Drinking water, including bottled water, may contain 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 (EPA) Safe Drinking Water Hotline at 1-800-426-4791.

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 (not common to this part of Florida), and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from agricultural livestock operations, and wildlife.
- 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.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- 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.
- 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 level of protection for public health.

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 more susceptible to certain contaminants in drinking water than people with healthy immune systems.

In some cases, contaminants in drinking water may cause serious health problems, especially for persons with cancer or other immune system disorders, some elderly, and infants. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Utilities Commission is responsible for providing high quality drinking water, but cannot control the variety of materials in buildings serving water for human consumption. When your water has been sitting for several hours, you can limit the potential for lead exposure by flushing your tap for 30 to 60 seconds 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.

Many people are not aware of the importance of safe and pure drinking water. Our dedicated professionals in the Water Resources Department work with our Communications Coordinator in order to bring to our valued consumers the Consumer Confidence Report, also known as the Water Quality Report. This valuable document contains not only general information concerning the quality of our drinking water, but also contains specific test results for some very important indicators required by the EPA to be in this report. In an age of increasing public awareness of the importance of safe and pure drinking water, consumers have the right to know that their drinking water is a quality product.

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The Upper Floridan Aquifer is the source of our drinking water in Volusia County. Twenty-three (23) potable water production wells provide a source of water that has flowed through a natural filtering process consisting of over 120 feet of sand and then enters the porous limestone formations that make up the structure of the aquifer. This natural purification process results in a source of water that is very clean and consistent in its quality, and a water source that is not open to pollution as with surface water supplies. Additionally, there has been very little industrial activity in this county, so chemicals associated with those types of business activity are virtually absent from our water supply. This makes the treatment process that is provided at the Water Production Plant a very straightforward process.

Provide uninterrupted power for our Treatment Plant as well as the booster pumping stations and production wells. This feature gives our facility a Class I Reliability Rating, and as such our water system functioned without interruption during Hurricane Matthew (as well as other major storms of the past).

Our primary treatment processes are:

1. Softening: the Floridan Aquifer is composed primarily of limestone which imparts a high calcium hardness to our water of about 300ppm (we reduce this hardness to approx. 100ppm).

2. Fluoridation – adding fluoride at very low levels to provide health benefits such as improved teeth and bone formation, and helps reduce bone loss on older consumers as well. It should be noted that our well water already has a small amount of naturally occurring fluoride in it.

3. Filtration – this step in our process allows the water to pass through sand and anthracite filters and provides a product that is crystal clear and aesthetically pleasing to the consumer.

4. Disinfection – as a final step, a disinfectant is added which prevents from the tap to the plant, to assure a bacterial safeguard is provided.

As a closing thought, always remember to water your lawn and landscaping wisely – that will help conserve this vital resource for generations to come. In a state that is blessed with an average of 55 inches of rainfall each year, we wisely garden is at 4025 Saxon Drive. Visit our gardens to learn how to water your lawn and landscaping wisely. Otherwise, we may be over watering our plantings, and the yellowing signs you see in your grass could actually be from too much water! We are pleased to showcase Florida-friendly plants in our two-water-wise gardens, located at the main office building at 200 Canal Street and our newest beachside water-wise garden is at 4025 Saxon Drive. Visit our gardens to learn how beautiful your landscaping can look with minimal watering—and work!

We here at the Utilities Commission look forward to another great year of serving your family’s drinking water needs.
The Utilities Commission of New Smyrna Beach, Florida’s water system exceeded drinking water standards or Maximum Contaminant Levels (MCL) for Total Trihalomethanes (TTHM) and Haloacetic Acids (HAA5) for several Quarterly monitoring periods during the year 2016. Although only one single sample collected at the 859 Pompano Road location during the 4th Quarter of 2015 caused our violations, because of the way the MCL’s are calculated (averaging current quarterly results with the past three quarters results), the MCL violation occurred for the 1st, 2nd, and 3rd Quarters of 2016, and caused the MCL for the HAA5 to be violated for the first Quarter of 2016 only. During the 4th Quarter of 2016, no MCL violations occurred for TTHM’s or HAA5’s.

WHAT DOES THIS MEAN?
As stated in the initial required notice, this is not an emergency. If it had been, you would have been notified immediately. TTHM and HAA5 are two common disinfection byproducts [DBPs] which develop during the use of chlorine in potable water treatment and distribution systems. As a public water utility provider, we are required to notify residents and customers of any exceedances of standards. Through this required process, the Utilities Commission also would like to confirm and assure our customers that although the test results from this Pompano site were uncharacteristically high in the 4th quarter of 2015, the other 3 sample locations that quarter, as well as all of our individual test results for the year 2016 were back in line with many previous years of acceptable results which were below the MCL’s.

WHAT HAPPENED?
The Water Treatment Division of our Resources Department monitors drinking water for specific parameters on a regular basis. The TTHM and HAAS MCL’s are based on a locational running annual averages (LRAA) determined by averaging four quarterly sample results from a given sampling location over the past 12 months. The TTHM MCL is 80 parts per billion (ppb), and the HAAS MCL is 60 ppb based on this LRAA. During the fourth quarter of 2015, testing results from one sample site located on Pompano Road (south end of Bethune Beach) were higher than usual which resulted in that site’s calculated LRAA’s to exceed the TTHM and HAAS MCL’s. Because of the way the LRAA’s are calculated (averaging current quarterly results with the past three quarters results), the 4th quarter 2015 results caused the TTHM MCL to be violated for the 1st, 2nd, and 3rd Quarters of 2016, and caused the MCL for the HAAS to be violated for the first quarter only of 2016. We would like to stress that the water remains safe to drink and use for cooking; bathing and cleaning. Chlorination is required to disinfect drinking water and provides a safeguard of the bacterial water quality from The Water Production Plant throughout the many miles of our water distribution piping system. These byproducts form when chlorine reacts with naturally occurring organic material in the water. Three other required sampling sites were also tested at this time and results from those three were all within acceptable limits on that same day.

Some people who drink water containing Trihalomethanes (TTHM) or Haloacetic Acids (HAA5) in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system and may have an increased risk of cancer. Some people who drink water containing Trihalomethanes (TTHM) or Haloacetic Acids (HAA5) in excess of the MCL over many years may have an increased risk of cancer.

The level detected;
- The Maximum Contaminant Level (MCL), as prescribed by federal drinking water regulation, and whether or not we are in violation of the contaminant’s MCL;
- The Maximum Contaminant Level Goal (MCLG); and,
- The likely source(s) of contamination.

MRDLG’s do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Definitions:
- AL: Action Level. The concentration that, if exceeded, triggers treatment of drinking water and provides a safeguard of public health.
- MCL: Maximum Contaminant Level. 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.
- MCLG: Maximum Contaminant Level Goal. The level of a contaminant in drinking water below which there is no known or expected health risk.
- LRAA: Locational Running Annual Average. The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.
- MCL: Maximum Contaminant Level. 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.
- MRDL: Maximum Residual Disinfectant Level. The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for the control of microbial contaminants.

MRLD: Maximum Residual Disinfectant Level Goal. The level of a drinking water disinfectant below which there is no known or expected health risk.

Please visit us at our regular Commission meetings, 6 pm on the 3rd Monday of each month at 200 Canal Street; or, for more information on your water, go to www.ucnsb.org or call 386-424-3184.