

planning for the future



2007 water quality report



Delivering **safe, reliable** *drinking water*



At OUC, we know that being *The Reliable One* means more than just providing safe, clean water for our customers. . . it also means planning for our region's future. A rapidly growing community and lower than usual rainfall levels have underscored our need to conserve water today while seeking out new, reliable sources of water for tomorrow.

In this report, you will find information about this precious resource — our drinking water. You can learn more about where your water comes from and the more than 20,000 annual scientific tests OUC conducts to ensure safe, great tasting water for our community. The report also provides water conservation tips — easy ways you can help protect our water resources.

Clean, great-tasting water from a reliable source is our top priority at OUC. With your help and our plan for our region's future, we can work together to ensure a healthy supply of water for years to come.

— **Kenneth P. Ksionek**
OUC General Manager & CEO


A naturally clean water source

OUC's water comes from the Lower Floridan Aquifer, an underground reservoir that in many places is a quarter of a mile below the earth's surface. The Aquifer is fed by rainwater that is filtered through hundreds of feet of rock, undergoing a natural cleansing process. After pumping water from the Aquifer to our water plants, OUC carefully treats the water to ensure its safety and enhance its quality.

Using ozone to produce great tasting water

OUC uses ozone treatment at its eight water treatment plants to produce high quality, great tasting tap water, proudly dubbed H₂OUC. Ozone is the strongest disinfectant available and reduces the amount of chlorine that must be added. The result is clean, fresh-tasting water with a sparkling appearance. Since 1995, OUC has converted five of its water plants to ozone treatment

and built three new ozone plants. As required by law, we still add chlorine to our water to maintain the high quality as it flows through pipes to customer taps. Fluoride is added to promote healthy teeth. We also add sodium hydroxide to prevent copper and lead from leaching into the drinking water from customers' own plumbing, the primary source of these elements in our area.



A shortage of rainfall this year has left many lakes – like Lake Davis in downtown Orlando – far below usual levels.

for generations to come

Securing our water facilities

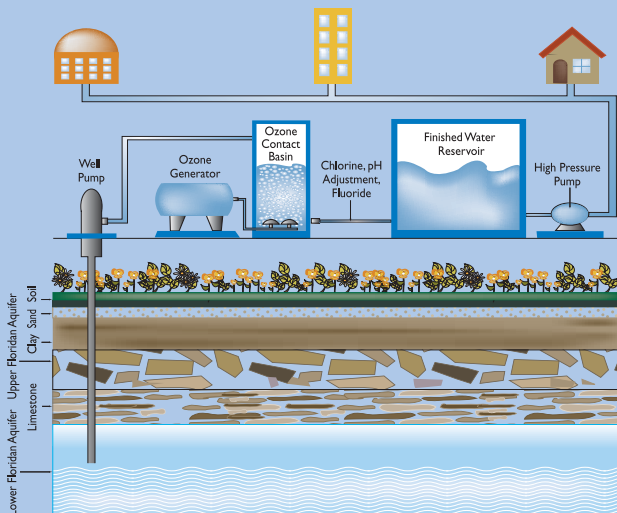
All OUC water plants are equipped with state-of-the-art security systems that include intrusion-detection systems, alarms, cameras and security fences around the perimeter of the properties. Armed security guards and law enforcement officers regularly patrol the facilities. You can be assured that OUC remains vigilant in monitoring and protecting our water facilities. The safety of your water is our highest priority.

About OUC—The Reliable One

OUC is a municipal utility owned by the citizens of Orlando and governed by a board of commissioners. The utility provides electric and water services to more than 200,000 customers in Orlando, St. Cloud and parts of unincorporated Orange and Osceola counties. OUC is the second largest water utility in the state. To learn more, attend any of the Commission's scheduled board meetings. They are at 2 p.m. on the second Tuesday of each month at OUC's Administration Building at 500 S. Orange Ave. in Orlando. Meetings are open to the public. Visit www.ouc.com for a complete schedule.



Where your water comes from



Well pumps at OUC's water treatment plants draw water from a natural underground reservoir called the Lower Floridan Aquifer. After being sent through ozone treatment basins, the water is treated with chlorine and fluoride. The water is then pumped to a finished water reservoir, where it waits for distribution to residential, commercial and industrial customers. Each year OUC delivers nearly 30 billion gallons of water to customers across a 200-square-mile territory.



Protecting our **water resources** through **conservation**

As Central Florida continues to grow, so does the demand for clean, safe water from the Floridan Aquifer. To prepare for our region's future needs, OUC has taken a leadership role in the search for innovative, reliable solutions while still providing clean, great-tasting water for our customers today.

One solution is the development of alternative water supplies — such as surface water from the St. Johns River and Taylor Creek Reservoir in east Orange County — to meet future drinking water demands. In addition, OUC is focusing on reclaimed water, highly treated wastewater safe for human contact, to supply anticipated landscape and lawn irrigation needs.

