

2009 Water Quality Report



Drop for Drop

GRU WATER IS THE BEST VALUE

WE ARE PLEASED TO REPORT THAT OUR DRINKING WATER CONTINUES TO MEET AND BETTER ALL FEDERAL AND STATE REQUIREMENTS!

GRU 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 monitoring for the period of January 1 to December 31, 2008. Data obtained before January 1, 2008, and presented in this report, are from the most recent testing done in accordance with laws, rules, and regulations. The state allows monitoring for some contaminants less than once per year because the

concentrations of these contaminants do not change frequently. Therefore, some of the data, though representative, may be more than one year old.

GRU is a community-owned utility, governed by the Gainesville City Commission. The commission meets at City Hall, 200 East University Avenue, Gainesville, Florida, on the second and fourth Thursday of every month.

SOURCE WATER ASSESSMENT

The Florida Department of Environmental Protection performed a Source Water Assessment on the GRU system in 2004, 2006 and 2008. The assessment was conducted to provide information about any potential sources of contamination within a 0.24 mile radius of GRU wells. Petroleum storage tanks were identified in the assessments as a potential source of contamination with a moderate concern level. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp.

TREATMENT PROCESS

GRU treats water pumped from the Floridan Aquifer. This treatment process includes lime softening, recarbonation, filtration, fluoridation, and disinfection.

This water quality report is submitted to customers as required by the United States Environmental Protection Agency and the Florida Department of Environmental Protection in accordance with the Safe Drinking Water Act.

IF YOU HAVE ANY QUESTIONS ABOUT YOUR WATER QUALITY REPORT, PLEASE CONTACT US:

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Additional information is available at www.gru.com



The value of our water

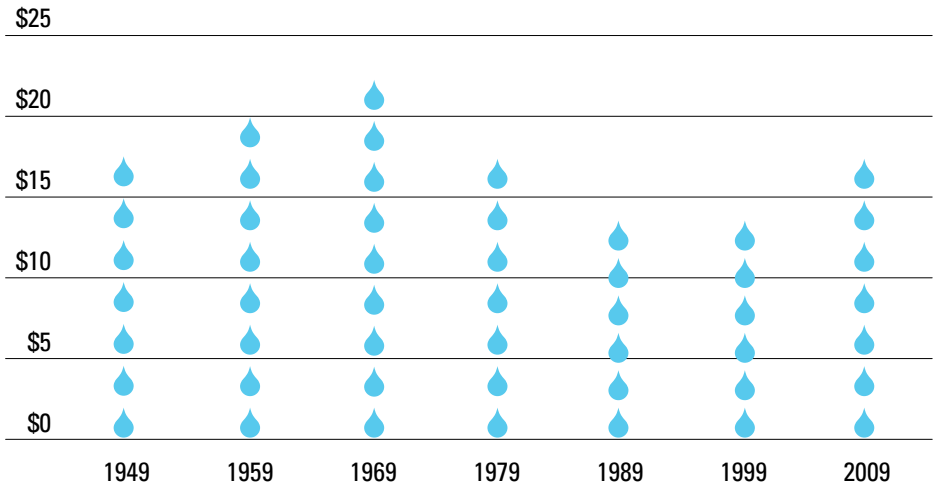
TIMES HAVE CHANGED, BUT GRU WATER REMAINS A GREAT VALUE

For more than a century, GRU has provided clean, safe, great-tasting water to residents in the Gainesville area at a tremendous value. Our network delivers water to more than 65,000 households and businesses in the community.

The graph below represents an average household's water use of 7,000 gallons per month and billing rates from the past five decades. Despite rising monitoring requirements, treatment costs, energy costs and labor costs, your drinking water costs the same or less (adjusted for inflation) than it did years ago.

Holding down costs

GRU's water rates over the years adjusted for inflation.



(Average water use and dollars adjusted to today's values.)



Are you flushing dollars down the drain?

SIMPLE MEASURES AND SMART IRRIGATION WILL SAVE YOU MONEY

That drippy faucet or toilet that runs until jiggled can be more than an annoyance. These leaks can waste thousands of gallons of water a month and cost hundreds of dollars. Smaller leaks may go unnoticed because water is a small portion of your total utility bill, but leaks still waste water and cost money.

