St. Cloud
FLORIDA
Your Centerplace for *Life*

2021 Water Quality Report

Continuing Our Commitment

The City of St. Cloud Environmental Utilities Department is pleased to present you with the 2021 Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. We are dedicated to providing you with a **safe and dependable supply of drinking water**.

We want you to know and understand the efforts we make to continually improve the water treatment process and to protect our water resources. We are committed to ensuring the highest quality and delivery of your water. We are pleased to report that our drinking water meets all federal and state requirements. We encourage public interest and participation in our community's decisions affecting drinking water.

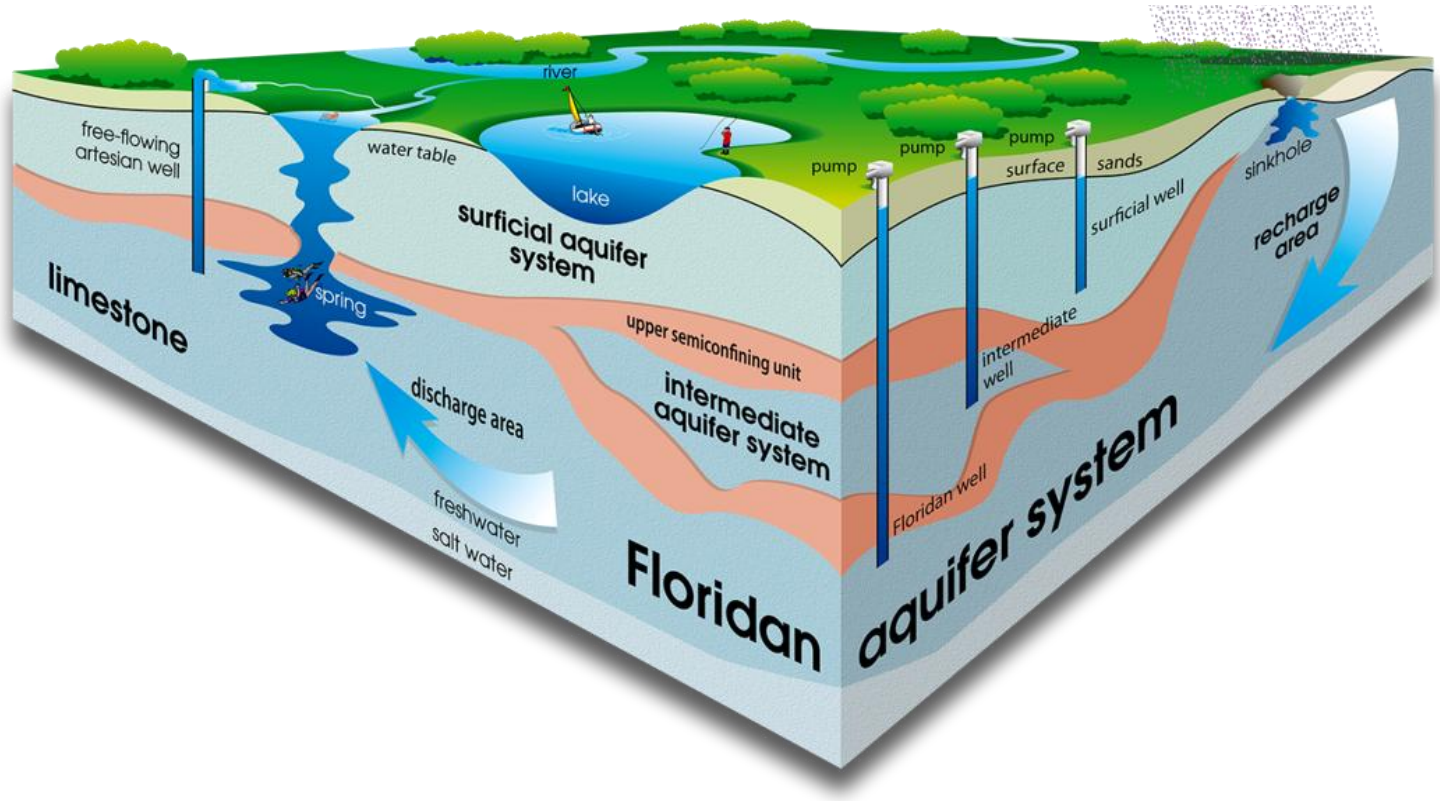
If you have any questions about this report or concerning your water utilities, please contact St. Cloud Utilities at 407-957-7344. For further information, see the U.S. Environmental Protection Agency (EPA) water information website at *www.epa.gov/safewater.*

