DAPHNE UTILITIES

P.O. BOX 2550 | DAPHNE, AL 36526

Daphne Utilities Water Quality

CONSUMER CONFIDENCE REPORT 2017

- Where Does Our Water Come From?
- Community Involvement
- Helping a Neighbor in Daphne
- Cease the Grease Program
- Results of Water Testing

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Isaac Curry, Water Distribution Worker, flushing fire hydrant to ensure water quality.

PHOTOGRAPHY BY COURTLAND RICHARDS

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Welcome

Welcome to the 2017 Consumer Confidence Report (CCR) for Daphne Utilities. Once again, we are proud to present this annual report of our water quality to the residents of our Eastern Shore community.

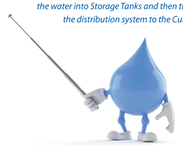
For more than 60 years, Daphne Utilities has been serving this Daphne Community and surrounding areas on the Eastern Shore. We are committed to delivering an exceptional level of service while providing you with reliable, safe, and high-quality utility services. We are able to meet your needs and exceed your expectations only through the remarkable efforts of a dedicated team of employees and our passionate pursuit of excellence.

This CCR explains where your drinking water comes from, how it is treated and tested to ensure it is safe for you and your family, and the ongoing steps we take to protect our valuable natural resources. It provides information on water quality and the results of the hundreds of tests we perform every day of the year from sampling locations throughout our service area. These daily tests ensure your water is safe, clean, and healthy.

Where Does Our Water Come From?

The source of our drinking water is a natural underground reservoir called the Miocene Aquifer that encompasses an area of about 6,500 square miles in southwest Alabama and western Florida. This aquifer is recharged primarily through precipitation and discharge is primarily to streams, bays, sounds, and wells. At Daphne Utilities, we pump water from this aquifer through a series of twelve wells ranging in depth from 250-450 feet. We have the capacity to pump nearly 9 million gallons per day with an average daily withdrawal of approximately 3 million gallons of safe and clean drinking water.

In our water treatment process, *raw water is pumped from underground aquifers into an aeration chamber. Aerating the raw water adds Oxygen to it and helps eliminate certain naturally-occurring contaminants, such as Iron. After aeration, Fluoride is added to promote good dental health, Lime is added to adjust the pH of the water to an optimum level and a Disinfectant is added to keep the water safe in the water lines all the way to the customer's home. The water and additives are mixed thoroughly inside a Clearwell, a large tank that allows mixing to be completed before entering the distribution system. Once the treated water meets all quality standards, high service pumps are used to move the water into Storage Tanks and then through the distribution system to the Customer.*



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Community Involvement

Daphne Utilities has partnered with many local and national organizations to build a better utility for the City of Daphne. Look for us at these annual events!

- **Daphne Utilities Customer Appreciation Day**
- **Grease Awareness Day**
- **Earth Day Mobile Bay**
- **Coastal Clean Up**
- **Art in the Park**
- **Jubilee Festival**
- **Daphne Recycle Day**
- **Wet-n-Wild in the Park**
- **Daphne Public Works Day**

Lend-a-Hand DAPHNE UTILITIES

Helping a Neighbor in Daphne

For spare change each month, you can assist a neighbor who may need a helping hand. Daphne Utilities has partnered with Ecumenical Ministries to help people who are having a hard time in this tough economy. The Lend-a-Hand program allows our customers to round up their utility bill to the next whole dollar. Those extra pennies will be used to help others with their utility bills.

To participate, simply fill out the form on our website: ***www.daphneutilities.com/customer-service/lend-a-hand***

You may opt out of Lend-a-Hand at any time by contacting our Customer Service Department.

Go GREEN Daphne!

Daphne Utilities is committed to environmental excellence and has been recognized by numerous organizations for our environmental efforts, including:

U.S. ENVIRONMENTAL PROTECTION AGENCY (EPA)
Gulf Guardian Award

EPA AND THE ALABAMA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT
Safe Drinking Water Act Award

ALABAMA LEAGUE OF MUNICIPALITIES
Municipal Achievement Award

BALDWIN COUNTY COMMISSION
Environmental Achievement Award

EASTERN SHORE CHAMBER OF COMMERCE
Environmental Award

PARTNERS FOR ENVIRONMENTAL PROGRESS
Environmental Stewardship Award

In addition, our water treatment and distribution system has been named "Best Operated Plant" and achieved the "Award of Excellence" from the Alabama Water Pollution Control Association.

Cease the Grease Program

Grease is the main cause of sewer back-ups. The oil recycling program involves placing recycle stations in convenient locations around the community. Customers can drop off containers of used grease and cooking oil and pick-up empty containers for future disposal free of charge. Daphne Utilities then converts it into clean-burning and environmentally-safe biodiesel fuel.

