Annual Consumer Confidence Report

Calendar Year
2024

South-Central

Public Water System 6290787

Hillsborough County Florida
Water Resources

Hillsborough County Water Resources
925 E Twiggs St., Tampa, FL 33602
HCFL.gov/Water

Our Continuing Commitment to You

We pledge to continue providing high-quality drinking water to your tap daily in a manner that is environmentally sensitive, cost-conscious, and that anticipates future community needs by taking advantage of new processes and technology.

About this Report

Hillsborough County's annual Water Quality Report provides our customers important information about the high-quality water and value-focused services we provide.

This report shows your water supply is carefully managed, and your tap water meets or exceeds all health-based standards established by the U.S. EPA and the State of Florida for safe drinking water.

In 2024, our team collected approximately 7,635 water samples, performed 33,594 tests on our drinking water, and continues to do analyses beyond those presented in this report to monitor and optimize water quality.

7,635
water samples

33,594
tests

Participate in Decisions Concerning Your Drinking Water

Water, wastewater, and reclaimed water services are provided through the Water Resources Department and Environmental Services Division under the County Administrator's organization.

We encourage public interest and participation in the decision-making processes affecting water issues. County government's legislative branch is the Board of County Commissioners (BOCC).

The BOCC conducts meetings on budgetary and other financial matters, approves contracts, and considers ordinances that create or amend local laws, including those affecting the Water Resources customer rates and fees. The BOCC generally holds its regular meeting on the first and third Wednesday of each month at 9 a.m. at the Frederick B. Karl County Center, 601 E. Kennedy Blvd. in downtown Tampa. Links to agendas can be found at **HCFL.gov/BOCC**.

The meetings are televised live on Hillsborough County Television (HTV), Channel 637 on Spectrum, Channel 22 on Frontier, and through live streaming on the County's website. Residents can sign up to speak at a BOCC meeting at **HCFL.gov/SpeakUp**.

Additional Questions?

We encourage customers to pursue additional information about their drinking water, and we are here to answer any questions you may have.

- **This Water Quality Report:** call (813) 300-3972
- Water Quality: call the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791
- Local Drinking Water Quality: call (813) 264-3835
- Este reporte contiene informacion importante sobre su agua potable. Para asistencia en entender esta informacion en espanol, por favor llame (813) 272-5977.

Hillsborough County Water Resources by the Numbers

Monitors and repairs over 6,500 pipeline miles

4 major water plants

5 major wastewater treatment plants

880 sewage lift stations

1 biosolids facility

1 environmental laboratory

Over 73 million gallons of **drinking** water

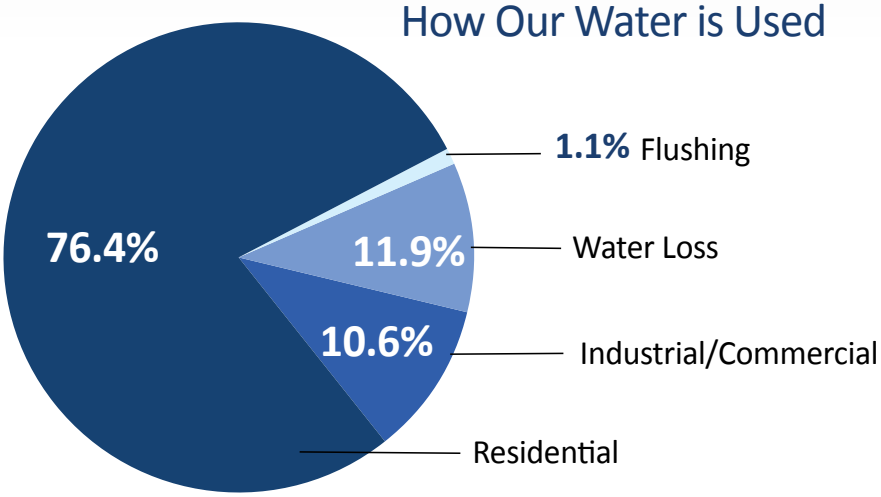
delivered to 725,360 people

47 million gallons of wastewater treated **everyday**

24.16 million gallons of **reclaimed water** delivered

to 29,016 **residential** and **commercial** customers each day

How Our Water is Used



Contact Information

Hillsborough County Water Resources
925 E Twiggs St. Tampa, FL 33602
(813) 272-5977

