QUENCHING YOUR THIRST...
For Premium Water, Knowledge and Solutions

The Palm Coast Utility Division quenches residents' thirst for not only the highest quality, safe drinking water, but their Customer Service Division also satisfies a thirst for finding solutions to many of your daily issues concerning water bills, sewers, trash, recycling, street signs, swales, roads, service connection/disconnection. Exemplary customer service is our day-in/day-out passion to help citizens feel comfortable and happy. The thirteen telephone/front desk representatives at Palm Coast's Customer Service Division are on call Monday through Friday, 8:00 a.m. to 5:00 p.m. to answer your questions and help solve your problems. You can either call 386-986-2360 or log onto **www.palmcoastgov.com** and click into the Citizen Issue Tracking System to communicate online. You can also come to 2 Utility Drive to speak with a service representative in person. Feel confident reaching out to your Utility Customer Service Division: their mission is to give you the most efficient and timely service possible.

Customer Service is Working for You

Average Calls per Month – 6,000
Average Wait Time – 1 minute, 51 seconds
Number of Monthly Bills Sent – 37,097

If You Read This, You Might Save Some Money

We've got some valuable suggestions on how to save money on your utility bills:

Check for Leaks — Have you ever tested to see if you have a pipe or faucet leak? Here are a few tips to help you:

- If water is running into the toilet bowl after the flush cycle or if you can hear water running after flushing, remove the tank lid, flush the toilet and try adjusting the float level control screw so that the valve shuts off the water at the proper level. If the valve itself is leaking, you may need to contact a plumber.
- To test for a leak, put a few drops of food coloring in the tank, don't flush and wait for ten minutes. If food coloring appears in your bowl, your toilet has a silent leak. The leak is most likely located in or around the plunger ball or flapper valve at the bottom of the tank. Parts to fix this leak are usually available a local home store.
- Don't overlook your outdoor hose—consistently check for leaks and make sure you turn water off completely. Do an overall outdoor water inspection to test your outside faucets and hoses on a regular basis. A little detective work several times a year may catch water leaks before they get serious.

Take Note if You Have an Extremely High Utility Bill — The Utility Division monitors meter readings of your monthly utility consumption and pays attention to any usage that reads over 20,000 gallons above normal. Crews automatically re-visit residences that register these unusually high readings to determine if the something may need adjustment.

Pay Your Utility Bill Online — Save paper, stamps, envelopes and time by managing your account online each month. You can view present and past bills, make payments each month or pay monthly via automatic deduction from a credit card, checking or savings account. Go to **www.palmcoastgov.com** for details.

Conserve Our Precious Water
The Palm Coast City Council adopted a stringent water conservation ordinance to align with and enforce the restrictions issued by the St. Johns River Water Management District, limiting lawn irrigation to the following defined schedule:

March–November (Daylight Savings Time)
- Odd numbered addresses & no addresses: Wednesday & Saturday
- Even numbered addresses: Thursday & Sunday
- Nonresidential: Tuesday & Friday

November–March (Eastern Standard Time)
- Odd numbered addresses: Saturday
- Even numbered addresses: Sunday
- Non-residential: Tuesday

Irrigation ordinance details are available on the City's website at **www.palmcoastgov.com**.

The next time you stop by the Utility offices at 2 Utility Drive, spend a moment outside the front door to visit the Water Star℠ demonstration kiosks. The exhibit will educate you on ways to save money by landscaping and irrigating your property more efficiently. This partnership with the St. Johns River Water Management District won the Distinct Florida Planning & Zoning Surfcoast Chapter 2011 Outstanding Development Award, recognizing its unique educational technique and location outside the City's utility offices.

PALM COAST UTILITY: quenching your thirst

2011 City of Palm Coast Water Quality Report

What Can We Expect to Find in Our Drinking Water?

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 that 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.**

How This Report Shows Our Water Quality Results and What They Mean

This report shows our water quality results and what they mean to you. It also provides important information about your water and how it relates to your health. The information in this report is based primarily on 2011 facts and figures. However, the U.S. Environmental Protection Agency (EPA) does not require us to perform all tests every year. When necessary, some data was obtained from prior years. As directed by the agencies that regulate our industry, only values from these tests that exceeded specified criteria are included. We will notify you immediately if there is any reason for concern.