To keep this from happening you should:

- Read your bill and track water use monthly. You can get a 12-month history of water use by logging onto your account at www.gru.com.
- Test for leaks if you notice an unusual increase in the water bill. Turn off everything in your house that uses water, and then check the meter. If the triangle is spinning, it's time to look for a leak.

On an average day, GRU delivers more than 26 million gallons of water to 177,000 people in the Gainesville urban area. During periods of low rainfall, usually from April to June, the

demand increases dramatically to 40 million gallons per day. Most of this increase is due to irrigation. Reducing use during these peak demands through GRU's conservation programs and customers' prudent practices decreases the amount of water pumped out of the ground. It also helps reduce the size of pipes needed to meet demands, which lowers the cost to supply water and helps customers save money.

TAKE ADVANTAGE OF GRU REBATES

GRU is the first utility in the area to offer water customers in-ground irrigation system maintenance rebates (\$50) as well as rebates for rain-activated shut-off devices (\$25). Proper maintenance and the use of a rain sensor will benefit landscaping and lower water use and bills (see illustration on next page). Irrigation systems should be inspected on an annual basis to ensure efficiency, prevent and repair leaks and breaks, and guard against the dangerous backflow of untreated water into drinking water lines.

Certain conditions and restrictions apply to be eligible for the rebates, so please visit www.gru.com and click on "save with rebates" or call our Conservation Services Department at 352-393-1460 for further information.



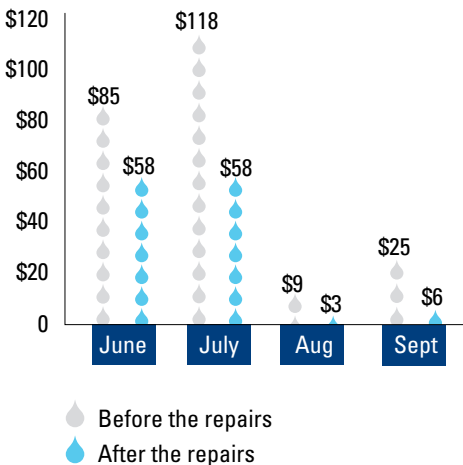
Conserving our resources

RECLAIMED WATER

GRU has expanded the distribution of reclaimed water from the recently completed Water Reuse System at the Main Street Water Reclamation Facility. The reclaimed water is purified to such a high degree that it meets federal and state public access standards. Using reclaimed water helps to offset irrigation needs and reduces withdrawals from the Floridan Aquifer. That helps ensure a high-quality drinking water supply for future generations.

THE SAFETY OF YOUR WATER

GRU takes any potential threat to the community's water very seriously. Pressing the process for the remediation of the Cabot Carbon/Koppers Superfund site continues to be a top priority. During the past four years, GRU engineers, along with world-renowned experts, have been working aggressively with the EPA to encourage those accountable to expedite the cleanup.



Saving through maintenance

In a few months, this customer saved more than \$110 after irrigation maintenance.

Results will vary depending on weather, size of yard, soil type, vegetation and other factors.

Water filtration in the home: beware of scam artists

HOME FILTRATION IS A MATTER OF TASTE – NOT SAFETY

Your water is completely safe. Sometimes unscrupulous salespeople try to scare water customers into thinking the calcium carbonate in GRU's water is dangerous and that expensive equipment is needed to make it safe. These claims are false. Customers are urged to call GRU at (352) 393-1600 if approached by a salesperson claiming that GRU-supplied drinking water is unsafe. Misrepresenting the safety of public water is illegal.

Home filtration systems can cost thousands of dollars, so before investing in a costly unit, make sure that the system you intend to purchase can address your needs. There are three organizations that certify home filtration systems. If the unit you are considering is not certified by one of these organizations, contact the manufacturer directly and ask for proof of the manufacturer's claims.