Find a used oil recycling station near you!

Daphne Utilities Main Office
Spanish Trail Baptist Church
Spanish Fort BP Station
Riviera Public Works Facility
Riviera Utilities Drive Thru
Winn Dixie
Sun Set Apartments
Malbis Shell Station
Eastern Shore BP
Gardens of Daphne
East Bay Apartments
Pelican Bay Apartments
Lake Forest Shell Station
Daphne Public Works Facility

For more information visit:

www.daphneutilities.com/environment/cease-the-grease-program/

General Information

All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. MCL's, defined in a **LIST OF DEFINITIONS** in this report, are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

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 radioactive material, and it 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 storm water run-off, 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, storm water run-off, 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 storm water runoff, and septic systems.
- **Radioactive contaminants,** which can be naturally occurring or be the result of oil and gas production and 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. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water.

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. People at risk should seek advice about drinking water from their health care providers.

Based on a study conducted by ADEM with the approval of the EPA a statewide waiver for the monitoring of asbestos and dioxin was issued. Thus, monitoring for these contaminants was not required.

INFORMATION ABOUT LEAD: Elevated levels of lead can cause serious health problems, especially for pregnant women, infants, and young children. However, lead is rarely found in source water. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Your water system 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.

Use only water from the cold-water tap for drinking, cooking, and especially for making baby formula. Most of the lead in household water usually comes from the plumbing in your house, not from the local water supply, and hot water is more likely to cause lead to leach from plumbing materials. 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

More information about contaminants to drinking water and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 1-800-426-4791.

Daphne Utilities Water Quality

CONSUMER CONFIDENCE REPORT 2017

Table of Detected Contaminants

This report contains results from the most recent monitoring which was performed in accordance with the regulatory schedule. We have learned through our monitoring and testing that some constituents have been detected.

We are pleased to report that our drinking water meets or exceeds all federal and state requirements!

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Source Water Assessment

In compliance with the Alabama Department of Environmental Management (ADEM), **Daphne Utilities** has developed a Source Water Assessment plan that will assist in protecting our water sources. This plan provides additional information such as potential sources of contamination. It includes a susceptibility analysis, which classifies potential contaminants as high, moderate, or non-susceptible to contaminating the water source. The assessment was performed, public notification was completed, and the plan was approved by ADEM. A copy of the report is available in our office for review during normal business hours, or you may purchase a copy upon request for a nominal reproduction fee.

Please help us make this effort worthwhile by protecting our source water. Carefully follow instructions on pesticides and herbicides you use for your lawn and garden, and properly dispose of household chemicals, paints and waste oil.

TABLE OF DETECTED DRINKING WATER CONTAMINANTS

CONTAMINANTS	VIOLATION Y/N	LEVEL DETECTED		UNIT MSMT	MCLG	MCL	LIKELY SOURCE OF CONTAMINATION
		LOW	HIGH				
Alpha emitters	NO (Avg. 4.0)	1.4	7.9	pCi/l	0	15	Erosion of natural deposits
Combined radium 226 & 228**	NO (Avg. 4.9)	0.6	8.2	pCi/l	0	5	Erosion of natural deposits
Barium	NO	ND	0.006	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Copper (consumer tap)	NO	90th percentile: ND		ppm	1.3	AL = 1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood
Fluoride	NO	0.57	0.77	ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from factories
Lead (consumer tap)	NO	90th percentile: ND		ppb	0	AL = 15	Corrosion of household plumbing systems, erosion of natural deposits
Nitrate (as Nitrogen)	NO	0.21	3.34	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
SECONDARY CONTAMINANTS	**VIOLATION Y/N**	**LEVEL DETECTED**		**UNIT MSMT**	**MCLG**	**MCL**	**LIKELY SOURCE OF CONTAMINATION**
		LOW	HIGH				
Aluminum	NO	ND	0.09	PPM	none	0.2	Erosion of natural deposits or as a result of treatment with water additives
Chloride	NO	4.83	10.8	ppm	none	250	Naturally occurring in the environment or as a result of agricultural runoff
Hardness	NO	13.9	75.1	ppm	none	none	Naturally occurring in the environment or as a result of treatment with water additives
Iron	NO	ND	0.12	ppm	none	0.30	Naturally occurring in the environment; erosion of natural deposits; leaching from pipes
Manganese	NO	ND	0.03	ppm	none	0.05	Erosion of natural deposits; leaching from pipes
pH	NO	6.67	8.97	S.U.	none	none	Naturally occurring in the environment or as a result of treatment with water additives
Sodium	NO	2.70	11.9	ppm	none	none	Naturally occurring in the environment
Sulfate	NO	0.60	8.60	ppm	none	250	Naturally occurring in the environment or as a result of industrial discharge or agricultural runoff
Total Dissolved Solids	NO	ND	196	ppm	none	500	Naturally occurring in the environment or as a result of industrial discharge or agricultural runoff
Zinc	NO	ND	0.18	ppm	none	5	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills

Know what's below. Call before you dig.