The City of St. Cloud City Council is the City's governing body. Council meetings are normally held on the second and fourth Thursday of each month at 6:30 p.m. These meetings are open to the public and are held in the Council Chambers at City Hall. City Hall is located at 1300 Ninth St. in St. Cloud, Florida. The Council Meetings can also be streamed live on your device at the City of St. Cloud website at *www.stcloud.org/1666/20887/Council-Meeting-Live-Stream.*

Please Note: the Florida Department of Environmental Protection (FDEP) performed a Source Water Assessment on our system in 2021. These assessments were conducted to provide information about any potential sources of contamination in the vicinity of our wells. There are five potential sources of contamination identified for this system with low to high susceptibility levels. Potential sources of contamination identified are underground petroleum storage tanks. The assessment results are available on the FDEP Source Water Assessment and Protection Program site at www.dep.state.fl.us/swapp

Our Drinking Water Source

The City of St. Cloud is supplied with water from groundwater wells that draw from a fresh water reservoir known as the **Floridan aquifer**. The water from this aquifer is primarily fed by rainwater which is filtered through hundreds of feet of sand and rock in a natural filtering process. Water from the aquifer is pumped from six wells and is treated by a MIEX system and aeration then disinfected with chlorine bleach and fluoridated to enhance dental health. Water Plant #4 also has a pH adjustment (carbon dioxide).The wells tap into the upper Floridan aquifer and convey water to one of the City's three treatment facilities. On an average day, our plants produce in excess of 7,600,000 gallons of water. The water produced at our treatment facilities is then delivered through an underground network of water lines to your home or business. It is important to remember that we deliver water not only for consumption, but also for irrigation and firefighting. Frequently, the capability to deliver high volumes of water governs how we design our systems. St. Cloud is proud of our water capabilities, which contribute to our fire department's insurance rating of ISO 2. This excellent rating helps keep home insurance costs down.



WATER QUALITY TEST RESULTS

RADIOLOGICAL 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
Radium - 226 (pCi/L)	*07/20*	*N*	*1.5*	*0.5—1.5*	*N/A*	*N/A*	*Erosion of natural deposits*
Gross Alpha (Incl Uranium)	*07/20*	*N*	*1.7*	*ND – 1.7*	*N/A*	*N/A*	*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
Barium (ppm)	*07/20*	*N*	*0.0192*	*0.0130—0.0192*	*2*	*2*	*Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits*
Fluoride (ppm)	*Monthly 2021*	*N*	*0.85*	*0.43—0.85*	*4*	*4.0*	*Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at optimum level of 0.7 ppm.*
Sodium (ppm)	*07/20*	*N*	*47.1*	*25.2—47.1*	*N/A*	*160*	*Salt water intrusion, leaching from soil*

WATER QUALITY TEST RESULTS

LEAD AND COPPER (TAP WATER)							
Contaminant and Unit of Measurement	Dates of sampling (mo./yr)	AL Exceeded Y/N	90th Percentile	No. of Sampling Sites Exceeding AL	MCLG	MCL	Likely Source of Contamination
Copper (tap water) (ppm)	*08/20*	*N*	*1.1*	*0*	*1.3*	*1.3*	*Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives*
Lead (tap water) (ppb)	*08/20*	*N*	*0.383*	*0*	*0*	*15*	*Corrosion of household plumbing systems; erosion of natural deposits*

STAGE 2 DISINFECTANTS AND DISINFECTION BY-PRODUCTS							
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
Halo acetic Acids (HAA5) (ppb)	*01/21—12/21*	*N*	37.4	13.0—63.1	N/A	60	By-product of drinking water disinfection
Total Trihalomethanes (TTHM) (ppb)	*01/21—12/21*	*N*	55.6	24.3—79.0	N/A	80	By-product of drinking water disinfection
					MRDLG	*MRDL*	
Chlorine Residual (mg/L)	*01/21-12/21*	*N*	*1.6*	*1.4 –2.0*	*4*	*4*	*Water additive to control microbes*

HEALTH INFORMATION ON 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 presenceof 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 facilities,septic systems, agricultural livestock operations, and wildlife.

(B) Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urbanstorm 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, storm water runoff and residential uses.

(D) Organic chemical contaminants, including synthetic and volatile organics, 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.

Health Information on Drinking Water

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 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 (800-426-4791).

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).