South-Central Customer Service Center
332 N. Falkenburg Road

Customer Service
(813) 300-3972

After-Hour Water Resources Emergencies
(813) 744-5600

Water Quality Hotline
(813) 264-3835

Water Restrictions
(813) 275-7094

Water Conservation
(813) 663-3295

Online at HCFL.gov/Water

Letter from the Director

Dear Water Resources customer,

Hillsborough County Water Resources is pleased to share the 2024 Consumer Confidence Report (CCR) with our customers. The CCR is an annual report the U.S. Environmental Protection Agency (EPA) requires all public water systems to issue and is designed to provide customers with information on the quality of their drinking water. The CCR contains information about the source of your drinking water and holds Hillsborough County accountable for performing routine tests for various chemicals and potential contaminants to ensure the health and welfare of our community.

The attached report highlights our commitment to transparency, compliance with regulations, and ongoing efforts to maintain and improve water infrastructure. Our dedicated team has been hard at work ensuring your water meets the highest standards of water quality, safety, and reliability. We are proud to announce that our latest water quality assessments have shown excellent results, reflecting our commitment to providing clean and safe drinking water.

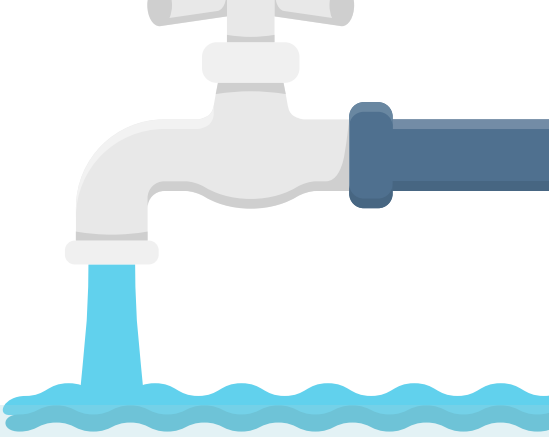
We take great pride in providing clean, reliable water to our residents, and this report reflects our unwavering dedication to public health and well-being.

We remain steadfast in our mission to deliver exceptional service and maintain the trust of our community. We continue to ask customers to partner with us by following water conservation practices to help us preserve precious water resources.

I am proud to share this report with you, as well as some of the initiatives that help keep your drinking water world-class, and to encourage you to continue drinking healthy and affordable Hillsborough County tap water.

Sincerely,

Lisa R. Rhea, PE
Director, Hillsborough County Water Resources



Where Does My Water Come From?

Hillsborough County is one of six member governments of Tampa Bay Water, the region's wholesale water supplier. Most of the Public Utilities Department customers receive water from the regional supply system, which includes groundwater, surface water, and desalinated seawater.

An underground limestone formation called the Floridan Aquifer is the source of all groundwater pumped by the wells which supply our systems. Surface water sources include the Alafia, Hillsborough rivers and Tampa Bypass Canal. Source water from the Hillsborough River and Tampa Bypass Canal can be stored in the C.W. Bill Young Reservoir. Tampa Bay Water treats both surface water and groundwater before placing it into the regional supply system, along with drinking water produced at its desalination facility near Apollo Beach.

South-Central System

In addition to groundwater drawn from the Floridan Aquifer, the South-Central Water System receives treated groundwater and surface water from Tampa Bay Water. Depending on the source water, water treatment includes coagulation, settling, filtration, pH, Reverse Osmosis (RO), stabilization, ozonation, chloramination and fluoridation.

Our Water Treatment Process

Tampa Bay Water and Hillsborough County have testing and treatment systems in place to ensure that water delivered to customers meets quality standards. In our South-Central systems, we add chloramines as a disinfecting agent at a level designed to suppress the growth of harmful organisms. Fluoride is added at levels recommended to prevent tooth decay. Starting July 1, 2025, fluoride addition will be discontinued, as required by recent State legislation. A corrosion inibitor is added to reduce the possibility of harmful leaching of lead and copper from plumbing.

Water Conservation

Water is perhaps the most precious resource on the planet.

