

Did you know? CCU staff is responsible for the operation and maintenance of:

- A 138-square-mile service area
- 6 treatment facilities
- More than 55,500 water customer connections
- Nearly 33,000 wastewater customer connections
- Nearly 1,500 miles of water mains
- More than 4,300 fire hydrants
- Over 15,400 water main valves
- 295 wastewater lift stations
- Nearly 9,500 manholes
- More than 800 miles of wastewater mains



What can I expect to find in my drinking water?

Sources of drinking water (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:

Microbial contaminants, such as viruses and bacteria, which may come from wastewater 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 use.

Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts 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 the result of oil and gas production and mining activities.

In order to ensure tap water is safe to drink, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. 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 EPA Safe Drinking Water Hotline at (800) 426-4791.



Reclaimed water promotes water conservation

Did you know that as much as 50 percent of water use occurs outdoors? Reducing the amount of drinking water used for lawn and landscape irrigation is vital, and that's why reclaimed water is such an essential component of Charlotte County Utilities' water conservation program. The more reclaimed water we provide for irrigation purposes, the more drinking water we will have available.

CCU is permitted to produce reclaimed water at all four of its water reclamation facilities, including the Burnt Store WRF, which serves the South County area. The wastewater collected at these facilities is rigorously treated and disinfected to produce reclaimed water, which may be used safely for irrigation. Reclaimed water must meet strict water quality requirements established by the Florida Department of Environmental Protection (FDEP). Although reclaimed water meets most drinking water standards and is safe for human contact, it is not intended for use as drinking water.

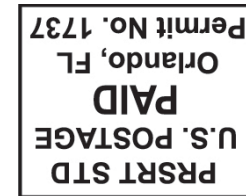
Currently, CCU has 12 major reclaimed water customers countywide, including golf courses, residential developments and the new Charlotte Sports Park. Future customers will include County facilities, parks and additional residential developments. As our reclaimed water program expands to include additional customers, education will be necessary to ensure that cross-connections are not created between the reclaimed and drinking water systems. While drinking water pipes are colored blue, reclaimed water pipes are colored purple and marked with identifying tape, and customers are required to post signs that indicate the water is not suitable for consumption. CCU's Water Quality Control Team conducts initial and annual inspections of all reclaimed water customers in order to protect and ensure the integrity of our distribution systems.



Charlotte County Utilities 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 ensuring the quality of your water. Thank you for allowing us to continue providing your family with clean, quality water this year. In order to maintain a safe and dependable water supply, we sometimes need to make improvements that will benefit all of our customers. These improvements are sometimes reflected as rate structure adjustments. Thank you for understanding.



Distributed by Charlotte County Government



Water Quality Report

2008 FDEP
Plant Operations
Excellence
Award

2008
Burnt Store

Charlotte County Utilities

A MESSAGE FROM YOUR UTILITIES TEAM

Dear Valued Customer:

This annual Drinking Water Quality Report is our opportunity to provide you with details of the drinking water and services we have delivered to you over the past year. CCU employees work around the clock to ensure your water meets or exceeds all standards and expectations for safety, reliability and quality. We're proud to report that our Burnt Store Water Treatment Facility received the 2008 Plant Operations Excellence Award from the Florida Department of Environmental Protection (FDEP), in recognition of outstanding treatment plant operation, maintenance and compliance.

When you drink CCU tap water, you're drinking clean, quality water. As you can see by the tables in this document, our system had no violations in 2008. CCU is proud to report that the water we provide our customers meets or exceeds all Federal and State requirements. We ask our customers to help us conserve water and protect our water sources, which are the heart of our community, our way of life and our children's future.

Charlotte County Utilities
25550 Harbor View Road, Unit 1
Port Charlotte, FL 33980-2500





2008 Drinking Water Quality Report

Burnt Store Public Drinking Water System — PWS #6080318

Charlotte County Utilities (CCU) is proud to offer its customers this annual Water Quality Report, designed to inform you about the water and services we deliver to you every day. CCU routinely monitors for constituents in your drinking water according to Federal

and State laws. The table in this brochure shows the results of our monitoring for the period of January 1, 2008, through December 31, 2008. Regulations require monitoring to occur in nine-year compliance cycles, made up of three, three-year compliance periods. These three-year compliance periods result in some contaminants being monitored once every three years. This testing analysis may require some contaminant test results to be reported in this document from years other than calendar year 2008. We have learned through our monitoring and testing that some constituents have been detected.

CCU operates the reverse osmosis water treatment plant and distribution system serving the Burnt Store service area. Our source water is groundwater from the Intermediate Aquifer System, treated through a two-stage membrane treatment process, an aeration system, and final chlorination and pH adjustment before the water is pumped to the distribution system.

We want our valued customers to be informed about their water utility. If you have questions about the data provided in this Drinking Water Quality Report or require additional information, please contact our representative, Stephen Kipfinger, at (941) 764-4300.

