



# Certification of Delivery of Consumer Confidence Report

**GENERAL INSTRUCTIONS:** This form shall be completed by all community water systems (CWSs) that have prepared a Consumer Confidence Report (CCR) in accordance with Rule 62-550.824, F.A.C., Consumer Confidence Reports. At the end of this form is a certification in which a system's authorized representative shall certify that the reported information is accurate and is in conformance with Rule 62-550.824, F.A.C. **COMPLETE THIS FORM AND SUBMIT IT BY AUGUST 10**, together with a copy of your system's CCR, sample email or water bill (with URL notification of CCR, if applicable), and any newspaper notice(s) and posted notice(s) of your CCR, to the appropriate DEP district office or Approved County Health Department (ACHD). Systems serving 100,000 or more persons posting their CCRs on publicly accessible Internet sites shall provide the information on the appropriate Internet link(s). All information provided on this form must be typed or printed in ink.

### I. General Water System Information. (To be completed by all community water systems.)

System name: Town of Oakland Contact person: Valerie Nedd Gibbons  
PWS Identification number (PWS ID): 3480193 Contact phone number: (407) 656-1117 x21  
Mailing address: P.O. Box 98 City: Oakland  
State: FL Zip: 34760 Population served (not the number of "service connections"): 2500 +

### II. CCR Distribution Method. (To be completed by all community water systems. Choose A or B as appropriate.)

- A. We mailed, emailed, or otherwise directly delivered a copy of our CCR to each customer on \_\_\_\_\_ (enter date(s) of mailing or delivery) using the method(s) checked below:
  - a. Mailed CCR
  - b. Mailed notice (e.g. water bill) with direct URL to the CCR
  - c. Emailed CCR as an embedded image or as an attachment
  - d. Emailed notice with a direct URL to the CCR
  - e. Otherwise directly delivered CCR to every customer. Explain: \_\_\_\_\_

B. We were eligible to use a mailing waiver and used a mailing waiver. (Systems are eligible to use a mailing waiver only if they serve fewer than 10,000 persons, have not had any MCL or monitoring and reporting (M/R) violations, nor have been issued any formal Notices of Violations (NOVs), Consent Orders, Administrative Orders, or court-ordered civil actions during the calendar year before the year the CCR is due to the customers).

Answer a, b, and c below.)  
 a. Date of newspaper: \_\_\_\_\_  
 b. Name of newspaper/newsletter that published our CCR: \_\_\_\_\_  
 c. A copy of our notice to customers, informing them that our CCR will not be mailed to them, is attached. This notice was:  mailed with bill;  published in newspaper/newsletter; or  other (describe)

### III. Posting of CCR on the Internet. (To be completed by all CWSs serving 100,000 or more persons.)

We posted our CCR on this publicly accessible internet site: \_\_\_\_\_

### IV. Report on Your Effort to Distribute Your CCR to Your Water Consumers. (To be completed by all CWSs. Check all items that apply - at least one item must be checked.)

In addition to the methods selected in Part II,

- A. We posted our CCR on this publicly accessible internet site: http://www.frwa.net/2013-3480913
- B. We published our CCR in the local newspaper(s). The name(s) and date(s) of the newspaper(s) are: \_\_\_\_\_

- C. We advertised the availability of our CCR as a press release, radio announcement, or TV announcement.  
The type(s) and date(s) of the advertisement(s) are: \_\_\_\_\_
- D. We delivered multiple copies of our CCR to single bill addresses serving several persons.
- E. We delivered multiple copies of our CCR to the following community organizations:  
\_\_\_\_\_
- F. Our CCR was posted in the following public locations: Kiosk @ post office
- G. Our CCR was distributed by other methods (e.g., additional copies placed in entrance hall to facility). Describe.  
\_\_\_\_\_  
\_\_\_\_\_

**V. Use of Non-English Language in CCR. (To be completed by all community water systems.)**

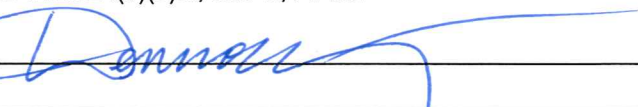
- Information in a non-English language was included in our CCR because 20% or more of our customers do not speak English but speak \_\_\_\_\_. The method we used to determine the proportion of non-English speaking customers is \_\_\_\_\_
- This requirement does not apply to our system, because we have no non-English speaking group among our customers equal to or exceeding 20% of our total number of customers.

**VI. Other Delivery Requirements. (To be completed by all community water systems.)**

- (A) Was a copy of your CCR sent to your county health department, as required by rule?  Yes  No
- (B) Is your system regulated by the Public Service Commission (PSC)?  Yes  No  
If Yes, was a copy of your CCR sent to the PSC, as required by rule?  Yes  No
- (C) If your system sells water to other systems, have you provided them with either a copy of your CCR or the required consumer confidence information?  Yes  No  Not Applicable

**VII. Certification of Delivery of CCR and Compliance with Regulations. (To be completed by all CWSs.)**

This statement certifies that the above named community public water system has distributed its CCR for the time period starting January 1, 2013, and ending December 31, 2013, to its customers on 8-7-14 (mm/dd/yy) and provided the appropriate notices of availability according to the requirements listed in this form, which are also found in Rule 62-550.824, F.A.C. This statement also certifies that the reported information is correct and consistent with the compliance monitoring data for the same period previously submitted to the Department, and that the report has been delivered to the agencies identified in Rules 62-550.824(3)(e)3., and 4., F.A.C.

