

Utilities, Inc. of Louisiana Hancock Haven Water System

PWS ID: LA1049033

Annual Water Quality Report 2018

Message from Don Sudduth, President

Dear Utilities, Inc. of Louisiana Customers,

I am pleased to share your Annual Water Quality Report for 2018. This report is designed to inform you of the quality of water we delivered to you over the past year. As your community water utility, we fully appreciate our role in the local community. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources.

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 2018. We continually strive to supply water that meets or exceeds all federal and state water quality regulations.

Our dedicated local team of water quality experts is working in the community everyday ensuring that you, our customer, are our top priority and that we are providing the highest quality service - now and in the years to come.

Best regards,



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

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Go to www.uiwater.com/louisiana
or search “MyUtilityConnect” in the
App Store or Google Play Store.

Source of Drinking Water

Our water system purchases water as listed below:

Buyer Name	Seller Name
HANCOCK HAVEN WATER SYSTEM	EBENEZER WATER SYSTEM
EBENEZER WATER SYSTEM	WESTON WATER SYSTEM

Source Water Assessment

Source Water Assessment Plan (SWAP) is now available from our office. This plan is an assessment of a delineated area around our listed sources through which contaminants, if present, could migrate and reach our source water. It also includes an inventory of potential sources of contamination within the delineated area, and a determination of the water supply's susceptibility to contamination by the identified potential sources. According to the Source Water Assessment Plan, our water system had a susceptibility rating of 'MEDIUM'. If you would like to review the SWAP, please feel free to contact our office at 877 875-3711.

Thank you for allowing us to continue providing your family with clean, quality water this year. In order to maintain a safe and dependable water supply we sometimes need to make improvements that will benefit all of our customers.

Help Protect our Resources

Help put a stop to the more than 1 trillion gallons of water lost annually nationwide 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 or more, 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.

For more information visit www.epa.gov/watersense.

Visit us online at www.uiwater.com/louisiana to view the Water Quality Reports. Also visit our website for water conservation tips and other educational material.

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.

What measures are in place to ensure water is safe to drink?

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.

Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

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 (1-800-426-4791).

Information Concerning Lead in Water

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 Louisiana 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.

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. **Do not 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:

www.epa.gov/hw/household-hazardous-waste-hhw.

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.

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.

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 to health. ALGs allow for a margin of safety.
EPA	Environmental Protection Agency.
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 contaminant level goal (MCLG)	The "goal" is the level of a contaminant in drinking water below which there is no known or expected health risk. MCLG's 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.
Not Applicable (N/A)	Information not applicable/ not required for that particular water system or for that particular Rule.
Not Detected (ND)	Laboratory analysis indicates that the constituent is not present.
Parts per million (ppm) or milligrams per liter (mg/l)	One part per million corresponds to one minute in two years or a single penny in \$10,000.
Parts per billion (ppb) or micrograms per liter (ug/l)	One part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000.
Picocuries per liter (pCi/L)	A measure of radioactivity in the water.
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 under the Stage 2 Disinfectants and Disinfection Byproducts Rule
Running Annual Average (RAA)	Calculated running annual average of all contaminant levels detected.
Level 1 Assessment	Is 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 .
Nephelometric Turbidity Units (NTU)	A measure of water clarity. Turbidity in excess of 5 NTU is just noticeable to the average person.
Treatment Technique (TT)	A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

Did You Know?

- ◆ The average family of four uses 255 gallons of water a day, 1,785 gallons a week, and 7,650 gallons per month.
- ◆ A single toilet flush uses approximately 5-7 gallons of water.
- ◆ Taking a shower will use approximately 5-10 gallons per minute. A 15-minute shower will use 75-150 gallons.
- ◆ Your kitchen or bathroom sink uses approximately 4-5 gallons a minute.
- ◆ One dishwasher load uses approximately 4-5 gallons a minute.
- ◆ Washing clothes uses approximately 35 gallons per load.

[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.](#)

Monitoring Your Water

The Louisiana Department of Health and Hospitals - Office of Public Health routinely monitors for constituents in your drinking water according to Federal and State laws. The following table(s) lists all the drinking water contaminants that were detected in the last round of sampling for the particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in the table is from testing done January 1 through December 31, 2018.** The EPA or the State

requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, maybe more than one year old.

