Calendar Year
2015

Annual Consumer Confidence Report
Hershel Heights
Public Water System 6292081

Hillsborough County Florida

Effective, Quality Service
Public Utilities Department

Introduction

In 1996, the U.S. Congress amended the Safe Drinking Water Act to include a provision requiring community water systems to annually publish information about their water, including its source, how it is treated, and compliance with regulations, called the Consumer Confidence Report (CCR).

The Hillsborough County Public Utilities Department is pleased to present our annual Water Quality Report detailing the analyses performed during the 2015 calendar year.

Our goal is to provide you with a safe, dependable supply of drinking water. We know how important it is to provide our customers with water that meets or exceeds the standards set by the U.S. Environmental Protection Agency. Our customers can be confident that we strive to provide the best possible product delivered to your door daily.

We pledge to continue providing this high-quality drinking water to you in a manner that is environmentally –sensitive, cost-conscious, and takes advantage of new processes and technology.

Utility History

Hillsborough County entered into the water and wastewater utility business in 1967 with the acquisition of two small systems and a customer base of 2,000 connections.

Today, the Hillsborough County Public Utilities Department provides 51.36 million gallons of drinking water to 590,293 people, and treats about 39 million gallons of wastewater each day. More than 22 million gallons of reclaimed water are delivered to 16,480 residential and commercial customers each day. The County operates four major water plants, eight wastewater treatment plants, a biosolids facility, two customer service centers, two environmental laboratories, more than 780 sewage lift stations, and more than 5,000 miles of pipeline.

Letter from the Director

Hillsborough County Public Utilities Department is one of the largest drinking water utilities in the country (by number of customers) and the fourth (4th) largest in Florida. We are a leader in the water supply industry providing our customers with superior drinking water, reclaimed water and utility support services with an ongoing commitment to quality and customer satisfaction.

Each year Hillsborough County publishes a Consumer Confidence Report (CCR) that provides important information about the drinking water we produce and provide to our customers. Required by the Safe Drinking Water Act, and for your protection, we routinely test for many different chemicals and potential contaminants to ensure the health and welfare of the community. While we test for nearly one hundred different parameters, not all of the results make it into the CCR because the levels are not present or are at levels so low that they are not measurable by standard laboratory methods. Only parameters that are detected are listed in the CCR.

All of our team members are committed to providing you, our customer with the highest quality water. We value your trust and want to ensure your understanding of the CCR and the quality of water Hillsborough County provides.

We recognize that quality drinking water is not only a basic need but essential to continued economic growth and development in Hillsborough County. We will continue improvements to our production and delivery systems to ensure that our customers have quality water for years to come.

This year we have changed the format of our Water Quality Report. It is offered both electronically as well as paper copy, if requested. I am proud to share this report with you as well as some of the initiatives that help keep our drinking water world-class, and to encourage you to continue drinking healthy and affordable Hillsborough County tap water.

Sincerely,

George B. Cassady

George B. Cassady, P.E.
Director, Hillsborough County Public Utilities Department

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Contact Information

Hillsborough County
Public Utilities Department
925 E Twiggs St.
Tampa, FL 33602
(813) 272-5977

