer's potable water system. There are two types of backflow: back pressure backflow and back siphonage backflow.

What Can I Do to Prevent Backflow?

It is evident that we cannot eliminate either the occurrence of backflow nor can we prevent cross-connections from being created. We must therefore provide a means of protecting potable drinking water systems from the hazards of backflow



occurrences through cross connections. You can prevent backflow in your home plumbing system by installing an inexpensive hose-bib vacuum breaker on each of your outside water

spigots. These vacuum breakers will prevent water from being back siphoned from a polluted or even contaminated water source into your home's water pipes or the public water distribution system. These devices are generally inexpensive, and are available at most plumbing or hardware stores. Hose-bib vacuum breakers have been required by the Standard Plumbing Code since 1963.

Why Do I Need my "Backflow Prevention Assembly" Tested Annually?

As with everything that is manufactured, Backflow Prevention Assemblies and Devices break or wear out. By having your Backflow Prevention Assembly tested annually, you will help to ensure that the potable water supply remains safe. Above Ground Backflow Preventer Assembly's are field tested annually only by Auburn Water System, Inc. certified technicians.



Double Check Valve Assembly The DC may be used to protect against a pollutant only. However, this assembly is suitable for protection against either back siphonage or backpressure.



This RP assembly consists of two internally loaded independently operating check valves and a mechanically independent, hydraulically dependent relief valve located between the check valves. This relief valve is designed to maintain a zone of reduced pressure between the two check valves at all times. The RP also contains tightly closing, resilient seated shut-off valves upstream and downstream of the check valves along with resilient seated test cocks. This assembly is used for the protection of the potable water supply from either pollutants or contaminants and may be used to protect against either back siphonage or backpressure.

What Can Cause Backflow?

Backflow can be caused by a sudden drop in the water pressure in a public water main, which can create a sub-atmospheric condition. If a drop in pressure occurs while a hose is in a bucket of dirty water, for example, that water could backflow into the public water system, potentially contaminating the water for other users. A drop in pressure could be caused by a variety of things, including a water main break, loss of power at a pump station, etc.

Why Do I Need Cross Connection Control on my Sprinkler Irrigation System?

Everyone likes to feel that the potable water supply is safe and under control at all times. Unfortunately, this is not always true, and <u>precautions are required to ensure</u> your health and safety.

It is a very real and constant danger that our potable water supply could become contaminated by something harmful to our heath. As a result, minor skin irritation, serious heath effects, or in some cases death may occur. For this reason Backflow Preventer devices shall be selected, installed, and maintained.

Never submerge hoses in buckets, pools, spa's, tubs or sinks. They may contain harmful cleansers or dangerous bacteria.



- Always keep the end of the hose away from possible contaminants.
- Do not use any spray or cleaning attachments on your hose without a backflow prevention device on a hose. This includes pesticide applicators, portable pressure washers, drain openers and radiator flush kits. All of these devices utilize chemicals, detergents and waste water which are toxic and can be fatal if ingested.