Planning a home improvement job? Planting a tree? Installing a fence or deck?
WAIT! Before you start, call 8-1-1. It's FREE and IT'S THE LAW.

Layla Johnson, daughter of employee Nick Johnson
PHOTOGRAPHY BY COURTLAND RICHARDS

You have a voice.

Our board of directors meets once a month at Daphne City Hall. We welcome you to join in!

Our meetings are held on the last Wednesday of every month at 5:00 p.m. at 1705 Main Street, Daphne, AL 36526. You can also stop by our main office at 900 Daphne Avenue or call 251-626-2628.

www.daphneutilities.com **FIND US ON FACEBOOK**

UNREGULATED CONTAMINANT RULE 3 (UCMR3) DETECTED-2013

CONTAMINANTS	VIOLATION Y/N	LEVEL DETECTED	UNIT MSMT.	LIKELY SOURCE OF CONTAMINATION
Chromium	NO	ND-0.20	ppb	Naturally occurring in the environment or as a result of industrial discharge
Cobalt	NO	ND-1.20	ppb	Industrial or medical discharge; waste runoff
Strontium	NO	11.0-130	ppb	Naturally occurring in the environment or as a result of discharge
Vanadium	NO	ND-0.20	ppb	Naturally occurring in the environment or as a result of runoff from mining or industrial discharge
Chromium, Hexavalent	NO	0.03-0.17	ppb	Naturally occurring in the environment or as a result of industrial discharge
Chlorate	NO	ND-250	ppb	Naturally occurring in the environment or from water treatment techniques
1,2,3-Trichloropropane	NO	ND-0.06	ppb	Result of industrial discharge or from hazardous waste or pesticide runoff

*** Four quarterly samples are averaged together to determine the MCL. The high number shown under "Level Detected" represents a sample from only one quarter. When the initial reading occurred during the first quarter sampling, Daphne Utilities followed EPA guidelines and recommendations for adjusting its operation. As a result, the average of the four quarterly samples was below the MCL for combined Radium 226 and 228.*

List of Definitions

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Maximum Residual Disinfectant Level (MRDL): The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Action Level (AL): The concentration of a contaminant that triggers treatment or other requirements which a water system must follow.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

90th Percentile: 90% of samples are equal to or less than the number in the chart.

ADEM: Alabama Department of Environmental Management.

PPT (parts per trillion): nanograms per liter.

NA: Not Applicable.

ND: Not detectable at testing limits.

PPB (parts per billion): micrograms per liter (ug/l).

PPM (parts per million): milligrams per liter (mg/l).

PPT (parts per trillion): nanograms per liter

PPQ (parts per quadrillion): picograms per liter

pCi/L (picocuries per liter): a measure of radioactivity.

FDA: Food and Drug Administration.

CDC: Centers for Disease Control.

EPA: Environmental Protection Agency.

Jacob Baggett, son of employee Van Baggett
PHOTOGRAPHY BY COURTLAND RICHARDS

Join our crew!

Our team members provide a vital public service ensuring our community's needs are met 24/7.

We offer an exciting and safe work environment, great benefits and a competitive salary!

www.daphneutilities.com/careers

Table of Primary Drinking Water Contaminants

Daphne Utilities routinely monitors for contaminants in your drinking water according to Federal and State laws, using EPA-approved methods and a State-certified laboratory. ADEM allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken. ***All test results were well within state and federal standards. Following is a list of Primary Drinking Water Contaminants and a list of Unregulated Contaminants for which our water system routinely monitors. These contaminants were not detected in your drinking water unless they are listed in the Table of Detected Drinking Water Contaminants.***