Potable (drinking) water scarcity is driven by the fact that around 99% of the Earth's water is in the oceans or frozen in the polar ice caps, leaving less than 1% of the resource as freshwater fit for human use.

Understanding the True Value of Water Conservation
Water surrounds us, filling lakes, rivers, and aquifers, but what lies beneath the surface of this topic tells a different story. In Hillsborough County, water is more than just a common asset, it's a complex resource that demands thoughtful stewardship.

While it may seem abundant, only a fraction of water is accessible and safe for the needs of people, ecosystems, and future growth. Even this 1% of water needs treatment, preparation, and infrastructure to be readily available.

This report invites you to look deeper — not just at how we use water, but how we protect it, plan for it, and ensure its availability for generations to come.

Residents and businesses across Hillsborough County can help protect our most vital resource by adopting a few simple strategies:

Install *WaterSense*®-labeled technologies – From high-efficiency toilets to smart irrigation controllers, WaterSense products save water without sacrificing performance. Rebates may be available through Tampa Bay Water Wise.

Follow a seasonal irrigation schedule – Adjust your watering days and times in accordance with local ordinance to prevent overwatering and promote healthier landscapes.

Consider reclaimed water – If available in your area, using reclaimed water for lawn and landscape irrigation is a sustainable, cost-effective way to conserve potable water.

Water Conservation Resources

UF/IFAS Hillsborough County Extension Office Workshops

UF/IFAS Florida-Friendly Landscaping™ Program

UF/IFAS Florida-Friendly Landscaping™ Yard Recognition Program

Tampa Bay Community Water Wise Awards Program

U.S. Environmental Protection Agency (EPA) WaterSense Program

Florida Water Star℠ Program

Tampa Bay Water Wise Regional Rebate Program

Water Incentives Supporting Efficiency (WISE) Program

Drop Savers Poster Contest

Hillsborough County K-12 students shared their water conservation ideas during the annual Drop Savers Poster Contest. This fun and educational opportunity was a way to inspire the next generation of water conservation ambassadors and to influence the important consumer and business decisions that impact our water resources. The County has had winners who have also won at the state level. Here are some winning submissions.

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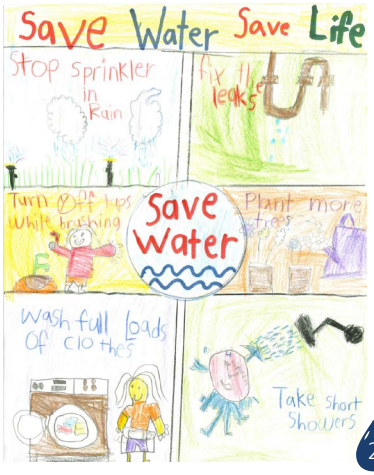


2

1. **Division 1 - Kindergarten & 1st Grade**
   1st Place: Ishana Tewari, Dr. Kiran C. Patel Elementary School
2. **Division 2 - 2nd & 3rd Grade**
   1st Place: Selene Butler, Dorothy C. York Innovation Academy
3. **Division 3 - 4th & 5th Grade**
   1st Place: Lya Garcia Abreu, Davis Elementary School
4. **Division 4 - 6th - 8th Grade**
   1st Place: Medina Kokkozova, Farnell Middle School
5. **Division 5 - 9th - 12th Grade**
   1st Place: Madison Douglas, East Bay High School

3

4

5

A Quality Team Providing Quality Water

Hillsborough County Water Resources employs more than 800 professionals in a wide range of rewarding careers fitting a broad range of skills. General areas include engineering, operations, organizational services, fiscal, information technology, communications, policy and education, laboratory and science, maintenance, trades, and environmental.

