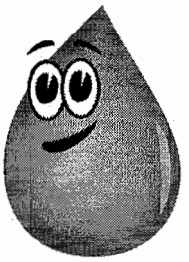
2019 Water Quality Report

Aquarina Utilities, Inc.



We are pleased to present to you an Annual Water Quality Report for the year 2019. This report is designed to inform you about the quality water and services provided to you under Aquarina Utilities, Inc. during the past year.

Aquarina Utilities, Inc. is a family owned and operated Florida business committed to providing you with quality water in the year to come. 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. Your drinking water is drawn from two potable wells (drawing from 400-595 feet deep into the Surficial Aquifer), located within the Aquarina development, and treated with a completely updated system, including purification by a reverse-osmosis system and chlorine disinfection, before delivery to your home. We monitor the system closely, and employ the added security of remote notification by a computer should any change be needed to ensure that our water processing is proceeding smoothly. We continue to make improvements to both our facility and process, working to achieve our goal of the best quality water service for you, our valued customers.

This report shows the 2019 water quality results and what they mean.

If you have any questions about this report or concerning your water utility, or you want to obtain a copy of this report, please contact Aquarina Utilities, Inc. by email at aquarinautilities@bellsouth.net or call (772) 708-8350. Questions pertaining to the actual test results will be answered by our "A" certified chief operator and superintendent, Kevin Burge, at (772) 708-7946. Additional information may be obtained from the EPA at their Safe drinking Water Hotline (800-426-4791).

In compliance with state and federal laws, rules, regulations and guidelines, the owners and operators of public water systems are required to routinely monitor for contaminants in your drinking water. This monitoring includes comprehensive, regularly scheduled and reported testing of water samples by an outside laboratory and is strictly regulated by state and federal agencies. The results included in this report reflect the testing conducted Aquarina Utilities, Inc. during the period from 1 January 2019 to 31 December 2019. These results are compiled and distributed to you by Aquarina Utilities, Inc. Also included in these results are test results from earlier years for contaminants sampled less often than annually. The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. For contaminants not required to be tested for in the year 2019, the test results indicated are for the most recent testing done in accordance with regulations set forth by the state and approved by the United States Environmental Protection Agency (EPA). The schedule for all testing is established by the state.

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.

In 2019 the Florida Department of Environmental Protection performed a Source Water Assessment of our system. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells. The only potential source of contamination identified in the assessment is domestic wastewater, with a 0.01 susceptibility level. This means that there is a very low level of concern for any contamination from this source to affect our drinking water before it is treated The assessment results

are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp (search "Aquarina Utilities") or they can be obtained by emailing aquarinautilities@bellsouth.net and requesting the information.

In the table below, you may find unfamiliar terms and abbreviations. To help you better understand these terms we've provided a list of definitions below:

** Results in the Level Detected column for radioactive contaminants, inorganic contaminants, synthetic organic contaminants including pesticides and herbicides, and volatile organic contaminants are the highest average at any of the sampling points or the highest detected level at any sampling point, depending on the sampling frequency.

INORGANIC CONTAMINANTS

Contaminant & Unit of Measurement	Dates of Sampling (mo. / yr.)	MCL Violation Y / N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Barium (ppm)	11/2018	N	0.012	0.0046	2.0	2.0	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder.
Fluoride (ppm)	11/2018	N	0.23	0.094	4.0	4.0	Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at the optimum level of 0.7 ppm
Sodium (ppm)	11/2018	N	21.8	34.0	N / A	160	Salt water intrusion, leaching from soil.

TTHMs and Stage 2 Disinfection / Disinfection By-Product (D/DBP) Contaminant and Disinfectant Residuals

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

Contaminant & Unit of Measurement	Dates of Sampling (mo. / yr.)	MCL Violation Y / N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
TTHM (Total Trihalomethanes) (ppb)	09/2019	N	N/D	N/A	N/A	MCL = 80	By-product of drinking water disinfection.
HAA5 (Haloacetic Acid) (ppb)	09/2019	N	N/D	N/A	N/A	MCL = 60	By-product of drinking water disinfection.
Chlorine (ppm)	1/2019 - 12/2019	N	0.5	0.2 - 4.1	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes.

LEAD AND COPPER (TAP WATER)

Contaminant & Unit of Measurement	Dates of Sampling (mo. / yr.)	AL Violation Y / N	90th Percentile Result	No. of sampling sites exceeding the AL	MCLG	AL	Likely Source of Contamination
Copper (tap water) (ppm)	10/2018	N	0.198	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppb)	10/2018	N	0.9	0	0	15	Corrosion of household plumbing systems; erosion of natural deposits

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. MRDLGs 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.

Picocurie per liter (pCi/L): measure of the radioactivity in water

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.

The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table above are the only contaminants detected in your drinking water. As you can see by the table, our system had no water quality violations. We're proud that your drinking water meets or exceeds all Federal and State requirements.

Lead. 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. Aquarina Utilities, 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 Aquarina Utilities, Inc. would like you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to insuring the quality of your water. If you have any questions or concerns about the information provided, please feel free to call any of the numbers listed.