**MCLs are set at very stringent levels. To understand the possible health effects described for many regulated contaminants, 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.*

If You Have Questions Or Want To Get Involved

We want our valued customers to be informed about their water utility. If you have any questions about this report, want to attend any scheduled meetings, or simply want to learn more about your drinking water, please contact CAROL PETRANEK at 504-491-1632.

We at the Utilities, Inc. of Louisiana work around the clock to provide top quality drinking water to every tap.

Violations

In 2018, Utilities, Inc. of Louisiana performed all required monitoring for contaminants and did not exceed any allowable levels of these contaminants. In addition, we received **no violations** from LDHH-OPH and was in compliance with applicable testing and reporting requirements.

Water Quality Test Results

Contaminant	Collection Date	Highest Value	Range	Unit	MCL	MCLG	Typical Source	
Inorganic Contaminants (WESTON WATER SYSTEM)								
BARIUM	2018	0.0051	0.0051	ppb	6	0	Discharge from rubber and chemical factories	
FLUORIDE	2018	0.28	0.2 - 0.28	ppm	10	10	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits	
Inorganic Contaminants (EBENEZER WATER SYSTEM)								
FLUORIDE	2018	0.24	0.24	ppm	4	4	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories	
Disinfectants								
CHLORINE	2018	(RAA) = 1.13	0.65 - 2.08	ppm	MRDLG =4	MRDL=4	Water additive used to control microbes.	
<i>Our water system tested a minimum of 1 sample per month in accordance with the Total Coliform Rule for microbiological contaminants. With the microbiological samples collected, the water system collects disinfectant residuals to ensure control of microbial growth.</i>								
Lead and Copper								
Contaminant	Date	90 TH Percentile	Range	Unit	AL	Sites Over AL	Typical Source	
COPPER, FREE	2017	0.2	0.1 - 0.2	ppm	1.3	0	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives	
LEAD	2017	2	1 - 2	ppb	15	0	Corrosion of household plumbing systems; Erosion of natural deposits	
Microbiological Contaminants in the Distribution System								
Contaminant (units)	Date	Violation	Value	MCL/TT	MCLG	Likely Source of Contamination		
TOTAL COLIFORM BACTERIA (presence or absence)	June 2018	No	Present (1 sample)	TT*	0	Naturally present in the environment		
<p>*If a system collecting fewer than 40 samples per month has two or more positive samples in one month, an assessment is required. We routinely collect one coliform sample per month, and in June 2018, the monthly compliance sample showed the presence of total coliform bacteria. Repeat samples were collected, none of which showed total coliform bacteria present.</p> <p><i>Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, water-borne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system.</i></p>								
Disinfection By-Products								
Contaminant	Sample Point	Period	Highest LRAA	Range	Unit	MCL	MCLG	Typical Source
TOTAL HALOACETIC ACIDS (HAA5)	360 3 FINGERS ROAD	2018	43.3	43.3	ppb	60	0	By-product of drinking water disinfection
TOTAL HALOACETIC ACIDS (HAA5)	452 HAVEN LOOP	2018	32.6	32.6	ppb	60	0	By-product of drinking water disinfection
TTHM	360 3 FINGERS	2018	52	52	ppb	80	0	By-product of drinking water chlorination
TTHM	452 HAVEN LOOP	2018	42.3	42.3	ppb	80	0	By-product of drinking water chlorination
<u>Secondary</u>	Collection Date	Water System			Highest Value	Range	Unit	SMCL
CHLORIDE	2016	EBENEZER WATER SYSTEM			7.5	7.5	MG/L	250
PH	2016	EBENEZER WATER SYSTEM			8.9	8.9	Standard Unit	8.5
SULFATE	2016	EBENEZER WATER SYSTEM			27.5	27.5	MG/L	250
<i>pH is an expression of the basic or acidic condition of a liquid. The pH scale ranges from 0 to 14. Neutral being 7, the most acidic is 0 the most caustic is 14. Natural waters typically have a pH between 6.8 and 8.5.</i>								