Recent Awards Received by Hillsborough County Water Resources

Presented by Florida Section of the American Water Works Association

Outstanding Class C Water Treatment Plant 2024
Lake Park Plant - 2024

Meritorious Drinking Plant Operator
Lake Park Plant- Wayne Cichocki - 2023

Water Quality Dedication / Robert Claudy Award
Mark Lehigh- Section Manager-2023

Presented by Florida Department of Environmental Protection

Plant Operations Excellence Award
Lithia Water Treatment Plant 2024

Plant Operations Excellence Award
Lake Park & Fawn Ridge WTP 2018

Professional and Utility Memberships

American Public Works Association (APWA)

American Water Works Association Research Foundation (AWWARF)

Florida Emergency Preparedness Association

Florida Society of Environmental Analysts (FSEA)

Florida Section American Water Works Association (AWWA)

The NELAC Institute (TNI)

Source Water Assessment

The Florida Department of Environmental Protection (FDEP) has developed a Source Water Assessment and Protection Program. The program is meant to ensure that not only is the water at your tap safe to drink, but also that the source is protected. Specific information for your water system is discussed below.

In addition, the FDEP has developed a website for the Source Water Assessment Results for the public to obtain information on individual public water systems. **fldep.dep.state.fl.us/swapp**.
To obtain a copy of an assessment form from FDEP, or if you have questions about this program, call (850) 245-8658.

In 2024, the FDEP updated their Source Water Assessments information about potential sources of contamination in the vicinity of the well that provides water to Hillsborough County Customers. There were no potential sources of contamination identified for the system. The potential sources of contamination, the susceptibility scores, and the levels of concern assigned by FDEP are available on the Source Water Assessment and Protection Program website at **fldep.dep.state.fl.us/swapp** or by contacting Florida's drinking water program at (850) 245-2118.

About Your Water Supply

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 land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material. It can also 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 virus 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 stormwater runoff, 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, urban stormwater runoff, 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 stormwater 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, the EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. The U.S. 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.

Home Water Treatment Systems

Compounds may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily a cause for health concerns. **For concerns with taste, odor, or color of drinking water, contact the Water Resources Water Quality Hotline at (813) 264-3835.**

Installing a water softener or filtration system is a matter of personal preference. If you choose to purchase one then do your research and remember that these systems often require routine maintenance. Neglecting to perform the maintenance on these systems can degrade the quality of your water.

At no time will a County employee ask to enter your home to test your water unless a specific problem has been reported. County employees wear official uniforms and carry County identification.

Immuno-Compromised Customers

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. U.S. Environmental Protection Agency/Center for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the **Safe Drinking Water Hotline 1-800-426-4791**.

> **Hillsborough County routinely monitors the quality of its drinking water. A water softener or filtration system might change the taste or "feel" of the water, but the water is perfectly safe to drink without these additional treatments.**

Hillsborough County's Lead and Copper Program

Hillsborough County is committed to delivering high quality drinking water to the community.

We are committed to protecting water quality through comprehensive lead sampling across our distribution system and by optimizing corrosion control treatment at our water plants. These efforts meet all standards set by the Florida Department of Environmental Protection and the US EPA.

Hillsborough County has also expanded efforts to identify potential sources of lead in our community by conducting additional water testing at our public schools. Please contact your school for further information about potential sampling results. For Hillsborough County Public schools, please visit the School District of Hillsborough County's website: **hillsboroughschools.org/watertesting**.

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children.

