



# 2023 Annual Water Quality Report

CSWR-Florida Utility Operating Company  
Whispering Sands Subdivision  
PWS ID 3424009

## **ATTENTION: Landlords and Apartment Owners**

Please share a copy of this notice with your tenants.  
It includes important information about their  
drinking water quality.



**CSWR-FLORIDA**

**Utility Operating Company**

A CSWR Managed Utility



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## What is a Consumer Confidence Report (CCR)?

We proudly present our Annual Water Quality Report, also referred to as a CCR. CCRs provide customers with important information regarding the quality of their drinking water. They let customers know what contaminants, if any, were detected in their drinking water, as well as associated potential health effects. We are pleased to report the results of the laboratory testing of your drinking water during the calendar year of 2023. For your information, we have compiled a list of tables showing the testing of your drinking water during 2023.

# About Us

Central States Water Resources is transforming how water utilities work by using technology and innovation to quickly assess and invest in reliable infrastructure that meets or exceeds stringent state and federal safety standards, ensuring all communities across the U.S. have access to safe, clean and reliable water resources while protecting the aquifers, lakes, rivers and streams that are essential to our world.

## **Our Mission:**

Central States Water Resources is working to bring safe, reliable, and environmentally responsible water resources to every community in the U.S.

This report contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2023 Report mailed to your home, please call (855)-476-1942

Este informe contiene información importante sobre la fuente y la calidad de su agua potable. Si desea recibir una copia escrita del informe anual de la calidad del agua del 2023 en su casa, llame al número de teléfono (855)-476-1942

# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Source Water	Aquifer
Groundwater Well	Floridan

### Disinfection Treatment:

The water supplied to you is treated with chlorine to maintain water quality in the distribution system.

### Source Water Assessment Protection Plan (SWAPP)

In 2023, the Florida Department of Environmental Protection (DEP) performed a Source Water Assessment on our system. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells.

There are no potential source(s) of contamination identified for this system. The assessment results are available on the DEP Source Water Assessment and Protection Program (SWAPP) website at <https://prodapps.dep.state.fl.us/swapp/> or they can be obtained from [support@cswrfloridauoc.com](mailto:support@cswrfloridauoc.com)

# Definition of Terms

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

**Action Level Goal (ALG):** The level of a contaminant in drinking water below which there is no known or expected risk of health. ALGs allow for a margin of safety.

**Level 1 Assessment:** A study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A very detailed study of the water system to identify potential problems and determine (if Possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**Locational Running Annual Average (LRAA):** The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

**Maximum Contaminant Level (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 (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 (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.

# Definition of Terms

## **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.

**Not Applicable (NA):** Sampling was not completed by regulation or was not required.

**Nephelometric Turbidity Units (NTU):** Measure of clarity or turbidity of the water.

**Parts per billion (ppb):** One part substance per billion parts water or microgram per liter ( $\mu\text{g/L}$ ).

**Parts per million (ppm):** One part substance per million parts water or milligram per liter ( $\text{mg/L}$ ).

**Parts per quadrillion (ppq):** Parts per quadrillion, or picograms per liter ( $\text{pg/L}$ )

**Parts per trillion (ppt):** One part substance per trillion parts water or nanograms per liter ( $\text{ng/L}$ ).

$\text{ppm} \times 1000 = \text{ppb}$

$\text{ppb} \times 1000 = \text{ppt}$

$\text{ppt} \times 1000 = \text{ppq}$

**Picocuries per liter (pCi/L):** Measure of the natural rate of disintegration of radioactive contaminants in water.

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

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:

Microbes	such as viruses and bacteria may come which may occur through sewage treatment plants, domesticated animals, or wildlife.
Inorganic Chemicals	such as toxic heavy metals and salts, which come from urban stormwater runoff, industrial waste discharges, oil and gas production, mining, or farming.
Pesticides & Herbicides	which may come from a variety of sources such as agricultural or stormwater runoff, and residential uses.
Organic Chemicals	including synthetic or volatile organic human-made compounds, such as dry-cleaning solvents, may occur due to disposal of untreated waste into septic systems or stormwater runoff.
Radioactive Contaminants	which can be naturally occurring or man-made may occur through weathering rock, mining, and runoff.

