

Spring Lake BREEZE

Florida... the way it should be!



ANNUAL WATER REPORT

To Spring Lake Board:

I would like to thank you, the Spring Lake Improvement District Board of Supervisors and your water department staff for their time and dedication to working with our agency, the Lorida Volunteer fire district. We recently went through an Insurance Service Organization audit. The ISO rates fire departments on both internal and external operation from how the department trains to the type of equipment it has, along with communications and water supply. We are pleased to let you know we have received a respectable rating of 6/6x. The numbering system is from 1 being the best to 10 being the worst. This lower rating will give the SLID community a lower insurance premium.

I would also like to personally thank Clay Shrum and his staff for working with our agency. His staff has always worked close as a partner supplying water as needed for suppression activities to the fire department. Mr. Shrum worked very hard on getting the needed information on the water system for the audit in a timely manner. Without his help, I am sure that the rating would not have gone as smoothly as it did. Mr. Shrum and his staff are always willing to assist our agency when we need something. Having such a great working partnership, is a blessing compared to working with other water systems in Highlands County.

Sincerely,

Swen Swenson

Chief Swen Swenson
Lorida Volunteer Fire Department
PO Box 68
Lorida, FL 33857

Meter Tampering

District Water Department personnel regularly conduct inspections on customer water meters and boxes and make repairs to those that have been damaged, especially by lawn mowers. IT IS ILLEGAL for residents to tamper with meter boxes or the utility shut-off valve.

By Resolution, the Board of Supervisors made tampering subject to a \$100 penalty. This includes: operating a tagged or locked meter valve; removing a meter; hooking up a meter illegally; or any action performed to change a meter's reading. There are additional costs for repairs if the meter valve or piping is damaged. The homeowner is responsible for payment prior to the restoration of water service.

The District Utility Dept. will turn your water service on or off during normal business hours (8-4:30 M-F) free of charge. After hours, weekends, or holidays, the service charge is \$40.

Homeowners or plumbers are NOT ALLOWED to turn off/on water valves.



Fire Hydrant Protection

There are 221 fully operational fire hydrants throughout Spring Lake that offer protection to the community. It is imperative that maintenance and flow testing is conducted in a timely manner. Mueller Services has completed our fire hydrant maintenance program that began in early June. The work involved the following segments:

- Locate and GPS each hydrant
- Locate and test the hydrant isolation valve
- Check hydrant nozzle height for proper clearance
- Identify make, model, and year of each hydrant
- Identify hydrant main valve, hose, and pumper size
- Lubricate all nozzle outlets with F.D.A. approved lubricant
- Open hydrant with nozzle caps in place to check for seal leakage
- Verify that hydrant main valve completely closes
- Open hydrant, record working pressure and calculate hydrant flow
- Record static pressure
- Note any operational deficiencies

All this information has been forwarded to the Highlands County Emergency Operations Center. The County will now put the GPS information on their system for location and flow data to assist the fire departments when water for fire protection is needed in our community.



2013 ANNUAL DRINKING WATER QUALITY REPORT

Spring Lake Improvement District

We're pleased to present to you this year's Annual Quality Water Report to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want 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. Our water source is three wells that draw water from the Floridan aquifer. Before delivery to you, the water is disinfected with chlorine and a blend of phosphate is added to inactivate or sequester mineral ions naturally found in water.

If you have any questions about this report or concerning your water utility, please contact Clay R. Shrum Assistant District Manager at (863) 655-1715. We want our valued customers to be informed about their water utility. This report will be mailed to customers in the Spring Lake Breeze and is also available at the District Office, located at 115 Spring Lake Boulevard. If you want to learn more, please attend any of our regularly scheduled meetings. They are held on the second Wednesday of every month at 10:00 a.m. at the Spring Lake District Office.

Spring Lake Improvement District routinely monitors for contaminants in your drinking water according to Federal and State laws, rules and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1st to December 31st, 2013. Also included are test results in earlier years for contaminants sampled less often than annually. For contaminants not required to be tested for in 2013, test results are for the most recent testing done in accordance with regulations authorized by the state and approved by the United States Environmental Protection Agency (EPA).