CONTAMINANT	MCL	UNIT OF MSMT
BACTERIOLOGICAL CONTAMINANTS		
Total Coliform Bacteria	< 5%	present or absent
Fecal coliform and E. Coli	0	present or absent
Turbidity	TT	NTU
Cryptosporidium	TT	Calculated organisms/liter
RADIOLOGICAL CONTAMINANTS		
Beta / photon emitters	4	mreem/yr
Alpha emitters	15	pCi/l
Combined radium	5	pCi/l
Uranium	30	pCi/l
INORGANIC CHEMICALS		
Antimony	6	ppb
Arsenic	10	ppb
Asbestos	7	MFL
Barium	2	ppm
Beryllium	4	ppb
Cadmium	5	ppb
Chromium	100	ppb
Copper	AL=1.3	ppm
Cyanide	200	ppb
Fluoride	4	ppm
Lead	AL=15	ppb
Mercury	2	ppb
Nitrate	10	ppm
Nitrite	1	ppm
Selenium	.05	ppm
Thallium	.002	ppm
ORGANIC CONTAMINANTS		
2,4 D	70	ppb
Acrylamide	TT	TT
Alachlor	2	ppb
Benzene	5	ppb
Benzo(a)pyrene [PAHs]	200	ppt
Carbofuran	40	ppb
Carbon tetrachloride	5	ppb
Chlordane	2	ppb
Chlorobenzene	100	ppb
Dalapon	200	ppb
Dibromochloropropane	200	ppt
o-Dichlorobenzene	600	ppb
p-Dichlorobenzene	75	ppb
1,2-Dichloroethane	5	ppb
1,1-Dichloroethylene	7	ppb

CONTAMINANT	MCL	UNIT OF MSMT
ORGANIC CHEMICALS (CONT.)		
cis-1,2-Dichloroethylene	70	ppb
trans-1,2-Dichloroethylene	100	ppb
Dichloromethane	5	ppb
1,2-Dichloropropane	5	ppb
Di(2-ethylhexyl)adipate	400	ppb
Di(2-ethylhexyl)phthlates	6	ppb
Dinoseb	7	ppb
Dioxin (2,3,7,8-TCDD)	30	ppq
Diquat	20	ppb
Endothall	100	ppb
Endrin	2	ppb
Epichlorohydrin	TT	TT
Ethylbenzene	700	ppb
Ethylene dibromide	50	ppt
Glyphosate	700	ppb
Heptachlor	400	ppt
Heptachlor epoxide	200	ppt
Hexachlorobenzene	1	ppb
Hexachlorocyclopentadiene	50	ppb
Lindane	200	ppt
Methoxychlor	40	ppb
Oxamyl (Vydate)	200	ppb
Polychlorinated biphenyls (PCBs)	0.5	ppb
Pentachlorophenol	1	ppb
Picloram	500	ppb
Simazine	4	ppb
Styrene	100	ppb
Tetrachloroethylene	5	ppb
Toluene	1	ppm
Toxaphene	3	ppb
2,4,5-TP (Silvex)	50	ppb
1,2,4 - Trichlorobenzene	.07	ppm
1,1,1-Trichloroethane	200	ppb
1,1,2-trichloroethane	5	ppb
Trichloroethylene	5	ppb
Vinyl-Chloride	2	ppb
Xylenes	10	ppm
DISINFECTANTS & DISINFECTION BYPRODUCTS		
Chlorine (ppm)	4	ppm
Chlorine dioxide	800	ppb
Chloramines	4	ppm

CONTAMINANT	MCL	UNIT OF MSMT
DISINFECTANTS & DISINFECTION BYPRODUCTS (CONT.)		
Bromate	10	ppb
Chlorite	1	ppm
HAA5 [Total haloacetic acids]	60	ppb
TTHM [Total trihalomethanes]	80	ppb

UNREGULATED CONTAMINANTS	
1,1-Dichloropropene	Chloroform
1,1,1,2-Tetrachloroethane	Chloromethane
1,1,2,2-Tetrachloroethane	Dibromochloromethane
1,1-Dichloroethane	Dibromomethane
1,2,3-Trichlorobenzene	Dicamba
1,2,3-Trichloropropane	Dichlorodifluoromethane
1,2,4-Trimethylbenzene	Dieldrin
1,3-Dichloropropane	Hexachlorobutadiene
1,3-Dichloropropene	Isopryplbenzene
1,3,5-Trimethylbenzene	M-Dichlorobenzene
2,2-Dichloropropane	Methomyl
3-Hydroxycarbofuran	MTBE
Aldicarb	Metolachlor
Aldicarb Sulfone	Metribuzin
Aldicarb Sulfoxide	N-Butylbenzene
Aldrin	Naphthalene
Bromobenzene	N-Propylbenzene
Bromochloromethane	O-Chlorotoluene
Bromodichloromethane	P-Chlorotoluene
Bromoform	P-Isopropyltoluene
Bromomethane	Propachlor
Butachlor	Sec-Butylbenzene
Carbaryl	Tert-Butylbenzene
Chloroethane	Trichlorfluoromethane

QUICK TIP FOR POOL OWNERS: Use a Pool Cover. Evaporation will be reduced by 50%!