



Jim Beech Recreation Center



Starke Lake



Starke Lake



Jim Beech Recreation Center



# Annual Consumer Confidence Report

An annual report detailing the quality of water supplied to you by the City of Ocoee

For Year 2010



## From your Utilities Director

**T**hey don't build monuments to utility workers. Most people don't think of us at all until something goes wrong, and then it can be the end of the world.

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 firefighters arrive, and we have been known to go on all-nighters.

I am 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.

From time to time, you'll get notices from us with your bill, reminding you of your watering days, or urging you to avoid dumping fats, oils and greases down the drain. This report, in addition to reporting on the quality of your drinking water, revisits three key initiatives: conservation, reclaim, and a new code requiring the installation of thermal expansion tanks on water heaters. Please read this information carefully.

Back to the trenches!

Sincerely,

Charles K. Smith, P.E.  
Utilities Director



*Ocoee Utilities hard at work.*



The City of Ocoee Utilities Department's continuous goal and commitment is to provide residents and businesses with a safe, dependable supply of drinking water, and to ensure its long term quality. Utilities provides this Annual Consumer Confidence Report to Ocoee residents so they may understand the concerted and rigorous efforts made to continually maintain and improve the water treatment process and preserve Ocoee's precious water resources.

If you have any questions concerning this report, or would like to learn more about your City utilities, please contact the Utilities Department at (407) 905-3159. Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday and offices are located at 1800 A.D. Mims Road, Ocoee, Florida 34761, across from the Jim Beech Recreation Center. You can also visit [www.ocoee.org](http://www.ocoee.org) for more information.

The City of Ocoee's drinking water is groundwater drawn via wells from the Floridan Aquifer, one of the world's largest sources of drinking water. It is chlorinated for disinfection and fluoridated for

dental health. Your Utilities Department routinely monitors for contaminants in accordance with Federal and State regulations.

In 2009 the Florida Department of Environmental Protection performed a Source Water Assessment on our system. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells. There are two potential sources of contamination identified for this system with moderate susceptibility levels. The City of Ocoee's wells were tested April 27, 2011 by the Florida Department of Health and the Florida Department of Environmental Protection. The analysis did not find any chemicals of concern in the water supply.

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) or they can be obtained from the Utilities Department at (407) 905-3159.

### Why we monitor

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

Contaminants that may be present in source water include:

- (A) **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- (C) **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) **Organic chemical contaminants**, including synthetic and volatile organic chemicals,

which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

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

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.

## Test Results Table

The following table shows the results of the monitoring period from January 1st to December 31st, 2010. The State of Florida allows for the monitoring of some contaminants less than once per year because the concentration of these contaminants does not change frequently. Therefore, some of the provided data, though representative, is more than a year old.

Contaminant and Unit of Measure	Date of Sample Analysis	MCL/ Violation Yes/No	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
<b>Radiological Contaminants</b>							
Gross Alpha (pCi/L)	March, 2008	No	2.2	1.4 - 2.2	0	15	Erosion of natural deposits
Combined Radium (pCi/L)	March, 2008	No	2.7	2.2 - 2.7	0	5	Erosion of natural deposits
<b>Inorganic Contaminants</b>							
Barium (ppm)	March 25, 2008	No	0.014	0.012 - 0.014	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium (ppb)	March 25, 2008	No	3.4	2.9 - 3.4	100	100	Discharge of steel and pulp mills; erosion of natural deposits
Fluoride (ppm)	March 25, 2008	No	0.665	0.563 - 0.665	4	4	Erosion of natural deposits; water additive which promotes strong teeth; when at optimum levels between 0.7 and 1.3 ppm; and discharge from fertilizer and aluminum factories.
Sodium (ppm)	March 25, 2008	No	7.27	7.05 - 7.27	N/A	160	Salt water intrusion, leaching from soil
<b>Lead and Copper (Tap Water)</b>							
Contaminant and Unit of Measure	Date of Sample Analysis	AL/ Violation Y/N	90th Percentile Result	Number of Sampling Sites Exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (Tap Water) (ppm)	July, 2008	No	0.295	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (Tap Water) (ppb)	July, 2008	No	2.4	0	0	15	Corrosion of household plumbing systems; erosion of natural deposits
<b>STAGE 1 - Disinfectant/Disinfection By-Product (D/DBP Contaminants)</b>							
Contaminant and Unit of Measure	Date of Sample Analysis	MCL/ Violation Y/N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	By-Product of Drinking Water Chlorination
Chlorine (ppm)	2008	No	1.4	0.5 - 2.2	N/A	4	Water additive to control microbes
THM (Total Trihalomethanes) (ppb)	August, 2010	No	22.7 (Annual Average)	20.7 - 24.6	N/A	MCL=80	By-product of drinking water chlorination
Haloacetic Acids (ppb)	August, 2010	No	20.5 (Annual Average)	18.0 - 22.9	N/A	MCL=60	By-product of drinking water chlorination