More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at (800) 426-4791 or on-line at their web site www.epa.gov/safewater/..

As water travels over the land or underground it can pick up substances or contaminants such as microbes, inorganic and organic chemicals, and radioactive substances. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a risk:

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 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 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 or mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. 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 Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

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.

To remain in compliance with the federal Safe Drinking Water Act we are required to test for over 80 contaminants. Reported below are only those that were detected through laboratory analysis. The remaining approximately 70 contaminants were undetected. In the data table you will find many terms you might not be familiar with. To help you better understand these terms we've provided the following key to these terms' abbreviations and definitions:

| TERM Appearing in TABLE | DEFINITION |
|--|---|
| Action Level | AL The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow |
| Not Applicable | n/a Does not apply |
| Parts per million | ppm or <i>Milligrams per liter (mg/l)</i> – one part by weight of contaminant to one million parts by weight of the water sample. |
| Parts per billion | ppb or <i>Micrograms per liter (µg/l)</i> – one part by weight of contaminant to one billion parts by weight of the water sample. |
| Picocuries per liter | pCi/L - <i>picocuries per liter</i> is a measure of the radioactivity in water |
| Maximum Contaminant Level | MCL The "Maximum Allowed" is 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 "Goal" is 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. |

In 2013 the Department of Environmental Protection performed a Source Water Assessment on our system. These assessments were conducted to provide information about any potential sources of contamination in the vicinity of our wells. A search of the data sources indicated no potential sources of contamination. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp

2013 Compliance Monitoring

** Results in the Level Detected column for Radioactive and Inorganic contaminants are the highest detected level at any sampling point.

| Radioactive Contaminants | | | | | | | |
|---|-------------------------------|------------------------|---|------------------|---------------|------------------------------|--|
| Contaminant and Unit of Measurement | MCL Violation Yes/No | Level Detected ** | Range of Results | MCLG | MCL | Monitoring Period Month/Year | Likely Source of Contamination |
| Alpha Emitters (pCi/l) | No | 3.2 | N/A | 0 | 15 | 03/08 | Erosion of natural deposits |
| Radium 226 and Radium 228 or combined Radium (pCi/l) | No | 2.4 | N/A | 0 | 5 | 03/08 | Erosion of natural deposits |
| Inorganic Contaminants | | | | | | | |
| Barium (ppm) | No | 0.081 | N/A | 2 | 2 | 04/11 | Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits |
| Fluoride (ppm) | No | 0.30 | N/A | 4 | 4 | 04/11 | 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 |
| Nitrate (as Nitrogen) (ppm) | No | 0.02 | N/A | 10 | 10 | 09/13 | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits |
| Sodium (ppm) | No | 16.0 | N/A | n/a | 160 | 04/11 | Salt water intrusion, leaching from soil |
| TTHMs and Stage 1 Disinfectant/Disinfection By-Products (D/DBP) | | | | | | | |
| Contaminant and Unit of Measurement | Dates of sampling (mo./yr.) | MCL Violation Yes/No | Level Detected | Range of Results | MCLG or MRDLG | MCL or MRDL | Likely Source of Contamination |
| Chlorine (ppm) | 1/13 - 12/13 | NO | 1.55 | 1.25 to 2.20 | MRDLG = 4 | MRDL = 4.0 | Water additive used to control microbes |
| Haloacetic Acids (five) (HAA5) (ppb) | 07/11 | NO | 13.5 | N/A | NA | MCL = 60 | By-product of drinking water disinfection |
| TTHM [Total trihalomethanes] (ppb) | 07/11 | NO | 55.8 | N/A | NA | MCL = 80 | By-product of drinking water disinfection |
| Lead and Copper (Tap Water) | | | | | | | |
| Contaminant and Unit of Measurement | Action Level Violation Yes/No | 90th Percentile Result | Number of Sampling Sites Exceeding the Action Level | MCLG | Action Level | Dates of sampling Month/Year | Likely Source of Contamination |
| Copper (tap water) (ppm) | No | 0.05 | 0 | 1.3 | AL=1.3 | 9/11 | Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives |

We are required to issue the following information, even though you have no Lead detected in your water:

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. Spring Lake Improvement District 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 <http://www.epa.gov/safewater/lead>.