Educational Statement about 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. The City of St. Cloud 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 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 at 1-800-426-4791 or at www.epa.gov/ safe water/lead.

Leaks

The City of St. Cloud offers simple fixes to your everyday household leak and plumbing dilemmas such as:

- Toilet test dye tablets
- Toilet flappers
- Flow Diverters
- Faucet Aerators

These items are free and available for pickup every day at the Utilities Department in City Hall, located in Building A.

DID YOU KNOW?

Leaks are more common than you think!

- The average household's leaks can account for nearly 10,000 gallons of water wasted every year and ten percent of homes have leaks that waste 90 gallons or more per day
- Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves. These types of leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings.
- Fixing easily corrected household water leaks can save homeowners about 10 percent on their water bills!

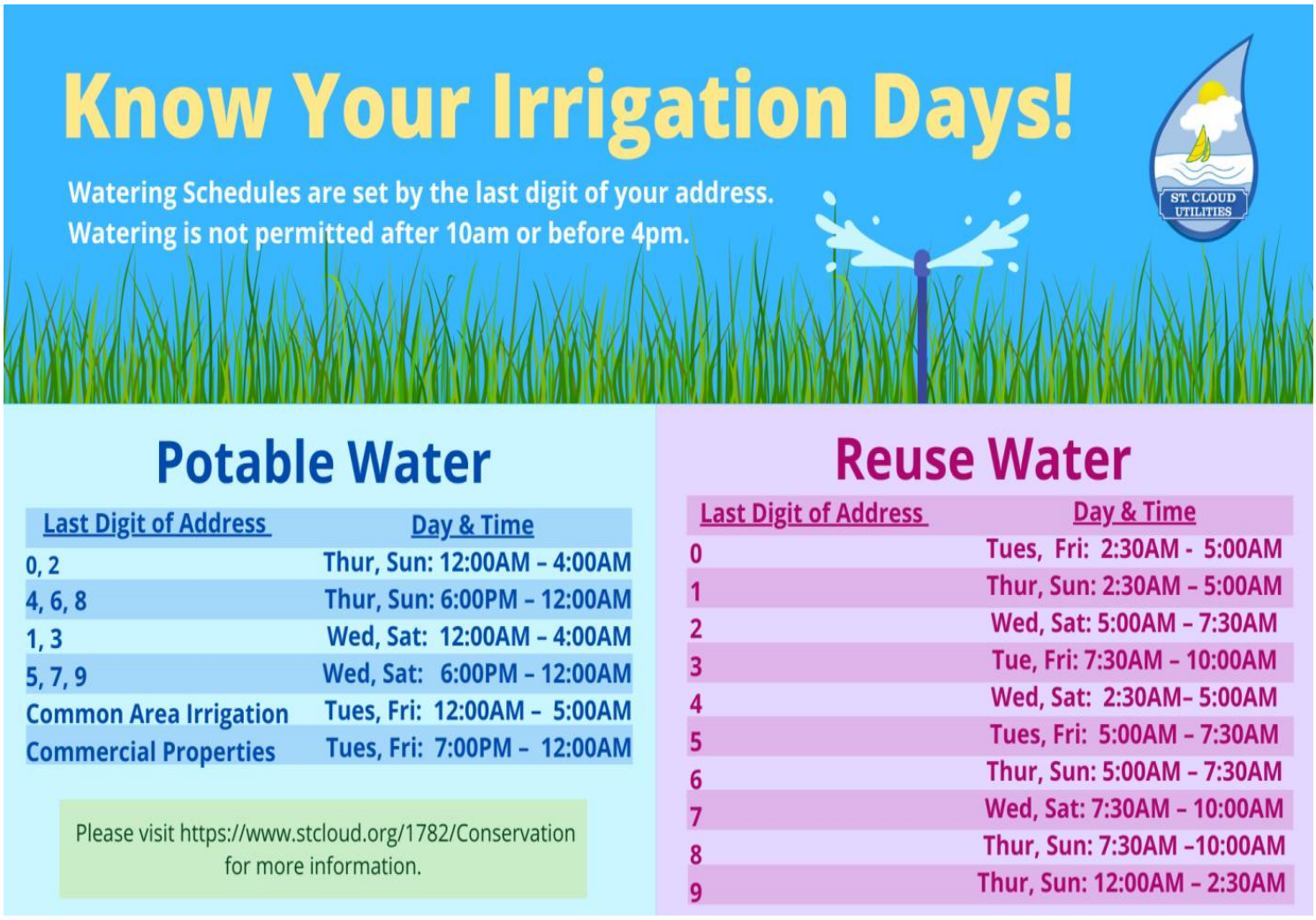
UNSURE ABOUT IF YOU HAVE A LEAK?