### Table terms and abbreviations

- **Non-Applicable (N/A)** – does not apply
- **Units: ppm (Parts Per Million)** - The equivalent of 1 cent in \$10 thousand; **ppb (Parts Per Billion)** - The equivalent of 1 cent in \$10 million; **pCi/L (Picocuries Per Liter)** - A measure of radioactivity.
- **Action Level (AL)** – the concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.
- **Maximum Contaminant Level** - The "Maximum Allowed" (MCL) is 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** - The "Goal" (MCLG) is 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.

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. The City of Ocoee is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing

your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>. The City of Ocoee's water sample for lead was 2.4 ppb (parts per billion), which is significantly less than the Maximum Contact Limit of 15 ppb.

## Making Our Water Last

Florida may be known as The Sunshine State, but it's water that defines us. We've got 10,000 miles of river, nearly 8,000 lakes, and 700 freshwater springs – more than anywhere else on the planet – all surrounded by some of the most beautiful oceans and inlets, and replenished by an average 54 inches of annual rainfall.

With a bucketful of shiners, and a free afternoon, you could catch a tasty dinner with a cane pole right off the dock behind Ocoee City Hall. Hard to imagine Florida ever running out of water. There's so much of it we tend to take it for granted. That's a problem. Because we ARE running out, and while it is unlikely we'll ever get to a point where we don't have enough to drink, the cost of getting that water is likely to skyrocket.

Little by little, day by day, we are draining the Floridan Aquifer – the ancient groundwater source that provides drinking water to most of Florida and parts of Georgia and Alabama. Tampa Bay area wells began to run dry years ago, touching off a decades-long court battle. Withdrawals for mining and agriculture have already dried up lakes, springs and wetlands people no longer remember. Last January, pumping to save citrus crops during a freeze dropped

the water table 60 feet overnight, creating hundreds of sinkholes that destroyed schools and subdivisions, and closed part of Interstate 4.

All three of the Regional Water Management authorities governing water use in Central Florida agree that unless something changes, our consumption will exceed our sustainable capacity within the next five years. Conservation plays a critical role. And there is a lot you can do to help.

Today, the average Floridian consumes 150 gallons of drinking water per day – half of which is used to water lawns. Use of reclaim, where available, can cut consumption in half. But even if you don't have the option of using reclaimed water, there are lots of other ways you can help.

### Florida-friendly Landscaping

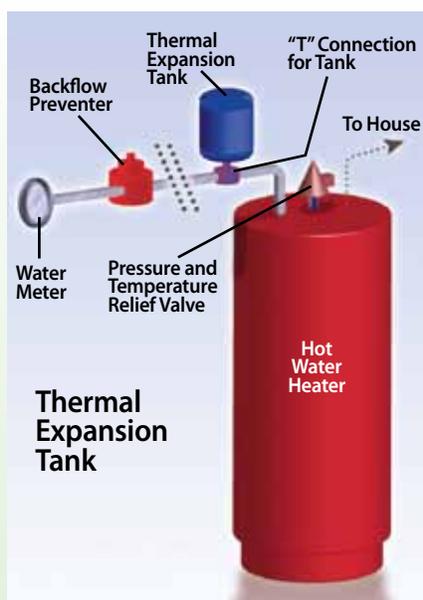
You don't have to be an expert gardener or landscaper to create a Florida-friendly yard. All it takes is a willingness to learn and a desire to build a beautiful yard that helps protect Florida's environment.

Get started by taking the Florida-friendly landscaping Interactive Tutorial and Quiz at [www.floridayards.org](http://www.floridayards.org) and download the Florida Yards & Neighborhoods' handbook for more detailed information.

*See Conservation, page 6*

### Important Notice:

The Florida Building Code now requires installation of a thermal expansion device on the hot water line near the hot water heater on all new home construction. Your Utilities Department highly recommends that all homeowners install this device, which is in addition to the relief valve supplied with a hot water tank. Hot water expands and may lead to pressure build-ups and plumbing failure. The device can be purchased at most local building supply stores, or through a plumber.