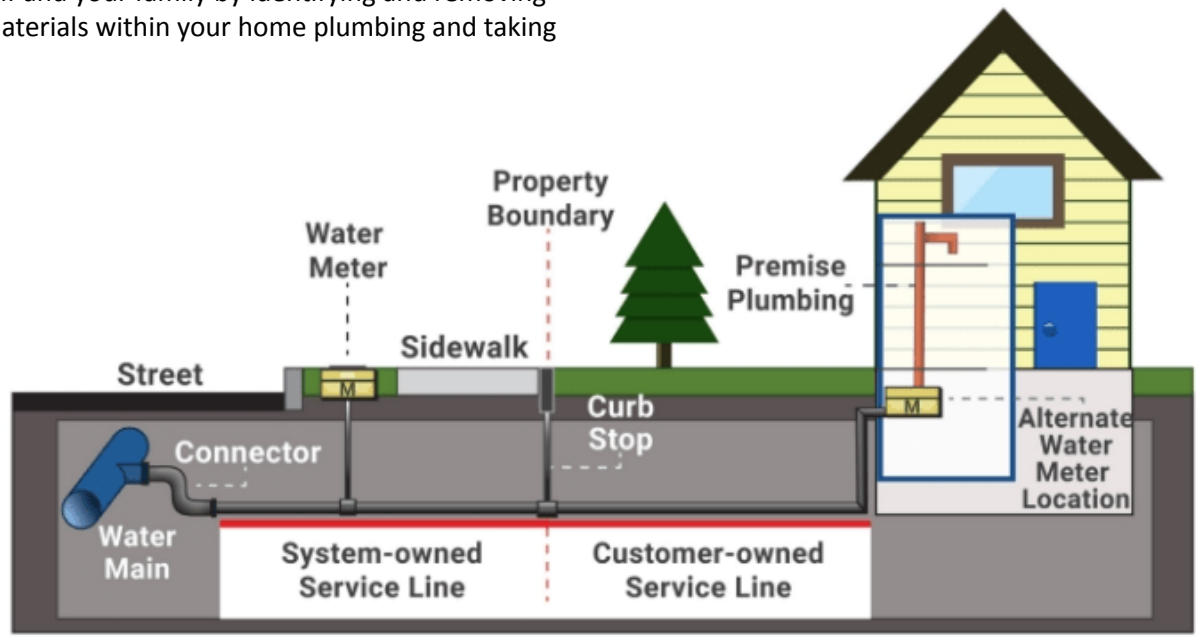
Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Hillsborough County is responsible for ensuring there are no lead pipes in the distribution system but cannot control the variety of materials used in the plumbing in your home. For an interactive map of Hillsborough County's service line inventory and FAQs about lead and copper, please visit the website at **HCFL.gov/LeadAndCopper**.

Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water.

> Hillsborough County developed an inventory of all service lines and used historical data and inspections of service lines using over 1400 randomly selected addresses of properties built before 1982. **Properties built in Hillsborough County after 1981 are unlikely to have lead**.

Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact the Hillsborough County Water Quality at (813) 663-3251 for information on local laboratories who can perform this testing.

Further information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at **epa.gov/safewater/lead**.



Water Quality Table

Understanding the Table

Hillsborough County routinely monitors drinking water quality parameters according to federal and state laws. The table in this report includes those analytes that were detected in our routine compliance monitoring for the period of January 1 through December 31, 2024, or the most recent testing as otherwise indicated in the table. FDEP regulations allow monitoring for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. As a result, some of the data, though representative, is more than one year old.

Terms & Definitions

In the table, you may find unfamiliar terms and abbreviations. To help you better understand these terms, we've provided the following definitions:

Term	Definition
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 (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.
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.
N/A	Not Applicable
ND	Not Detected and indicates that the substance was not found by laboratory analysis.
Nephelometric Turbidity Unit (NTU)	Measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person. High turbidity can hinder the effectiveness of disinfectants.
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.
Parts per trillion (ppt) or nanograms per liter (nanograms/l):	One part by weight of analyte to 1 trillion parts by weight of the water sample.
Picocuries Per Liter (pCi/L)	Measure of the radioactivity in water.
Treatment Technique (TT)	A required process intended to reduce the level of a contaminant in drinking water.

SOUTH-CENTRAL PWS 6290787

This report includes most recent data collected for the system

Radioactive Contaminants

Contaminant and Unit of Measurement	Dates of Sampling	MCL Violation	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Radium 226 + 228 or combined radium (pCi/L)	March 2020	No	0.82	ND-0.82	0	5	Erosion of natural deposits

Inorganic Contaminants

Contaminant and Unit of Measurement	Dates of Sampling	MCL Violation	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Barium (ppm)	February 2024	No	0.03	0.01-0.03	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	February 2024	No	0.73	0.68-0.73	4	4.0	Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at the optimum level of 0.7 ppm
Arsenic (ppb)	February 2024	No	0.37	ND-0.37	0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Nitrate (as Nitrogen) (ppm)	February 2024	No	0.28	0.08-0.28	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	February 2024	No	38	22-38	N/A	160	Salt water intrusion; leaching from soil

Stage 1 Disinfectants and Disinfection By-Products

Disinfectant or Contaminant and Unit of Measurement	Dates of Sampling	MCL or MRDL Violation	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chloramines (ppm)	January - December 2024	No	3.1	0.02-5.5	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
Bromate (ppb)	January - December 2024	No	1.7	ND-7.6	MCLG = 0	MCL = 10	By-product of drinking water disinfection