NSF International

P.O. Box 130140
789 N. Dixboro Road
Ann Arbor, MI 48113-0140
www.nsf.org
info@nsf.org
(800) 673-6275

Underwriters Laboratories, Inc.

333 Pfingsten Road
Northbrook, IL 60062-2096
www.ul.com/water
(847) 272-8800

Water Quality Association

4151 Naperville Road
Lisle, IL 60532-3696
www.wqa.org
info@mail.wqa.org
(630) 505-0160



What does your 8 glasses per day cost?

GRU tap water costs 29 cents for an entire year's supply of 8 glasses per day! Bottled water costs \$299.30 per year for the same amount!

Source: 2008 International Bottled Water Association Position Statement (5-2-08). Average cost of bottled water cited as \$1.64 per gallon.



Tips to help you save money and resources

- GRU maintains adequate water pressure and chlorine residual throughout the distribution system to eliminate contamination from the pipe network. If you ever suspect your water is unsafe or if you see suspicious activity around water facilities such as fire hydrants, call GRU at (352) 334-2711.
- You should never flush unwanted medications down the toilet or drain. Instead, place them in the household trash after taking precautions to prevent accidental ingestion by humans or animals. For more information concerning the proper disposal of unused medications, please visit www.gru.com.
- When watering your lawn, make sure the water covers the areas needed and not the sidewalk, driveway or road. To help preserve your drinking water supply, GRU offers rebates to help pay for maintenance and upgrades to improve irrigation practices. Visit www.gru.com or call (352) 393-1460 for details .
- Only irrigate when needed. If the grass does not spring back when you step on it, then watering is needed. Otherwise, it is best for your lawn, your pocketbook and your water supply to wait.

The following irrigation schedule will help maintain water pressure in your neighborhood and represents the mandatory restrictions of the St. Johns River Water Management District during Daylight Saving Time:

Odd addresses irrigate only on Wednesdays and Saturdays

Even addresses irrigate only on Thursdays and Sundays

Non-residential addresses irrigate only on Tuesdays and Fridays

St. Johns River Water Management District prohibits irrigation between 10 AM and 4 PM. Irrigation is limited to no more than $\frac{3}{4}$ inch of water per zone per irrigation day. Irrigation is limited to one day per week during Eastern Standard Time.

Water quality test results

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Highest Monthly Percentage/Number
Radiological Contaminants			
Radium 226 + 228 or combined radium (pCi/L)	4/08	N	0.3
Inorganic Contaminants			
Arsenic (ppb)	3/08	N	0.95
Barium (ppm)	3/08	N	0.007
Fluoride (ppm)	01/08–12/08	N	0.89
Sodium (ppm)	3/08	N	11
Volatile Organic Contaminants			
Carbon tetrachloride (ppb)	1/08–12/08	N	0.68
Toluene (ppm)	4/08	N	0.00041

Disinfectant or Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL or MRDL Violation Y/N	Level Detected
Stage 1 Disinfectants and Disinfection By-Products			
Chlorine (ppm)	1/08 – 12/08	N	0.97
Haloacetic Acids (five) (HAA5) (ppb)	7/08	N	11.93
TTHM [Total trihalomethanes] (ppb)	7/08	N	40

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	AL Violation Y/N	90th Percentile Result
Lead and Copper (Tap Water)			
Copper (tap water) (ppm)	7/07 & 9/07	N	0.03
Lead (tap water) (ppb)	7/07 & 9/07	N*	2.3
<p>*Note: Two homes of the 55 homes tested for lead in 2007 exceed the action level for lead. The reason of the high lead result was because these homes were unoccupied with no water use during the sampling period. Follow up samples at these homes were below the action level. Please notice that GRU is in compliance with the lead action level requirements.</p>			

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Highest Result
Secondary Contaminants			
Odor (threshold odor number)	3/08, 4/08, 7/08	Y	8 t.o.n.