Northwest Customer Service Center
15610 Premiere Drive

South-Central Customer Service Center
332 N. Falkenburg Road

Customer Service:
(813) 272-6680

Emergencies:
(813) 744-5600

Water Quality Hotline:
(813) 264-3835

Water Restrictions:
(813) 275-7094

Water Conservation:
(813) 612-7758

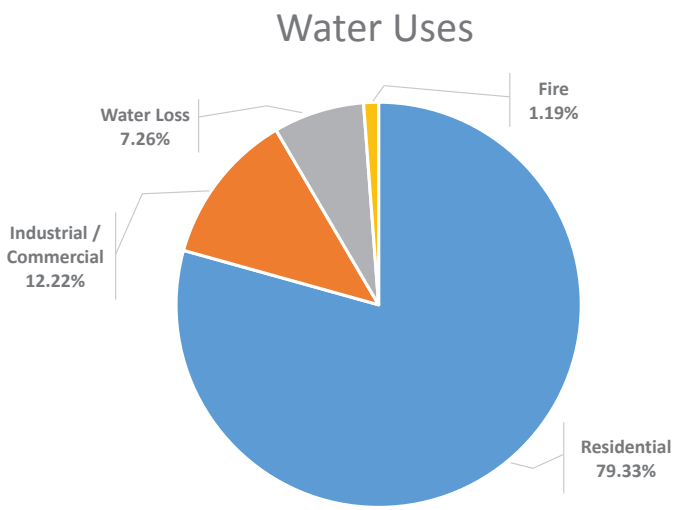
Online at:
HillsboroughCounty.org/Water

Este reporte contiene informacion importante sobre su agua potable. Para asistencia en entender esta informacion en espanol, por favor llame (813) 272-5977

Interesting Facts

In 2015 Hillsborough County collected approximately 8,000 water samples and performed 29,914 tests on our drinking water. This report lists those compounds found in our drinking water during the calendar year 2015. The U.S. Environmental Protection Agency (USEPA) has reduced monitoring requirements for certain compounds to less frequently than once per year because the concentrations of those compounds are not expected to vary significantly from year to year. Therefore, while all of our data is representative for 2015, some tests were run in prior years.

Water Utilization



Public Utilities is a Hillsborough County Department under the County Administrator's organization. We encourage public interest and participation in the decision-making processes affecting water issues. County government's legislative branch is the Board of County Commissioners.

It conducts meetings on budgetary and other financial matters, approves contracts, and considers ordinances that create or amend local laws, including those affecting the Public Utilities Department customer rates and fees. The Board of County Commissioners holds its regular meeting on the first and third Wednesday of each month at 9 a.m. at Frederick B. Karl County Center, 601 E. Kennedy Boulevard in downtown Tampa. Links to agendas can be found at HillsboroughCounty.org/BOCC.

The meetings are televised live on Hillsborough County Television (HTV), Channel 622 on Bright House, Channel 22 on Verizon and Comcast, and through live streaming on the County's website. Comments can also be submitted through the County's website at HillsboroughCounty.org/AtYourService.

Clockwise from bottom left: Lesley "Les" Miller, Jr., Chairman (District 3), Stacy White (District 4), Ken Hagan (District 5, Countywide), Sandra L. Murman (District 1) , Kevin Beckner (District 6, Countywide), Victor D. Crist, Vice Chair (District 2), Al Higginbotham (District 7, Countywide)

Is My Drinking Water Safe?

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 land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material. It can also 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 virus and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- 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.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater 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 stormwater runoff and septic systems.
- 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 USEPA 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.

For additional information about contaminants and potential health affects contact the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791

Notice About Lead Levels

The USEPA requires that utility systems include information in their annual water quality reports about lead levels in drinking water. If present, elevated levels of lead can cause serious health problems, especially for pregnant woman and young children.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Hillsborough County Public Utilities Department 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 two 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 www.epa.gov/safewater/lead.

Immuno-Compromised Customers

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).

Home Water Treatment Systems

Hillsborough County routinely monitors the quality of its drinking water and supplies water that meets or exceeds federal and state standards. A water softener or filtration system might change the taste or "feel" of the water, but the water is perfectly safe to drink without these additional treatments.

At no time will a County Employee ask to enter your home to test your water unless a specific problem has been reported. County Employees wear official uniforms, and carry County identification.

If you should experience a concern with your water (for example, unusual taste or odor) contact our Water Quality Hotline at (813) 264-3835.

Installing a water softener or filtration system is a matter of personal preference. If you choose to purchase one then do your research and remember that these systems often require routine maintenance. Neglecting to perform the maintenance on these systems can degrade the quality of your water.