Here are some helpful tips:

- Take a look at your water usage during a colder month, such as January or February. If a family of four exceeds 12,000 gallons per month, there are serious leaks.
- Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.
- Identify toilet leaks by placing a toilet test dye tablet or a drop of food coloring in the toilet tank. If any color shows up in the bowl after 10 minutes, you have a leak. (Be sure to flush after the experiment to avoid staining the tank.)
    - Leaky toilets are almost always caused by a worn-out toilet flapper. Flappers are inexpensive rubber parts that sit on the inside of the tank and can build up minerals or decay over time. Replacing them can be a quick and easy fix for your leaky toilet.
- Examine faucet gaskets and pipe fittings for any water on the outside of the pipe to check for surface leaks

Irrigation Restrictions

All St. Cloud customers are assigned a mandatory two-day per week irrigation schedule. These schedules are determined by the last number of the customer's address - whether it is an even or odd number, and whether or not reuse or potable water is being used.



Council Votes to Merge Utilities Operations with Toho Water Authority

Target Effective Date of October 1, 2022

In a move that is expected to lower water rates for most St. Cloud Utilities customers, St. Cloud City Council voted earlier this year to merge the City's utilities operations with Toho Water Authority (Toho). The decision is not a sale of the water, wastewater, and reuse utilities systems, but rather gives Toho sole operational responsibilities.

City Council, City leadership, and Toho leadership have made it a priority to implement Toho's rates as soon as possible, and no later than Oct. 1, 2022. Existing St. Cloud Utilities employees will become Toho employees, so customers will continue to see many of the same employees who have served them in the past.

Marjorie Craig, Director of St. Cloud's Environmental Utilities Department, said Toho has worked seamlessly with City staff to ensure the needs of the customers are prioritized in the transition. "Toho has looked at the way St. Cloud Utilities operates, the way Toho operates, and has taken the best of both, which is the best thing possible for customers," she said.

Toho Executive Director Todd Swingle said he is confident the agreement has long-term benefits for both utilities. "It's a win-win to further strengthen our existing partnership through this agreement," Swingle said. "Toho would like to thank City leaders for their vision and confidence."

Under terms of the agreement, most residents will see lower rates. St. Cloud will have two voting members and one non-voting ex-officio member on the Toho Board of Supervisors. The agreement also adds redundancy to each utility's systems and improves the ability to more effectively plan for future water resource needs.

FOG – Fats Oils and Grease

Too often, grease is washed into the plumbing system, usually through the kitchen sink. Grease sticks to the insides of sewer pipes (both in your apartment and in the streets). Over time, the grease can build up and block the entire pipe.

FOG = FATS, OILS AND GREASES

FOG is a byproduct of cooking that comes from meat fats, lard oil, shortening, butter, margarine, food scraps, baked goods, sauces and dairy products. When washed down the sink, FOG can cause serious and irreversible damage.

CAUTION:

Running your garbage disposal or hot water down the drain does not keep grease out of the plumbing system. Also, products such as detergents that claim to dissolve grease only pass it down the pipe and cause problems elsewhere.

St. Cloud Environmental Utilities

HOW DOES FOG AFFECT YOU?

FOG GOING DOWN THE DRAIN WILL CAUSE SEWER OVERFLOWS AND BACKUPS. AS A RESULT:

- Raw sewage can overflow into your apartment or the unit next door, ruining floors and causing an expensive and unpleasant cleanup.
- Raw sewage can overflow into parks, yards, and streets, causing serious environmental damage.
- You could come into contact with disease-causing organisms.
- An increase in operation and maintenance costs for local sewer departments, which will lead to a higher sewer bill for customers.

YOU CAN HELP!

HELP ALLEVIATE THE EFFECTS OF FOG BY:

- Never pouring grease down sink drains or into toilets.
- Scraping grease and food scraps into a can or the trash for disposal.
- Putting strainers in your sink drain to catch food scraps and other solids, and emptying them, into the trash.
- Use a paper towel to dry wipe any remaining FOG residue into the trash and then throw the paper towel away.

St. Cloud FLORIDA UTILITIES

This report will be mailed to customers only upon request. It is available at St. Cloud Utilities Customer Service Center, or by visiting our website at www.stcloudfl.gov/2021waterreport

WWW.STCLOUDFL.GOV