The City of Palm Coast Utility Division operates the water treatment and distribution system serving Palm Coast. Our water source is groundwater drawn through forty-seven wells from the Surficial and the Floridan Aquifers and is treated through a complex multi-step water treatment process that includes lime softening, filtration, membrane softening, forced draft aeration, corrosion control and chloramination for disinfection purposes. The Florida Department of Environmental Protection (DEP) has completed a Source Water Assessment for the Palm Coast watershed. The State has determined that ten of our forty-seven wells have a low to moderate susceptibility to contamination based on their proximity to the eight potential sources of contamination that were last evaluated in 2011. For additional information, please visit the DEP website at **www.DEP.state.fl.us/swapp.**

The following information will assist you in making adjustments to your water softener, washer or dishwasher:
Total Hardness: 100ppm = 5.8 grains/gal.
Calcium Hardness: 80ppm = 4.7 grains/gal.

If you have any questions about this report or concerns about your water utility, please contact your **City of Palm Coast Utility Representative at 386-986-2360**. You may also visit the **City of Palm Coast website at www.palmcoastgov.com** or call the **EPA Safe Drinking Water Hotline at 1-800-426-4791**. We want our valued customers to be informed about their water utility. If you would like to learn more, please call us for information about the next opportunity for public participation in decisions about your drinking water.

How Do I Read This?

It's easy. The table shows the results of our water quality analyses. The column marked "Level Detected" shows the highest results from the last time tests were performed. "Likely Sources" shows where this substance usually originates. Descriptions below explain other important details. In this table 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.*

ND: *Means not detected and indicates that the substance was not found by laboratory analysis.*

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

Picocurie per liter (pCi/l): *Measure of the radioactivity in water.*

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

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.*

N/A: *Means not applicable.*

2011 ANNUAL DRINKING WATER QUALITY TEST RESULTS

The City of Palm Coast Utility Department 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 for the **City of Palm Coast - PWS ID # 2180863**. The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table below are the only contaminants detected in your drinking water.

Total coliform bacteria: Highest Monthly Percentage is the highest monthly percentage of positive samples for systems collecting at least 40 samples per month.

Microbiological Contaminants

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Highest Monthly Percentage	MCLG	MCL	Likely Source of Contamination
Total Coliform Bacteria (Positive Samples)	01/11–12/11	N	1.2%	0	For systems collecting at least 40 samples per month: presence of coliform bacteria in >5% of monthly samples.	Naturally present in the environment

Results in the Level Detected column for radiological contaminants and inorganic contaminants are the highest detected level at any sampling point. Range of Results is the range of results (lowest to highest) at the individual sampling sites.

Radioactive Contaminants

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
Alpha emitters (pCi/l)	01/09, 04/09, 08/09	N	2.2	ND – 2.2	0	15	Erosion of natural deposits
Radium 226 or combined radium (pCi/l)	01/09, 04/09, 08/09, 05/11, 08/11, 10/11	N	0.6	ND – 0.6	0	5	Erosion of natural deposits

Inorganic Contaminants

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
Arsenic (ppb)	05/11	N	0.32	ND – 0.32	0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	05/11	N	0.0043	0.0016 – 0.0043	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	05/11	N	0.090	ND – 0.090	4	4.0	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.
Lead (point of entry) (ppb)	05/11	N	0.058	ND – 0.058	0	15	Residue from man-made pollution such as auto emissions and paint; lead pipe, casing, and solder
Nickel (ppb)	05/11	N	0.35	ND – 0.35	N/A	100	Pollution from mining and refining operations. Natural occurrence in soil.
Selenium (ppb)	05/11	N	1.9	ND – 1.9	50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)	05/11	N	34	17 – 34	N/A	160	Salt water intrusion, leaching from soil

Stage 1 Disinfectant and Disinfection By-Product

For the following parameters monitored under Stage 1 D/DBP regulations, the level detected is the average of the individual sampling sites: Chloramines, Haloacetic Acids (MCL 60 ppb), and/or TTHM (MCL 80 ppb). Range of Results is the range of results (lowest to highest) at the individual sampling sites.

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
Chloramines (ppm)	01/11 – 12/11	N	3.7	1.0 – 5.0	MRDLG = 4.0	MRDL = 4.0	Water additive used to control microbes
Haloacetic Acids (five) (HAA5) (ppb)	08/11	N	24.18	21.15 – 25.83	N/A	MCL = 60	By-product of drinking water disinfection
TTHM [Total trihalomethanes] (ppb)	08/11	N	28.63	23.76 – 37.32	N/A	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)	08/10	N	0.16	0 of 32	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppb)	08/10	N	1.75	0 of 32	0	15	Corrosion of household plumbing systems, erosion of natural deposits

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 Palm Coast 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 (1-800-426-4791).