Through regional partnerships with the City of Orlando and other Central Florida water utilities, OUC is actively developing these alternative water sources and plans to have them online by 2013.

We also want to highlight the value of water conservation through customer education. There are easy steps you and your family can take in your own home or business to lower your monthly utility bill while actively helping to preserve our water supply. By following these simple water conservation tips, you can save thousands of gallons of water each year:

Conservation Tips

- Water your lawn only before 10 a.m. or after 4 p.m. to minimize the amount of water lost to evaporation
- Water just once a week in the cooler months and twice a week in the warmer months to maintain healthy, green grass with a strong root system
- Irrigation for odd-numbered addresses is allowed Wednesdays and Saturdays
- Irrigation for even-numbered or no addresses is allowed Thursdays and Sundays
- Water your lawn for just 30-45 minutes per session
- Repair leaking faucets and toilets and install water-saver flush valves in toilets
- Install water-saver shower heads and take shorter showers
- Turn off the faucet when shaving or brushing your teeth
- Recycle water rather than pouring it down the drain (for instance, used water from a fish tank is good for watering plants)
- Check regularly for leaks in faucets, pipes and hoses, repairing any leaks promptly

For more ways to save water, visit www.conservefloridawater.org

we're doing our part . . .

Businesses also play a critical role in preserving our region's water supply. Our new downtown administration building — scheduled for completion by 2008 — will incorporate a rainwater collection system for irrigation, as well as other water- and energy-saving features. These measures will make our state-of-the-art office the first commercial building in Orlando to be LEED (Leadership in Energy and Environmental Design) certified. . . and the greenest building in the City Beautiful.



water quality test results

All test results well below allowable levels

As shown in the following tables, the water that OUC delivers to your tap surpasses all federal and state requirements for safe drinking water. Of the more than 135 regulated and unregulated substances for which we test annually, only several have been detected, and the detection levels were well below allowable levels.

Except where otherwise noted, the following results are from tests conducted between January 1 and December 31, 2006 (the most recent available in accordance with DEP regulations.)

Primary Regulated Substances	Date of Sampling	MCL/AL Violation	Range Detected	Highest Detected	MCL	MCLG	Possible Sources
Barium (ppm)	6/06-7/06	No	0.017-0.063	0.063	2	2	Erosion of natural deposits
Fluoride (ppm)	6/06-7/06	No	0.61-0.86	0.86	4	4	Erosion of natural deposits; water additive that promotes strong teeth
Lead (ppb)	6/06-7/06	No	ND-3	3	AL(15)	0	Erosion of natural deposits
Nitrate (ppm)	6/06-7/06	No	0.025-0.113	0.113	10	10	Runoff from fertilizer; erosion of natural deposits
Sodium (ppm)	6/06-7/06	No	8.64-14.4	14.4	160	N/A	Salt water intrusion; leaching from soil

Radiological Contaminants	Date of Sampling	MCL/AL Violation	Range Detected	Highest Detected	MCL	MCLG	Possible Sources
Radiological Gross Alpha (pCi/L) (2002)	10/02	No	ND-1.1	1.1	15	0	Erosion of natural deposits

TTHMs and Stage I Disinfectant/Disinfection By-Product (D/DBP) Parameters

Disinfection By-products	Date of Sampling	MCL/AL Violation	Range Detected	Highest Detected	MCL	MCLG	Possible Sources
Bromate (ppb)	Monthly 2006	No	ND-13	13* (annual average 5)	10	0	By-product of drinking water disinfection
HAAS (ppb) Haloacetic Acids	Quarterly 2006	No	10-46	46* (annual average 24)	60	N/A	By-product of drinking water chlorination
TTHMs (ppb) Trihalomethanes	Quarterly 2006	No	23-73	73* (annual average 46)	80	N/A	By-product of drinking water chlorination
Chlorine (ppm)	1/06-12/06	No	0.2-1.9	1.9* (annual average 1.2)	(MRDLG=4)	(MRDL=4)	Water additive used to control microbes

* Compliance levels are based on running annual averages

Microbiological Contaminants

The following results are from tests conducted between January 1 and December 31, 2006 (the most recent available in accordance with DEP regulations).

Contaminant	MCLG	MCL	Level Detected	Violation	Likely Sources
Total Coliform Bacteria	0	Presence of Coliform Bacteria in more than 5% of month samples	OUC's highest monthly percentage of positive samples was 0.8%, in December 2006	No	Naturally present in the environment

During 2006, a minimum of 198 water samples per month were collected throughout OUC's water distribution system and analyzed for Total Coliform Bacteria.

For a complete list of abbreviation and definitions used on this and following pages, please see page 5.

