

Utilities, Inc. of Florida
Sanlando System
(PWS ID # 3591121)

Your Annual Water Report

We are pleased to provide you with the 2016 Water Quality Report. This report is designed to inform you of the quality of water we delivered to you over the past year. Our goal is to provide you 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 pumped from wells drilled 420 to 925 feet into the Floridan Aquifer that is chlorinated for disinfection purposes. We have an interconnect with Orange County Utilities and with the Seminole County Water Division which are used for emergency purposes during times when we are making repairs to our system. Orange County Utilities' and Seminole County Water Division's water sources are well water drawn from the Floridan Aquifer. Source Water Assessment Plan

The Florida Department of Environmental Protection (FDEP) performed a Source Water Assessment on our system in 2016. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells. There are 8 potential sources of contamination identified for this system with a range of low to moderate susceptibility levels. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp.



Help put a stop to the more than **1 trillion gallons of water lost annually** due to household leaks. These easy-to-fix leaks waste the average family the amount of water used to fill a backyard swimming pool each year.

Plumbing leaks can run up your family's water bill an extra 10 percent plus, but chasing down these water- and money-wasting culprits is as easy as 1—2—3. Simply check, twist, and replace your way to fewer leaks and more water savings:

- **Check** for silent leaks in the toilet with a few drops of food coloring in the tank, and check your sprinkler system for winter damage.
- **Twist** faucet valves; tighten pipe connections; and secure your hose to the spigot. For additional savings, twist a WaterSense labeled aerator onto each bathroom faucet to save water without noticing a difference in flow. They can save a household more than 500 gallons each year—equivalent to the amount water used to shower 180 times!
- **Replace** old plumbing fixtures and irrigation controllers that are wasting water with WaterSense labeled models that are independently certified to use 20 percent less water and perform well.

Message From John Hoy, President

Dear Utilities, Inc. of Florida Customers,

I am pleased to share your Annual Water Report for 2016. As the local President of your community water utility, this communication is part of our continuing effort to emphasize to our customers that we fully understand our role in the local community. Additionally, I'm also pleased to let you know that we continue to provide tailored customer service with personnel dedicated to your area and that we now have created a new, more 'user friendly' website just for our state at www.uiwater.com.

Our team is committed to providing safe, reliable and cost effective service to our customers. All of our employees share in our commitment to act with integrity, protect the environment, and enhance the local community.

We are proud to share this report which is based on water quality testing through December 2016. We continually strive to supply water that meets or exceeds all federal and state water quality regulations.

These results don't happen by chance. Our dedicated local team of water quality experts is working in the community everyday ensuring that you, our customer, are our top priority and providing the highest quality drinking water and service - now and in the years to come.

Best regards,



GO GREEN



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The Safe Drinking Water Act was passed in 1974 due to congressional concerns about organic chemical contaminants in drinking water and the inefficient manner by which states supervised and monitored drinking water supplies. Congress' aim was to assure that all citizens served by public water systems would be provided high quality water. As a result, the EPA set enforceable standards for health-related drinking water contaminants. The Act also established programs to protect underground sources of drinking water from contamination.

EPA Wants You To Know:

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 microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

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. Utilities, Inc. of Florida 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 or at <http://www.epa.gov/safewater/lead>.

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

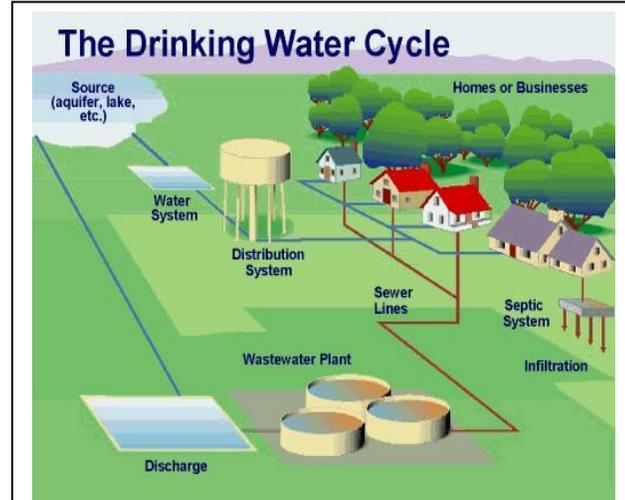


We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future.