View Your Account Balances Online!!

Visit www.ub-pay.com to set up you online account using your Aquarina Utilities account number and the municipal code AquarinaFL to be able to see your water, sewer, and irrigation account balances and payment histories.

Make Credit Card Payments:

To make a credit card payment on your water/sewer/irrigation account, access your bill online at www.ub-pay.com. Set up your account login using your Aquarina Utilities account number(s) and the municipality code **AquarinaFL**. For the small fee detailed on the website, you can enjoy the convenience of paying by credit card.

Direct Debit from Checking Accounts:

We now offer direct debit from your checking account for payment of your water and sewer bills. If the convenience of this option- never having to think about whether you changed your billing address or when your payment is due while you are traveling- seems the right fit for you, please give Holly a call at (772) 708-8350 or email her at aquarinautilities@bellsouth.net for more details. All renters are required to pay by direct debit.

Payment by Check or Money Order: NEW PAYMENT ADDRESS!!!

Of course, property owners may always pay by personal check or money order, mailed to **Aquarina Utilities, Inc.; P.O.Box 628733; Orlando, FL 32862-8733**. Your prompt payments on or before the due date indicated on your bill are very much appreciated!

Receive your Bill by Email:

Save yourself that call for your account balance or that unpleasant late notice because you never received your bill!
We strongly encourage all our customers who regularly use email to send us an email requesting that their bills be sent electronically. As regular "snail" mail continues to become more uncertain, we ask that everyone who is computer-capable please provide an email address so we can send your bill to your email account rather than to your regular billing address. Email billing customers will not receive a paper bill in the mail.

Late Fees:

Due to the large number of late-paying accounts and delinquencies among our customers, the Florida Public Service Commission has approved a late fee of $7.00 for every late account. We encourage everyone to make an effort to get their payments into us by the due date indicated on your billing to avoid this fee. We sure appreciate those wonderful customers who pay promptly! For those paying using the "Bill-pay" option in your online banking package, we request that you to make those payment requests before the 15th of the month to avoid late payments. It might take longer than expected for your bank to disburse the payment and for the mail to deliver it.

Public Alert:

Please take a moment to update your contact information on the ***Public Alert*** system. This system is designed to provide immediate notification by telephone and email in the event of a boil water notice or other emergency issue. Only by logging into the Public Alert website and providing your contact information will you be notified in the event of a boil water notice or emergency. Please take the time to complete this vital process to ensure that you receive proper notification in the event of an emergency. www.public-alert.com

Website:

www.aquarinautilities.com is now up and running. We will post boil water notices and other public notices on this site. It also has links to related websites such as the Florida Public Service Commission and the Florida Department of Environmental Protection.

Welcome to Aquarina Utilities, Inc!

Aquarina Utilities, Inc. is a family owned and operated Florida business dedicated to the provision of quality water and wastewater service. Our Service Team is made up of a number of qualified and experienced people who strive to improve our facilities at Aquarina and ensure that the water and service we supply are of the best quality. Kevin Burge heads the team with experience, education, and ingenuity. Kevin holds a double "A" certification in both water and wastewater operations. This double certification is fairly rare and is only held by the highest level administrators and chief operators in large municipal systems. Kevin earned a Master's Degree in Environmental Toxicology and is only a course or two short of a second Master's in Civil and Environmental Engineering. He has a Bachelor of Science in Biology and an Associate's Degree in Marine Biology. He holds state licenses for water distribution systems and the inspection and repair of backflow prevention equipment, and he continues his education in water and wastewater operations and maintenance to ensure that the plant is state-of-the-art and running smoothly. Kevin manages all the complicated sampling schedules and compliance issues required by state and federal agencies like the Florida Department of Environmental Protection. He is the man who makes it his business to provide water that meets all the state and federal safety standards in the industry. Kevin has been working in this field since 1987, when he began with his father Reg and their first treatment plant in Jensen Beach, Florida.

The second member of our Service Team is Mrs. Holly Burge, wife of Kevin Burge and mother of their two children. An experienced cartographer, Holly is a military veteran and holds a Bachelor of Science in Geology and Geophysics. She is responsible for all accounting and customer relations. Holly is our connection with the Florida Public Service Commission and all of our valued customers. In addition to her duties for Aquarina Utilities, she facilitates the education of her two teenage children and is a key element in the smooth operation of our family and church affairs. Holly is a double "C" certified water and wastewater operator and also contributes to the plant operations and maintenance. She is the force that fills the gaps and keeps us on our toes.

Finally, Aquarina Utilities, Inc. values the services of the fine employees who are instrumental in the daily operation and care of the facility at Aquarina. Mr. Ronald Chupka of Satellite Beach is our daily operator and is responsible for the general operations of the plant during the week. Mr. Chupka has been in the business a long time and is a very dependable asset to our team. Mr. Calbey Schmidt is our weekend relief operator and keeps things running smoothly. This year we welcome Mr. Kenny Lassiter to our full time maintenance position and Mr. James "Buddy" Sullivan to our part-time maintenance position. This group of dedicated individuals has been working hard to serve the water and wastewater needs of the Aquarina Community. We look forward to plant improvements and the influx of new customers that will come with additional development. We look forward to working with the builders and developers to improve our community.