## Special Health Information:

Some people may be more vulnerable to contaminants in drinking water than the general population. Those who are undergoing chemotherapy or living with HIV/AIDs, transplants, children and infants, elderly, and pregnant women can be at particular risk for infections. If you have special health care needs, please consider taking additional precautions with your drinking water and seek advice from a health care provider. For more information visit [www.epa.gov/safewater/healthcare/special.html](http://www.epa.gov/safewater/healthcare/special.html).

## The following page will display the results of your water quality

- CSWR – Florida routinely monitors for contaminants in your drinking water according to Federal and State laws. The tables that follow show the results of our monitoring during the period of January 1st to December 31st, 2023, except where indicated otherwise. 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 water poses a health risk.
- In the table, we have shown the regulated contaminants that were detected. Chemical Sampling of our drinking water may not be required on an annual basis; therefore, information provided in this table refers back to the latest year of chemical sampling results. To determine compliance with the primary drinking water standards, the treated water is monitored when a contaminant is elevated in the source water.



# Water Quality Results

## 2023 Water Quality Test Results

Microbiological Contaminants	Violation Y or N	Total Number of Positive Samples for the Year		MCLG	MCL	Sample Date	Likely Source of Contamination
<i>E. coli</i> (at ground water source)	N	2		0	0	Jul-23	Human and animal fecal waste
Disinfectants	Violation Y or N	Running Annual Average (RAA) OR Highest Level Detected	Range of All Samples (Low-High)	MRDL	MRDLG	Sample Date	Likely Source of Contamination
Chlorine (ppm)	N	1.48	0.2-3.2	4	4	2023	Water additive used to control microbes
Disinfection By-Products	Violation Y or N	Running Annual Average (RAA) OR Highest Level Detected	Range of levels detected (Low-High)	MCL	MCLG	Collection Date	Likely Source of Contamination
Haloacetic Acids (HAA5) (ppb)	N	3.01	N/A	60	N/A	Sep-21	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM) (ppb)	N	1.27	N/A	80	N/A	Sep-21	By-product of drinking water disinfection.
Lead and Copper	AL Exceeded (Y/N)	90 <sup>th</sup> Percentile	Number of Samples Exceeds AL	AL	ALG	Sample Date (mo/yr)	Likely Source of Contamination
Copper [tap water] (ppm)	N	0.08	0	1.3	1.3	Jul-21	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Inorganic Chemicals (IOC)	Violation Y or N	Running Annual Average (RAA) OR Highest Level Detected	Range of All Samples (Low-High)	MCL	MCLG	Sample Date	Likely Source of Contamination
Nitrate [as Nitrogen] (ppm)	N	2.3	N/A	10	10	6/1/2023	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	N	9	N/A	160	N/A	11/11/2021	Saltwater intrusion, leaching from soil

### Health Effect Language:

*E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.

## 2023 Violations

Violation Type	Explanation & Health Effects	Violation Date	Corrective Action
<b>Monitoring and Reporting</b> Bacteriological Contaminants	The water system is required to perform monthly bacteriological testing. During the month of October 2023, we failed to submit the bacteriological report in a timely manner to FDEP.	October 2023	The water system completed all required sampling for the month of October 2023, but due to laboratory error the results were submitted to FDEP late. All sample results were within required limits.
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.			

Although it is not a violation, the water system tested positive for fecal indicator at the well during routine monthly sampling in July 2023. The contaminant was only present at the well and was not found in the water system after treatment. The community was notified immediately of the incident and the well was disinfected and tested until results came back clean. Your drinking water is clean and safe to drink.

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. CSWR-Florida is responsible for providing high quality drinking water but cannot control the variety of plumbing materials. 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.

In compliance with Federal Regulation (40 CFR Part 141 Subpart 1) CSWR finds it necessary for the health and safety of our customers to adopt lead control standards which ban the use of lead materials in the public drinking water system and private plumbing connected to the public drinking water system.

If you live in an older home or 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>.