Drain Disposal Information: Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

- Never pour grease down sink drains or into toilets. Scrape grease into a can or trash.
- Put strainers in sink drains to catch food scraps/solids for disposal.

Prescription Medication and Hazardous Waste - Household products such as paints, cleaners, oils, and pesticides, are considered to be household hazardous waste. Prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the wastewater treatment system and enter rivers and lakes (or leach into the ground and seep into groundwater in a septic system). Follow the directions for proper disposal procedures. **Don't flush hazardous waste or prescription and over-the-counter drugs down the toilet or drain.** They may flow downstream to serve as sources for community drinking water supplies. Many communities offer a variety of options for conveniently and safely managing these items. For more information, visit the EPA website at: <http://www.epa.gov/epawaste/conserve/materials/hhw.htm>



Understanding This Report:

In order to help you understand this report, we want you to understand a few terms and abbreviations that are contained in it.

- **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.
- **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 drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefit of the use of disinfectants to control microbial contaminants.
- **“ND”** means not detected and indicates that the substance was not found by laboratory analysis.
- **“NA”** means not applicable.
- **Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **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.
- **Picocurie per liter (pCi/L)** – measure of the radioactivity in water.
- **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.

Utilities, Inc. of Florida 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, 2016. Data obtained before January 1, 2016, and presented in this report are from the most recent testing done in accordance with the laws, rules, and regulations.

If You Have Questions Or Want To Get Involved?

Utilities, Inc. of Florida does not currently hold regular public meetings. Should the Utility hold a public meeting, you will be notified through the mail or public notice. We want our valued customers to be informed about their water utility. If you have any questions about this report or concerning your water utility, please contact Scotty Haws at (866) 842-8432.

WATER QUALITY TEST RESULTS

Results in the Level Detected column for radioactive contaminants, inorganic contaminants, synthetic organic contaminants including pesticides and herbicides, and volatile organic 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.

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG (mo./yr.)	MCL	Likely Source of Contamination
Radioactive Contaminants							
Alpha emitters (pCi/L)	3/14	N	2	1.1 – 2.0	0	15	Erosion of natural deposits
Radium 226 + 228 or combined radium (pCi/L)	3/14	N	3.2	0.8 – 3.2	0	5	Erosion of natural deposits
Inorganic Contaminants							
Barium (ppm)	3/14	N	0.0391	0.0056 - 0.0391	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	3/14	N	0.201	0 – 0.201	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

WATER QUALITY TEST RESULTS

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
Sodium (ppm)	3/14	N	14.9	8.82 – 14.9	N/A	160	Salt water intrusion, leaching from soil

Stage 2 Disinfectants and Disinfection By-Products

For chlorine, the level detected is the highest running annual average (RAA), computed quarterly, of monthly averages of all samples collected. The range of results is the range of results of all the individual samples collected during the past year.

For haloacetic acids or TTHM, the level detected is the highest locational running annual average (LRAA). Range of Results is the range of individual sample results (lowest to highest) for all monitoring locations.

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
Chlorine (ppm)	1/16-12/16	N	2.10	0.6 – 3.5	MRDLG=4	MRDL=4.0	Water additive used to control microbes
Haloacetic Acids (HAA5) (ppb)	2/16 – 11/16	N	45.9	13.3 – 35.3	N/A	60	By-product of drinking water disinfection
Total Trihalomethanes (TTHM) (ppb)	2/16 – 11/16	N	47.8	14.8 – 41.8	N/A	80	By-product of drinking water disinfection

Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	AL Exceeded Y/N	90 th Percentile Result	No. of sampling sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (tap water) (ppm)	8/14	N	0.234	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table above are the only contaminants detected in your drinking water.

Special Note to Property and Facility Managers: *If you are responsible for apartments or other multiple residential or commercial units we encourage you to distribute this report to all your tenants either by posting in a common area or by furnishing a copy to each tenant or resident. The reports are available on our website at www.uiwater.com. If you require additional copies, please call customer service at (866) 842-8432 and we will provide them.*