### Reclaim Users:

Every day in Ocoee the purple reclaimed water pipe saves nearly a million gallons of drinking water. When you consider the average person uses more than 70 gallons a day, not counting irrigation, one million gallons is just about enough to meet Ocoee's drinking water needs. To be truly "green," it is imperative and mandatory for reclaimed water to be used for irrigation where it is available. Because wastewater is received and treated on a daily basis, distribution of reclaim through irrigation

*See Reclaim, page 6*

Conservation from page 5

## Saving Water Indoors

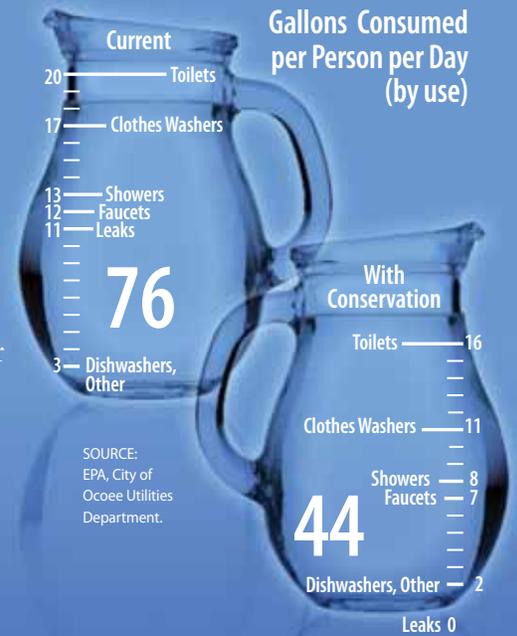
According to the EPA, these tips can cut indoor water use by as much as 30 percent. That not only helps save water, but it also saves you money.

**Fix leaks.** It sounds simple. It is. But almost 14 percent of indoor water consumption is attributable to leaky faucets and toilets. (A leaky toilet can waste 200 gallons of water a day).

**Update plumbing.** Older toilets use 3.5 to 7 gallons of water per flush. Newer toilets, particularly those approved by the Environmental Protection Agency's "WaterSense" program, can cut that by as much as 80 percent.

**Think at the sink.** A bathroom faucet generally runs at 2 gallons a minute. Turning off the tap while you brush your teeth or shave can save more than 200 gallons of water per month. Filling the sink to wash dishes, instead of running the tap, can save 10 gallons per meal. And keeping a cold pitcher of water in the refrigerator, instead of running the tap until the water runs cold, saves both time and water.

**Appliance reliance.** Traditional washing machines consume as much as 54 gallons per load. Newer, high-efficiency models use less than half that, and save energy. Newer automatic dishwashers generally don't require you to rinse dishes in advance.



**"A leaky toilet can waste 200 gallons of water a day."**

If every City utilities customer adopted the conservation measures illustrated in the accompanying chart, the City of Ocoee Utilities Department would save \$15 million in capital costs, savings that would be passed along to customers. For more water-saving tips and more information on WaterSense, visit [www.epa.gov/watersense](http://www.epa.gov/watersense).

Reclaim from page 5

systems is a seven-day-per-week process. The benefits of utilizing reclaim are numerous and include financial savings to our customers. Additionally, reclaim customers should be able to use one-half to two-thirds less fertilizer annually, as reclaimed water retains trace levels of landscape-friendly nutrients. Reclaim customers are not subject to watering restrictions, but are requested to irrigate responsibly and efficiently.

## FREQUENTLY ASKED QUESTIONS

### Q: How can reclaimed water be used?

Reclaimed water should be used mostly for the irrigation of lawns, flower beds, commercial properties, highway medians, parks, athletic fields and schools. It can also be used for outside cleaning such as car washing, pressure washing, ornamental fountains/waterfalls and the maintaining of pond (but not swimming pool) levels.

### Q: What is reclaimed water?

Reclaimed water is highly treated wastewater that must meet strict Florida Department of Environmental Protection Reclaim Standards for quality before it is provided to our customers.

### Q: Is it recommended for any other purposes?

Not at this time.

### Q: Is reclaimed water safe?

Yes, but it is not designated as drinking water.

### Q: What do I do if my reclaim isn't working?

If you are experiencing little to no water pressure in your irrigation, please contact the Utilities Department.

**For more information about this or if you have any questions, contact the Utilities Department at (407) 905-3159 before contacting your irrigation specialist.**