## Reduce Your Exposure

1. **Flush your home's pipes** by running the tap before drinking the water. Residents should contact their water utility for recommendations about flushing times in their community.
2. **Use Cold water** only for drinking, cooking, and making baby formula. Boiling water does not remove lead.
3. **Clean your aerator** (screen of faucet) regularly to remove sediments, debris, and lead particles that naturally collect over time.
4. **Use a filter** that is certified to remove lead. Regularly replace the filter as it becomes less effective after expiration. Do not run hot water through the filter.
5. **Have a licensed plumber check your plumbing** for lead-based materials



# Backflow Prevention

Backflow is the unwanted reversal of flow from a customer to the water supply. This is caused by a loss of pressure in the water supply line or an increase in pressure on the customer side. Common situations where backflow occurs are water main breaks or firefighting events. These events create low pressure in the distribution system. Backpressure can cause backflow when the pressure in a building exceeds the pressure in the water supply line, causing liquid from the customer's line to move into the water supply. Backflow Prevention Devices are designed to restrict the flow of water to one direction.

## Cross Connection

Cross-connections are links between a customer and the drinking water supply lines. Cross-Connections may contaminate the drinking water supply if there is a backflow event. Backflow through cross-connections are very serious and have the potential to cause serious health hazards.



## Common household items requiring installation of a Backflow Prevention Device

Lawn Irrigation/Sprinkler System, Pool, Hot Tub, Fire Protection Sprinklers and Boilers

If you have any questions about Backflow Prevention or would like to notify CSWR of your Backflow Devices, please call or email: CSWR-Florida Utility Operating Company at 1-855-476-1942 or [support@cswrfloridauoc.com](mailto:support@cswrfloridauoc.com)

# How to Participate

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect shared resources. This includes utilities, businesses, residents, government and non-profit organizations.

We at CSWR – Florida work around the clock to provide top quality drinking water to every tap. We ask that all our customers help us protect and conserve our water sources, which are the heart of our community, our way of life, and our children's future. Additional information on the water system can be found at

<https://floridadep.gov/water/source-drinking-water>

## WHAT CAN YOU DO?



Properly dispose of pharmaceuticals, household chemicals, oils and paints.



Clean up heating or fuel tank leaks with cat litter. Sweep material and seal in bag. Check with local facility for disposal.



Clean up after your pets and limit the use of fertilizers and pesticides.



Take part in watershed activities or volunteer outreach programs.

The average American will consume about 30,000 gallons of water each year, with growing concerns of water scarcity, every drop saved has a significant impact. Simple habits and mindful water use can contribute to water conservation more than we think. Conserving water is a collective effort that starts within our homes, by embracing water saving strategies, we are not only safeguarding the plant's water supply but also setting the stage for a more sustainable future.

## **Average American Water Consumption**

**Daily**: 80 - 100 gallons

**Weekly**: 560 - 700 gallons

**Annually**: 29,200 - 36,500 gallons

## Try these water saving tips in your home!

### **Check your pipes for leaks regularly**

Leaking pipes and appliances are a major possible source of water waste. Checking for leaks in your home can save about 100 gallons a week.

### **Turn off faucets**

When washing dishes, brushing your teeth, or shaving, try turning the water off when you are not actively using it to save up to 70 gallons a week!

### **Run full loads**

Running full loads can save about 100 gallons a week for the dishwasher and about 65 gallons a week for the laundry machine.

### **Flush only when necessary**

Flushing the toilet is the highest water consumption for the average American. To reduce your impact, avoid unnecessary flushes and refrain from discarding random items into the toilet. Stick to flushing only human waste and toilet paper.

# For More Information

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 regulations establish limits for contaminants in bottled water which must provide the same protection for public health. We want our valued customers to be informed about their water utility. If you have any questions about this report, or want to learn more about your drinking water, please contact CSWR – Florida at 1-855-476-1942 or [Support@cswrflridauoc.com](mailto:Support@cswrflridauoc.com)

\*We currently do not hold any meetings.

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.