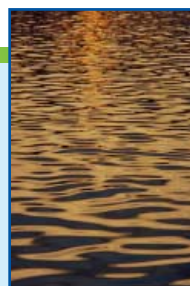
Source Water Assessment Plan: The Department of Environmental Protection has performed a Source Water Assessment on our system. This assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells. Potential sources of contamination identified include industrial wastewater and domestic wastewater treatment plants with a low level of susceptibility. The assessment results are available on the FDEP Source Water Assessment and Protection Program Web site at www.dep.state.fl.us/swapp.

HOW DO I READ THIS? It's easy. The table to the right shows the results of our water quality analyses. The "Level Detected" column shows the highest results from the most recent tests. "Likely Sources" shows where this substance usually originates. As you may find unfamiliar terms and abbreviations in this table, we've provided the following definitions:

- **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 that, if exceeded, triggers additional treatment or other requirements that a water system must follow.
- **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.
- **NA:** Not applicable.
- **Parts per million (ppm) or milligrams per liter (mg/L):** One part by weight of analyte to one million parts by weight of the water sample, which corresponds to one minute in two years or a penny in \$10,000.
- **Parts per billion (ppb) or micrograms per liter (µg/L):** One part by weight of analyte to one billion parts by weight of the water sample, which corresponds to one minute in 2,000 years or a penny in \$10,000,000.
- **Picocurie per liter (pCi/L):** Measure of the radioactivity in water.

Charlotte County Utilities is proud to join water utilities and government agencies nationwide offering programs that highlight the importance of water conservation in our communities. Sometimes we forget that the water we use at home to wash clothes or dishes, cook, bathe and water our lawns is actually drinking water. It isn't hard to conserve water, and it doesn't require drastic lifestyle changes, but the benefits are priceless: Water conservation helps protect our beautiful natural environment, and saves money and energy.

Water conservation is mostly a matter of good common sense, like conserving energy, recycling and not littering. CCU urges all citizens to join us in practicing water conservation year round, by adopting new conservation practices, and reviewing how you and your family use water at home, work, school and play.



Drinking Water Test Results

| Radiological Contaminants | | | | | | | |
|--|------------------------|---------------|----------------|-------------------|-----------|-------------------------|--|
| Contaminant & Unit of Measurement | Sampling Dates (mo/yr) | MCL Violation | Level Detected | Range | MCLG | MCL | Likely Source of Contaminant |
| Gross Alpha (pCi/L) | 3/08 | No | 3.9 | NA | 0 | 15 | Erosion of natural deposits |
| Combined Radium (pCi/L) | 3/08 | No | 2.3 | NA | 0 | 5 | Erosion of natural deposits |
| Inorganic Contaminants | | | | | | | |
| Fluoride (ppm) | 3/08 | No | 0.2030 | NA | 4 | 4 | Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at optimum levels between 0.7 and 1.3 ppm |
| Cyanide (ppm) | 3/08 | No | 0.020 | NA | 0.2 | 0.2 | Discharge from steel/metal factories; discharge from plastic and fertilizer factories |
| Nickel (ppm) | 3/08 | No | 0.004 | NA | NA | 0.1 | Pollution from mining and refining operations; natural occurrence in soil |
| Sodium (ppm) | 3/08 | No | 50.6 | NA | NA | 160 | Saltwater intrusion; leaching from soil |
| Stage 1 Disinfectant/Disinfection Byproduct (D/DBP) Parameters | | | | | | | |
| Free Chlorine (ppm) | 1/08-12/08 | No | 2.88 | 1.73-3.98 | MRDLG = 4 | MRDL = 4 | Water additive used to control microbes |
| Haloacetic Acids (five) (HAA5) (ppb) | 8/08 | No | 3.86 | NA | NA | MCL = 60 | Byproduct of drinking water disinfection |
| TTHM (total trihalomethanes) (ppb) | 8/08 | No | 30.49 | NA | NA | MCL = 80 | Byproduct of drinking water disinfection |
| Lead and Copper | | | | | | | |
| Contaminant (Unit of Measurement) | Sampling Dates (mo/yr) | MCL Violation | Level Detected | Action Level (AL) | MCLG | # of sites exceeding AL | Likely Source of Contaminant |
| Copper (tap water) (ppm) | 7/08 | No | 0.059 | 1.3 | 1.3 | 0 | Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives |
| Lead (tap water) (ppb) | 7/08 | No | 6 | 15 | 0 | 0 | Corrosion of household plumbing systems; erosion of natural deposits |

Level Detected: Results in the Level Detected column for radiological 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.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink two liters of water at the MCL level every day for a lifetime for a one-in-a-million chance of having the described health effect.

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. CCU 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 www.epa.gov/safewater/lead.

Customers with special health concerns: 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 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.

System Upgrades and Planned Improvements: In 2008, CCU began the upgrade and expansion of its Burnt Store Reverse Osmosis Water Treatment Facility. This project will be completed in 2009.