We at the Spring Lake Improvement District would like for you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to insuring the quality of your water. If you have any questions or concerns about the information provided, please feel free to call any of the numbers listed.

Esta es informacion muy importante sobre su agua de beber . Si no lo comprende completamente en ingles, es posible de tenerlo traducido a espanol. Para mas informacion, llame a (863) 655-1715

SPRING LAKE

IMPROVEMENT DISTRICT

115 Spring Lake Blvd.
Sebring, FL 33876
863.655.1715 phone
863.655.4430 fax



Phone Tree Reminds Residents of Overdue Water Payments

Residents who are late in paying their water bills receive recorded phone calls from the District. These calls are a courtesy extended to all water customers, and are a friendly reminder that you are late in paying your water bill. Calls are not meant to be harassing, but to assist the customer in avoiding late fees and service disconnection.

The water department is governed by policies and procedures that are approved by the District Board of Supervisors, and coordinated by District staff. According to Board policy, a \$5 penalty fee is posted and termination is 10 days after the due date.

Here is how the Phone Tree system works. The first call notifies you that your bill has not been paid and you have 72 hours prior to disconnection. If you do not come in to pay your bill you receive a second call making you aware that in 48 hours your water will be disconnected. A final call is made notifying you that your water is going to be terminated for non-payment. Prior to this final call being made we check each delinquent account to determine if there is a special circumstance that we need to address. For example, a customer who has never had a late fee in 7 years is on the list.

They may have gone on vacation; someone is sick; or another emergency has occurred.

Customers can avoid any Phone Tree calls, late fees, or disconnections by simply being on the ACH program and having the money automatically deducted from your checking account and you receive a monthly invoice showing a zero balance. A form to enroll is included below.

Monthly Base Rate charges start at \$18 per month for standard size meter.

Water Use fees per 1,000-gallon rate levels are as follows:

| | |
|------------------|--------------------------|
| 0 to 5,999 | \$3.10 per 1,000 gallons |
| 6,000 to 14,999 | \$3.60 per 1,000 gallons |
| 15,000 to 39,999 | \$4.20 per 1,000 gallons |
| 40,000 and over | \$4.81 per 1,000 gallons |

A complete listing of all water rates, fees, policies and procedures are available at the District Office.

BANK DRAFTING

AUTHORIZATION FOR AUTOMATIC PAYMENT OF UTILITY BILL

I hereby authorize the Spring Lake Improvement District to initiate debit entries (and if necessary, credit entries and adjustments for any debit entries in error) to my account(s) listed below. I also authorize the Financial Institution named below to debit and credit the same entries to such account(s).

FINANCIAL INSTITUTION: _____

PLEASE ATTACH A VOIDED COPY OF YOUR CHECK

CITY: _____ STATE: _____ ZIPCODE: _____

TRANSIT/ABA NUMBER _____ **The routing number is located at the lower left hand corner of your check (usually the first 9 digits).

BANK ACCOUNT NUMBER _____

NAME (As shown on bill) _____
(please print)

SERVICE ADDRESS _____

UTILITY ACCOUNT NUMBER _____

This authority is to remain in full force and in effect until the Spring Lake Improvement District has received written notification from me of its termination in such time and in such manner as to afford the Spring Lake Improvement District and the Financial Institution a reasonable opportunity to act on it. I understand that failure to ensure sufficient funds to cover the debit of my account for the amount listed on my utility bill twice within a six month period will result in additional charges to my utility account, including establishing a water deposit on the account. Spring Lake Improvement District may terminate my utility services in such circumstances.

Credit Card Payments Online



Residents may now pay their water bills with credit cards.

This is another convenience to ensure that your bill is paid on time and avoids late fees or possible water shut off. While the District still accepts cash and checks, our preference is for you to be on the ACH program. Go to www.springlakefl.com

Signature _____

Date _____