DATE

NAME
ADDRESS
CITY, STATE ZIP

Dear OUC Customer,

For decades, OUC has worked hard to ensure high-quality drinking water continuously flows to your taps. For your safety, our state-certified water lab routinely conducts thousands of chemical and bacteriological water-quality tests for contaminants. Recently we discovered a slightly elevated reading and while this happens more frequently in other water systems, this is a rare occurrence for ours. Because we take water quality very seriously, we want to let you know what happened and more importantly, what we did to address it.

Rest assured, your water is safe to drink and use for bathing, cooking and other needs.

The Environmental Protection Agency (EPA) and the Florida Department of Environmental Protection (FDEP) require the use of a disinfectant to minimize the possibility of bacterial contamination in the drinking water distribution system. At OUC we use chlorine because it is considered to be the highest quality disinfectant.

The EPA also sets guidelines for acceptable levels of TTHM and other contaminants in the water supply and for the reporting of violations. The guidelines for TTHM are based on the average test results over a one-year period (the four most recent samples collected). The official notice from FDEP is on the other side of this letter.

However, if water stays in the distribution piping for an extended period of time prior to consumption, this can lead to an increase in the amount of Total Trihalomethanes (TTHM). TTHMs are by-products of the reaction of chlorine with natural organic and inorganic matter in the water.

Since slightly elevated TTHM levels were found at our southeast Orlando sampling site, OUC has increased the flow of water in the pipes to limit the amount of time water stays within the distribution system. Additionally, we have expanded daily monitoring and tracking and the results continue to be within the acceptable range.

A list of frequently asked questions, results from daily water samples and OUC's 2018 Water Quality Report may be found at OUC.com/waterinfo. For specific inquiries, please contact Brad Jewell, Director of Water Production, 407.434.4213 or BJewell@ouc.com.

Sincerely,

Brad Jewell
Director of Water Production

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Orlando Utilities Commission Water Has Levels of TTHMs Above Drinking Water Standards

Our water system recently violated a drinking water standard. Although this incident was not an emergency to our customers, you have the right to know what happened and what we are doing to correct this situation.

We routinely monitor for drinking water contaminants. Total Trihalomethanes (TTHMs) are by-products of the reaction of the chlorine disinfectant with the natural organic and inorganic matter in the water. The state of Florida as well as many other states requires the use of a disinfectant to minimize the possibility of bacterial contamination in the drinking water distribution system. The Maximum Contaminant Level (MCL) set by the Florida Department of Environmental Protection (FDEP) for TTHMs is 80 parts per billion (ppb). At one of our designated TTHM sampling points, the last test result collected on August 06, 2019 was 93.14 ppb for TTHMs. Based on test results for samples collected in previous quarters and the third quarter (July-September), the running annual average (RAAs) for TTHMs are shown in the table below. Based on the RAA for TTHMs an MCL violation exists.

THM Monitoring Results (ppb)

Sample Date	3rd Quarter 2019 08/06/19	2nd Quarter 2019 05/07/19	1st Quarter 2019 02/07/19	4th Quarter 2018 11/08/18	RAA	MCL
SE SP5	93.14	79.65	71.07	80.57	81.11	80

What should I do?

You do not need to boil your water or take corrective actions. However if you have specific health concerns, please consult your doctor.

What does this mean?

This is not an emergency. If it had been, you would have been notified immediately.

Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer. Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

What corrective action is being taken?

Orlando Utilities Commission has reviewed both the production and distribution practices of the isolated Southeast System where the exceedance occurred. To decrease the overall water age, the ground storage tank level at the Southeast Repump Station has been lowered to reduce the residence time. There are 17 autoflushers throughout the distribution system. Each is being evaluated to determine if we can increase the quantity of water flushed daily without severely impacting the drainage system in that area. By increasing the flushing in this area we will further reduce the water age. While these actions are being undertaken, we shall hydraulically remodel the system to determine how these actions impact the system's water age. This will allow us to further refine these changes to help reduce water age.

Orlando Utilities Commission will continue to monitor and report the TTHM results to you on a quarterly basis as long as the running annual average exceeds the MCL, as required by FDEP. If you should have any questions concerning this situation, please do not hesitate to contact Brad Jewell at 407-434-4213, bjewell@ouc.com, or write to him at Orlando Utilities Commission, P O Box 3193, Orlando, Florida 32802.

Please share this information with other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.