## WATER INFORMATION SOURCES:

**Central States Water Resources (CSWR)**

<https://www.centralstateswaterresources.com/contact-us/>

**Florida Department of Environmental Protection**

<https://floridadep.gov/water/source-drinking-water>

**United States Environmental Protection Agency (USEPA)**

[www.epa.gov/safewater](http://www.epa.gov/safewater)

**Safe Drinking Water Hotline**

[\(800\) 426-4791](tel:8004264791)

**Centers for Disease Control and Prevention**

[www.cdc.gov](http://www.cdc.gov)

**American Water Works Association**

[www.drinktap.org](http://www.drinktap.org)

**Water Quality Association**

[www.wqa.org](http://www.wqa.org)

**National Library of Medicine/National Institute of Health**

[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

## DRINKING WATER HEALTH ADVISORY

Whispering Sands Subdivision Water Company (3424009) is publishing this to inform its customers about the presence of Per- and Polyfluoroalkyl Substances (PFAS) in drinking water. On April 10<sup>th</sup>, 2024, the U.S. Environmental Protection Agency (EPA) announced new federal drinking water standards called Maximum Contaminant Levels (MCL) for PFAS in drinking water to safeguard public health and enhance water quality nationwide. With this rule, the EPA established limits for six PFAS known to occur individually or in a mixture in drinking water. Public water systems have three years to complete initial PFAS monitoring. CSWR – Florida has been proactive in testing for these contaminants in your drinking water. CSWR – Florida is working to adequately address any detections of PFAS and ensure drinking water is treated to the highest quality. If you are concerned about potential health effects from exposure to these PFAS above the MCL and/or HI, contact your doctor or health care professional.

CSWR – Florida sampled Whispering Sands Subdivision on 02/22/2023 and found:

Compounds	PFAS Results (ppt) or HI Value EPA Method 537.1	MCL (ppt) or HI Value
<b>PFOA</b>	6.93	4
<b>PFOS</b>	8.21	4
<b>PFNA</b>	ND*	1
<b>PFHxS</b>		
<b>GenX Chemicals</b>		
<b>PFBS</b>		

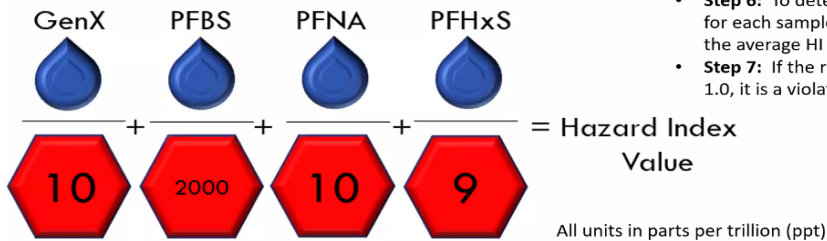
\*ppt – parts per trillion

### How do I calculate the HI?

The Hazard Index (HI) is used to understand health risks. For the PFAS NPDR Proposal, the HI considers the combined toxicity of PFNA, GenX Chemicals, PFHxS, and PFBS in drinking water.

### What is a Hazard Index?

The Hazard Index is made up of a sum of fractions. Each fraction compares the level of each PFAS measured in the water to the level determined not to cause health effects.



### Steps:

- **Step 1:** Divide the measured concentration of **GenX** by the health-based value of **10 ppt\***
- **Step 2:** Divide the measured concentration of **PFBS** by the health-based value of **2000 ppt**
- **Step 3:** Divide the measured concentration of **PFNA** by the health-based value of **10 ppt**
- **Step 4:** Divide the measured concentration of **PFHxS** by the health-based value of **9.0 ppt**
- **Step 5:** Add the ratios from steps 1, 2, 3, and 4 together
- **Step 6:** To determine HI compliance, repeat steps 1-5 for each sample collected in the past year and calculate the average HI for all the samples taken in the past year
- **Step 7:** If the running annual average HI greater than 1.0, it is a violation of the proposed HI MCL

For more detailed information and EPA's answers to questions about its PFAS MCL and/or HI, visit:

- <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>

For more information about what FDEP is doing about PFAS in Florida, visit:

<https://floridadep.gov/waste/waste-cleanup/content/dep%E2%80%99s-efforts-address-pfas-environment>

\*ND means not detected and indicates that the substance was not found by laboratory analysis.