Range of Results	MCLG	MCL	Likely Source of Contamination
NA	0	5	Erosion of natural deposits
NA	N/A	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
NA	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
0.25 – 0.89 mg/L	4	4.0	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
NA	N/A	160	Salt water intrusion, leaching from soil
ND (0.39) – 0.68	0	3	Presence due to chlorine supply. Suspect chlorine was recalled.
NA	1	1	Discharge from petroleum factories

Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
0.22 – 1.49	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
4.81 – 31.90	NA	MCL = 60	By-product of drinking water disinfection
28 – 47	NA	MCL = 80	By-product of drinking water disinfection

No. of sampling sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
2*	0	15	Corrosion of household plumbing systems, erosion of natural deposits

Range of Results	MCLG	MCL	Likely Source of Contamination
ND (1.0) – 8	NA	3	Naturally occurring organics

Test results, cont.

A routine monitoring sample collected on March 24, 2008 had an odor level of 8 t.o.n., exceeding the odor MCL. A sample of Ultrafiltered High Performance Liquid Chromatography-grade water also exceeded the odor MCL. GRU took action to coordinate with the analytical laboratory to revise their Quality Control measures. Three follow-up samples were all below the minimum detection level. Given the frequency of sampling for other water quality indicators, GRU does not believe that its finished water delivered to customers exceeded odor limits. As a point of information, odor limits are based on consumer preference, not health concerns.

If present, elevated levels of lead can cause serious problems, especially in pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Gainesville Regional Utilities 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 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>.

GLOSSARY

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 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.

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.

No Detection (ND): Indicates the substance was not found by laboratory analysis.

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.

Picocurie per liter (pCi/L): measure of the radioactivity in water.

APPENDIX A

None of the following 104 potential contaminants were detected in your water supply: Fecal coliform and *E. coli*, Antimony, Asbestos, Beryllium, Cadmium, Chromium, Cyanide, Lead (Leaving our treatment plant), Mercury, Nickel, Nitrate (as Nitrogen), Nitrite (as Nitrogen), Selenium, Thallium, 2,4-D, 2,4,5-TP (Silvex), Alachlor, Atrazine, Benzo(a) pyrene (PAH), Carbofuran, Chlordane, Dalapon, Di(2-ethylhexyl) adipate, Di(2-ethylhexyl) phthalate, Dibromochloropropane (DBCP), Dinoseb, Dioxin [2,3,7,8 TCDD], Diquat, Endothall, Endrin, Ethylene dibromide, Glyphosate, Heptachlor, Heptachlor epoxide, Hexachlorobenzene, Hexachlorocyclopentadiene, Lindane, Methoxychlor, Oxamyl [Vydate], PCBs [Polychlorinated biphenyls], Pentachlorophenol, Picloram, Simazine, Toxaphene, Benzene, Chlorobenzene, o-Dichlorobenzene, p-Dichlorobenzene, 1,2-Dichloroethane, 1,1-Dichloroethylene, cis-1,2-Dichloroethylene,

trans-1,2-Dichloroethylene, Dichloromethane, 1,2-Dichloropropane, Ethylbenzene, Styrene, Tetrachloroethylene, 1,2,4-Trichlorobenzene, 1,1,1-Trichloroethane, 1,1,2-Trichloroethane, Trichloroethylene, Vinyl Chloride, Xylenes, Acetochlor, 2,4-Dinitrotoluene, 2,6-Dinitrotoluene, 4-4-DDE, DCPA acid metabolites, EPTC, Molinate, Methyl tert-butyl-ether (MTBE), Nitrobenzene, Terbicil, Perchlorate, Aluminum, Copper, Iron, Manganese, Silver, Zinc, 2,4,5-HBB, BDE-100, BDE-153, BDE-47, BDE-99, Dimethoate, Terbufos sulfone, 1,3-Dinitrobenzene, RDX, TNT, NDBA, NDEA, NDMA, NDPA, NMEA, NPYR, Acetochlor, Metolachlor, Acetochlor ESA, Acetochlor OA, Alachlor ESA, Alachlor OA, Metolachlor ESA, Metolachlor OA

APPENDIX B

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:

(A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

(B) Inorganic contaminants, such as salts and metals, which can occur naturally or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

(C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

(D) 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.

(E) Radioactive contaminants, which can be naturally occurring or 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 that 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. 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. Immunocompromised 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).



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