We absolutely encourage all our customers to call or email us with inquiries and concerns about any issue you might have regarding your water and sewer service. We'd love to hear from you. Kevin is happy to discuss any questions you might have about treatment, and Holly is pleased to have the opportunity to talk to many of you regarding your billing concerns. Kevin is available 24 hrs a day at **(772) 708-7946**. Holly is available to answer billing questions Monday through Friday, 9am to 1pm at **(772) 708-8350** (cell). We urge you to email us at aquarinautilities@bellsouth.net for the best response to your needs. If your call is not answered immediately, it will be returned as soon as possible. Thank you for letting us serve you!

IMPORTANT NEWS!!

During the course of the coming year, we will be replacing all of our direct-read (e.g. someone has to dig the meter out and physically read the meter in person) with digital, remote-read meters. These new meters are guaranteed accurate for 20 years and will eliminate the occurrence of meter reading errors! We look forward to these new meters and this vast improvement in accuracy and ease of reporting. In addition to the new lock box used for check and money order payments, we hope you are as enthusiastic as we are to see these advances in technology and improvement in service to our customers!

Did you know?

Did you know that a little maintenance on the part of our customers helps us save you money?

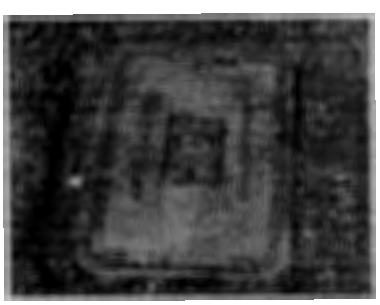
Your sewer clean-out:

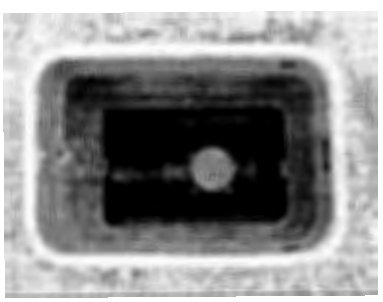
For most of the residents of Aquarina and the neighborhoods we service, this very important access to your sewer line is located in the front yard somewhere. This access is critical to clearing any blockages in your sewer lateral!!

Some tips for keeping your sewer line in good condition:

- **Locate your clean out and be sure it is in good condition.**
  Broken clean-outs and caps allow surface water, dirt, debris and RATS into the sewer system, increasing your rates through increased treatment costs and expensive equipment repairs. It is an important responsibility of each customer to keep his lateral and cleanout in good condition so the system remains intact and free from unwanted infiltration for maximum efficiency in treatment. Keeping this access in good repair helps save you money!
- **Keep the area of your sewer (and water!!) lines free from threatening plants such as trees and shrubs.**
  The entire length of both sewer and water lines should be completely clear of trees and shrubs. These plants generate strong root systems which easily crush, crack and damage your lines. The utility's responsibility for repairs ends at the meter box for water and at the main for sewer, so the burden of paying a plumber for other repairs falls to the homeowner. Homeowners and associations can also be held responsible for plantings that damage utility property, so be careful what you plant and where! Removing plants that might damage your water and sewer lines will surely save you money!

Meter Boxes and Meters:





Did you know that the homeowner is responsible for keeping the area in and around his/her meter box clear of plants and debris?

- The area at least three feet above and one foot on each side, all around the meter box should be cleared of plantings. This provides access to read the meter and service it if necessary. Meters with restricted access can be denied service or have their reads estimated until proper access is restored.
- Keep the interior of the meter box clear of debris and dirt. The meter should be fully exposed and accessible, with dirt completely cleared away from the sides and bottom. You should be able to pass a hand easily under both the water line and the meter. Again, uncleared meters can be denied service or have their reads estimated until proper access is restored.
- The top of the meter box should be easily and completely visible to a reader. It is a good idea to have your landscape personnel trim around the lids to keep them fully exposed and discourage them from running over the lids with mowers, as damage to the boxes can be billed to the homeowner.

FOR CORRESPONDENCE ONLY:
Aquarina Utilities, Inc.
P.O. Box 1114
Fellsmere, FL 32948
aquarinautilities@bellsouth.net

FOR PAYMENTS ONLY:
Aquarina Utilities, Inc.
P.O. Box 628733
Orlando, FL 62862-8733

24hr Emergency only:
(772) 708-7946 (Kevin's Cell)

Billing Questions (Holly):
Onsite Office Hours 9am -1pm M-F
(772) 708-8350 (cell)

Pay by check through the mail or your bank, direct debit of your checking account, or pay with a credit card at **www.ub-pay.com**. Set up your login with the municipal code **AquarinaFL**.

Be sure to disable your browser's pop-up blocker before your attempt to use the website to pay.

Email is the BEST way to get in touch with us. Calls will be returned as soon as possible.