Where Does My Water Come From?

Hillsborough County's Hershel Heights system is a consecutive system to City of Tampa, which means that Hershel Heights customers receive water that is purchased from the City of Tampa. The Hillsborough River is the City of Tampa's primary drinking water source. When the river supply cannot meet City of Tampa demand during dry periods, up to 1 billion gallons of finished water stored underground in Aquifer Storage and Recovery (ASR) augments the supply. At times, during extended or extreme dry periods, City of Tampa also buys treated regional groundwater, surface water and desalination seawater from Tampa Bay Water (TBW). During 2015, none of Tampa's drinking water was purchased from TBW.

Hershel Heights

Depending on the source water, water treatment could include coagulation, settling, filtration, pH, Reverse Osmosis (RO), stabilization, ozonation, chloramination, and fluoridation.

The Florida Department of Environmental Protection (FDEP) has developed a Source Water Assessment and Protection Program. The program is meant to ensure that not only is the water at your tap safe to drink, but also that the source is protected. Specific information for your water system is discussed below.

In addition, the FDEP has developed a website for the Source Water Assessment Results for the public to obtain information on individual public water systems. The web link is fldep.dep.state.fl.us/swapp. To obtain a copy of an assessment form from FDEP, or if you have questions about this program, call (850) 245-8658.

In 2015, the FDEP updated their Source Water Assessments information about potential sources of contamination in the vicinity of surface water intakes and wells, which supply the water provided to Hillsborough County Customers. The water sources are considered by FDEP to be at low to high risk because of the many potential sources of contamination present in the assessment area. The potential sources of contamination, the susceptibility scores, and the levels of concern assigned by FDEP are available on the Source Water Assessment and Protection Program website at fldep.dep.state.fl.us/swapp or by contacting Florida's drinking water program at (850) 245-2118.

Our Water Treatment Process

City of Tampa and Hillsborough County have testing and treatment systems in place to ensure that water delivered to customers meets quality standards. At Hershel Heights no further treatment of the water purchased from the City of Tampa takes place prior to delivery to our customers.

Water Quality Table

Understanding the Table

Hillsborough County routinely monitors drinking water quality parameters according to federal and state laws. The table in this report includes those analytes that were detected in our routine compliance monitoring for the period of January 1 through December 31, 2015, or the most recent testing as otherwise indicated in the table. FDEP regulations allow monitoring for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. As a result, some of the data, though representative, is more than one year old.

Remember that all drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. It is important to remember that the presence of these contaminants does not necessarily pose a health risk.

Terms & Definitions

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

Action Level (AL):	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Maximum contaminant Level (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 (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.
Maximum Residual Disinfectant Level (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 (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:	Not Applicable
ND:	Not Detected and indicates that the substance was not found by laboratory analysis.
Nephelometric Turbidity Unit (NTU):	Measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person. High turbidity can hinder the effectiveness of disinfectants.
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 (µg/l):	One part by weight of analyte to 1 billion parts by weight of the water sample.
Picocuries Per Liter (pCi/L):	Measure of the radioactivity in water.
Treatment Technique (TT):	A required process intended to reduce the level of a contaminant in drinking water.

Hershel Heights PWS 6292081 -This report includes most recent data collected for the system

Stage 2 Disinfectants and Disinfection By-Products

Contaminant and Unit of Measurement	Dates of Sampling	MCL or MRDL Violation	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Chloramines (ppm)	January 2015 - December 2015	No	4.33	3.3-5.4	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
Haloacetic Acids (five) (HAA5) (ppb)	January 2015 - December 2015	No	9.6	ND-18.3	N/A	MCL = 60	By-product of drinking water disinfection
TTHM (Total Trihalomethanes) (ppb)	January 2015 - December 2015	No	20.2	7.7-16.6	N/A	MCL = 80	By-product of drinking water disinfection

Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of Sampling	Action Level Exceeded	90th Percentile Result	Number of sampling sites exceeding the Action Level	MCLG	Action Level	Likely Source of Contamination
Copper (Tap Water) (ppm)	June 2015 - August 2015	No	0.393	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (Tap Water) (ppb)	June 2015 - August 2015	No	1.21	0	0	15	Corrosion of household plumbing systems; erosion of natural deposits

Water Conservation

Water is one of our most precious and limited natural resources. While it is true that 80 percent of the earth's surface is covered in water, only a very small amount is available for use.