SIGNATURE OF AUTHORIZED REPRESENTATIVE:   
 NAME (please print): DENNIS FOLTZ  
 TITLE: TOWN MANAGER DATE: 8-7-14

- A copy of our CCR is attached, and
- If using electronic delivery, a copy of our sample email or notice (e.g. water bill), with URL leading directly to the CCR and not a general information website, is attached.

**2013 Annual Drinking Water Quality Report**  
**Town of Oakland**  
**PWS #3480913**

We're very pleased to provide you with this year's Annual Water Quality Report. We want to keep you informed about the excellent water and services we have delivered to you over the past year. Our goal is and always has been, to provide to you a safe and dependable supply of drinking water. Our water source is ground water from wells. The wells draw from the Florida Aquifer. We treat our water with chlorine for disinfection.

In 2013 the Florida Department of Environmental Protection performed a Source Water Assessment for The Town of Oakland. There are 2 potential sources of contamination identified for this system with a moderate susceptibility level. 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 Valerie Gibbons, if you have any questions at (407) 656-1117 Ext 10. 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 second and fourth Tuesday of every month.

The Town of Oakland 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, 2013. Data obtained before January 1, 2013, 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:

*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 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 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"- means not applicable*

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

*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 million (ppm) or Milligrams per liter (mg/l): one part by weight of analyte to 1 million parts by weight of the water sample.*

**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
<b>Radioactive Contaminants</b>							
Alpha emitters (pCi/L)	8/2009	N	2.7	NA	0	15	Erosion of natural deposits
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
<b>Inorganic Contaminants</b>							
Antimony (ppb)	8/2012	N	1.3	NA	6	6	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solde

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
Arsenic (ppb)	8/2012	N	1.0	NA	0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	8/2012	N	15.9	NA	2	2	Discharge of drilling wastes discharge from metal refineries; erosion of natural deposits
Beryllium (ppb)	8/2012	N	3.6	NA	4	4	Discharge from metal refineries and coal-burning factories; discharge from electrical, aerospace, and defense industries
Cadmium (ppb)	8/2012	N	0.7	NA	5	5	Corrosion of galvanized pipes; erosion of natural deposits; discharge from metal refineries; runoff from waste batteries and paints
Chromium (ppb)	8/2012	N	1.6	NA	100	100	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride (ppm)	8/2012	N	0.017	NA	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
Lead (point of entry) (ppb)	8/2012	N	0.4	NA	0	15	Residue from man-made pollution such as auto emissions and paint; lead pipe, casing, and solder
Nickel (ppb)	8/2012	N	2.3	NA	N/A	100	Pollution from mining and refining operations. Natural occurrence in soil
Nitrate (as Nitrogen) (ppm)	8/2012	N	0.09	NA	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	8/2012	N	1.5	NA	50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)	8/2012	N	13	NA	N/A	160	Salt water intrusion, leaching from soil
Thallium (ppb)	8/2012	N	0.4	NA	0.5	2	Leaching from ore-processing sites; discharge from electronics, glass, and drug factories

## Stage 1 Disinfectants and Disinfection By-Products

For bromate, chloramines, or chlorine, the level detected is the 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 RAA, computed quarterly, of quarterly averages of all samples collected if the system is monitoring quarterly or is the average of all samples taken during the year if the system monitors less frequently than quarterly. Range of Results is the range of individual sample results (lowest to highest) for all monitoring locations.

Disinfectant or Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL or MRDL Violation Y/N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chlorine (ppm)	1/2012-12/2012	N	1.4	0.7-1.9	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
Haloacetic Acids (five) (HAA5) (ppb)	8/2012	N	17.24	NA	NA	MCL = 60	By-product of drinking water disinfection
TTHM [Total trihalomethanes] (ppb)	8/2012	N	22.13	NA	NA	MCL = 80	By-product of drinking water disinfection

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	AL Exceeded (Y/N)	90th Percentile Result	No. of sampling sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
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### Lead and Copper (Tap Water)

Copper (tap water) (ppm)	9/2012	N	0.2910	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppb)	9/2012	N	1.3	0	0	15	Corrosion of household plumbing systems; erosion of natural deposits

The Town of Oakland had our Plant Operator, Johnny Hobbs pass away which resulted in the late submittal of the TTHMS/HAA5 results for the period of 07/1/2013 – 9/30/2013 and the bacteriological results for the month of September 2013. These violations had no impact on the quality of water our customers received and it posed no risk to the public health. We have established a report tracking file to ensure that all reporting requirements are met in the future.

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 Oakland 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>.

*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.*

*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. These improvements are sometimes reflected as rate structure adjustments. Thank you for understanding.*

*"We at the Town of Oakland work around the clock to provide top quality water to every tap. 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.*