Stage 2 Disinfectants and Disinfection By-Products

Contaminant and Unit of Measurement	Dates of Sampling	MCL Violation	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Haloacetic Acids (five) (HAA5) (ppb)	January - December 2024	No	13.6	2.5-25.7	N/A	60	By-product of drinking water disinfection
TTHM (Total Trihalomethanes) (ppb)	January - December 2024	No	22.2	6.5-29.2	0.6	80	By-product of drinking water disinfection

Table continues on the next page

Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of Sampling	Action Level Exceeded	90th Percentile Result	Number of sampling sites exceeding the Action Level	Range of Tap Sample Results	MCLG	Action Level	Likely Source of Contamination
Copper (Tap Water) (ppm)	January - December 2023	No	0.43	0	0.004-0.68	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (Tap Water) (ppb)	January - December 2023	No	0.66	0	ND-1.3	0	15	Corrosion of household plumbing systems; erosion of natural deposits

Unregulated Contaminants

Unregulated Contamiant	Dates of Sampling	Level Detected (Average)	Range of Results	Likely Source of Contamination
PFBA (ppt)	January 2024, April 2024	1.4	ND-5.7	Industrial and commercial applications such as textiles, aqueous film forming foams (AFFF), metal plating, semi-conductors, paper and food packaging, coating additives, cleaning products, pesticides and personal care products.
PFBS (ppt)	January 2024, April 2024	2.0	ND-4.5	Industrial and commercial applications such as textiles, aqueous film forming foams (AFFF), metal plating, semi-conductors, paper and food packaging, coating additives, cleaning products, pesticides and personal care products.
PFHxA (ppt)	January 2024, April 2024	2.9	ND-6.0	Industrial and commercial applications such as textiles, aqueous film forming foams (AFFF), metal plating, semi-conductors, paper and food packaging, coating additives, cleaning products, pesticides and personal care products.
PFOS (ppt)	January 2024, April 2024	2.1	ND-4.4	Industrial and commercial applications such as textiles, aqueous film forming foams (AFFF), metal plating, semi-conductors, paper and food packaging, coating additives, cleaning products, pesticides and personal care products.
PFPeA (ppt)	January 2024, April 2024	4.8	ND-8.1	Industrial and commercial applications such as textiles, aqueous film forming foams (AFFF), metal plating, semi-conductors, paper and food packaging, coating additives, cleaning products, pesticides and personal care products.

Hillsborough County Utilities has been monitoring for unregulated contaminants (UC) as part of a study to help the U.S. Environmental Protection Agency (EPA) determine the occurrence in drinking water of UC and whether or not these contaminants need to be regulated. We are required to publish the analytical results of our UC monitoring in our annual water quality report. If you would like more information on the EPA's Unregulated Contaminants Monitoring Rule (UCMR), please call the Safe Drinking Water Hotline at (800) 426-4791.

Table continues on the next page

The following contaminants were tested by TBW							
Contaminant and Unit of Measurement	**Dates of Sampling**	**MCL Violation Y/N**	**The Highest Single Measurement**	**The Lowest Monthly Percentage of Samples Meeting Regulatory Limits**	**MCLG**	**MCL**	**Likely Source of Contamination**
Turbidity (NTU)	2024	No	0.32	100	N/A	TT	Soil runoff

Stage 1 Disinfectants and Disinfection By-Products

Contaminant and Unit of Measurement	**Dates of Sampling**	**TT Violation**	**Lowest Running Annual Average, Computed Quarterly, of Monthly Removal Ratios**	**Range of Monthly Removal Ratios**	**MCLG**	**MCL**	**Likely Source of Contamination**
Total organic carbon (ppm)	January - December 2024	No	2.08	1.58-3.7	N/A	TT	Naturally present in the environment

Contaminant and Unit of Measurement	**Dates of Sampling**	**MCL Violation**	**Highest Monthly Average (3 sample set collected in the distribution system)**	**Highest average (3 sample set collected in the distribution system) following a daily MCL exceedance at the entrance to the distribution system**	**MCLG**	**MCL**	**Likely Source of Contamination**
Chlorite (ppm)	January - December 2024	No	0.009	N/A	0.8	1	By-product of drinking water disinfection