

**2020**  
**Annual Drinking Water Quality Report**  
**Town of Hilliard**

We're pleased to present to you this year's Annual Water Quality Report. This report is designed 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: groundwater drawn from four wells; the wells draw water from the pristine Floridan Aquifer, a common drinking water source in North Florida. The water is then aerated and disinfected.

In 2020, 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 well. Five potential sources of contamination were identified with low to moderate susceptibility to city wells. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at [www.dep.state.fl.us/swapp](http://www.dep.state.fl.us/swapp).

This report shows our water quality results and what they mean.

If you have any questions about this report or concerning your water utility, please contact **Richard Rowe at the Hilliard Town Hall Monday – Friday from 9:00 AM – 5:00 PM at 904-845-3555**. We encourage our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled meetings. They are held on **the first and third Thursday of each month at 7:00 PM at the Hilliard Town Hall**.

**The Town of Hilliard** 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 1 to December 31, 2020. Data obtained before January 1, 2020 and presented in this report are from the most recent testing done in accordance with the laws, rules, and regulations.

In the table below, you may find unfamiliar terms and abbreviations. To help you better understand these terms 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 which, if exceeded, triggers 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.

**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.

### Test Results Table

Results in the Level Detected column for inorganic 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.							
<b>Inorganic Contaminants</b>							
Contaminant and Unit of Measurement	Dates of sampling (mo./yr)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Barium (ppm)	9/2018	N	0.044	N/A	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	9/2018	N	0.56	N/A	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 1.2 ppm
Nickel (ppb)	9/2018	N	1.8	N/A	N/A	100	Pollution from mining and refining operations. Natural occurrence in soil
Mercury (inorganic) (ppb)	9/2018	N	0.2	N/A	2	2	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland
Lead (point of entry) (ppb)	9/2018	N	0.5	N/A	0	15	Residue from man-made pollution such as auto emissions and paint; lead pipe, casing, and solder
Chromium (ppb)	9/2018	N	1.9	N/A	100	100	Discharge from steel and pulp mills; erosion of natural deposits
Sodium (ppm)	9/2018	N	18	N/A	N/A	160	Salt water intrusion, leaching from soil

### Stage 1 Disinfectant/Disinfection By-Product (D/DBP) Parameters

For the following parameters monitored under Stage 1 and Stage 2 D/DBP regulations, the level detected is the annual average of the quarterly averages: Chlorine, Haloacetic Acids, and/or TTHM. Range of Results is the range of results (lowest to highest) at the individual sampling sites.

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chlorine (ppm)	Monthly 2020	N	0.86	0.6-1.26	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes

## Stage 2 Disinfectants and Disinfection By-Products

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr/)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Haloacetic Acids (HAA5) (ppb)	8/2020, 11/2020	N	N/A*	4 – 36.8	0	60	By-product of drinking water disinfection
Trihalomethanes (TTHM) (ppb)	8/2020, 11/2020	N	N/A*	15.5 – 88.5	0	80	By-product of drinking water disinfection

\*System exceeded the single sample MCL for TTHMs but not the RAA MCL, and thus increased to quarterly sampling for TTHMs and HAA5s. At the end of 2020 four quarters of sampling had not yet elapsed thus not enough data has been collected for a RAA value.

## Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	AL Violation Y/N	90th Percentile Result	No. of sampling sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (tap water) (ppm)	07/2020	N	0.1456	1 of 10	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppb)	07/2020	N	2.1	0 of 10	0	15	Corrosion of household plumbing systems, erosion of natural deposits

In February 2020 we failed to sample for total coliform and thus incurred a monitoring violation. Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system.

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. The Town of Hilliard 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 at 1-800-426-4791 or at <http://www.epa.gov/safewater/lead>.

Infants and children who drink water containing lead in excess of the MCL could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.

Any customers who are concerned about their exposure to Lead can choose alternative sources of water for ingestion.

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 be naturally-occurring 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 be 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, which 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. 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).**