About 97 percent of the earth's water is found in the oceans and seas, making it undrinkable without extensive treatment.

Of the remaining 3 percent, 2 percent is frozen in the polar ice caps, leaving only 1 percent of all the world's water available for use.

What Can You Do To Help Conserve?

- Monitor rainfall with a rain gauge and if you receive ½ inch or more consider skipping the next irrigation cycle
- Adjust sprinklers to ensure they are aimed at landscape and are not broken/leaking
- Check irrigation controller programs, most have an "A" and a "B". All settings should be on the "A" program
- Turn faucet off while brushing your teeth
- Find and fix leaks (check water meter)
- Take shorter showers
- Use dishwashers and washing machines for full loads only
- Make or purchase rain barrels to capture rain for use on indoor and outdoor plants

Toilet Rebate Program

Install an ultra-low flow (ULF) toilet and you'll save more than just money. Conserving our water resources is one of the most important issues facing the world today. With only 1 percent of the earth's water available to humanity and nature, it is paramount that we all help conserve our water. One of the easiest ways to do this is to replace older, high-volume toilets with new, ultra-low flow models. Prior to 1994, the plumbing code allowed the installation of toilets that flushed with 3.5 gallons or more. Since then the plumbing code specifies a maximum 1.6 gallon per flush standard. Today, toilets are even available at as little as 1.28 gallons per flush. Family water use varies, but by making this change, the average household could save 20,000 gallons of water per year. This could lead to a significant reduction in the household's water bill, plus, you can start saving instantly with up to a $150 rebate from Hillsborough County.

Program requirements:

- Home constructed prior to 1995
- Active Hillsborough County Public Utilities water service at address of installation
- Completed and signed application
- Original receipts for both materials and installation

For additional information or to see if your residence qualifies, call (813) 612-7758.

Have Additional Questions About…

This Water Quality Report:	call (813) 663-3206
Water Quality:	call the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791
Local Drinking Water Quality:	call (813) 264-3835

Memberships/Awards

Awards Received by Hillsborough County Public Utilities

Presented by Florida Section of the American Water Works Association

- Outstanding Class 'B' Water Treatment Plant - Central 2015
- Most Improved Class 'B' Water Treatment Plant - Lithia 2015
- Most Improved Class 'C' Water Treatment Plant - Lake Park 2015
- Outstanding Class 'B' Water Treatment Plant - Lake Park 2014
- Most Improved Class 'B' Water Treatment Plant - Lake Park 2013
- Most Improved Class 'B' Water Treatment Plant - Lake Park 2013
- Best TastingWater Region IV - Lake Park 2013
- Outstanding Water Treatment Plant - Lake Park 2010
- Outstanding Class 'B' Water Treatment Plant - Lake Park 2009

Presented by Florida Department of Environmental Protection

- Plant Operations Excellence Award - Lake Park & Fawn Ridge 2015
- Plant OperationsExcellence Award - Lake Park & Fawn Ridge 2011
- Plant OperationsExcellence Award - Lake Park & Fawn Ridge 2009

Professional and Utility Memberships

- American Public Works Association (APWA)
- American Water Works Association Research Foundation (AWWARF)
- Florida Emergency Preparedness Association
- Florida Society of Environmental Analysts (FSEA)
- Florida Section American Water Works Association (AWWA)
- The NELAC Institute (TNI)
- Water Environmental Research Federation (WERF)

Only Tap Water **Delivers**®