

Waterwise: Water Isn't All You Save

The greatest demand for water occurs at the same time for all—during the summer, as seen on our Daily Water Production graph. Florence's summer water demand increases are due to outdoor watering demands.

Conserving water isn't just good for the environment; it also helps ensure our community's future water supply. We can all do our part to conserve our most precious resource by doing at least one thing each day that will result in saving water. If everyone saves a little, we all benefit a lot.

INDOORS

Check your faucets, pipes and toilets for leaks.

Run your clothes washer and dishwasher only when they are full.

Switch to a high efficiency washing machine; they can save more than 5,000 gallons of water a year.

If your toilet was installed before 1992, replace it with a low-flow toilet or install a tank water saving device.

Shorten your shower by a minute or two; you could save 5 gallons of water per day.

Install a water efficient shower head; save up to 750 gallons per month.

OUTDOORS

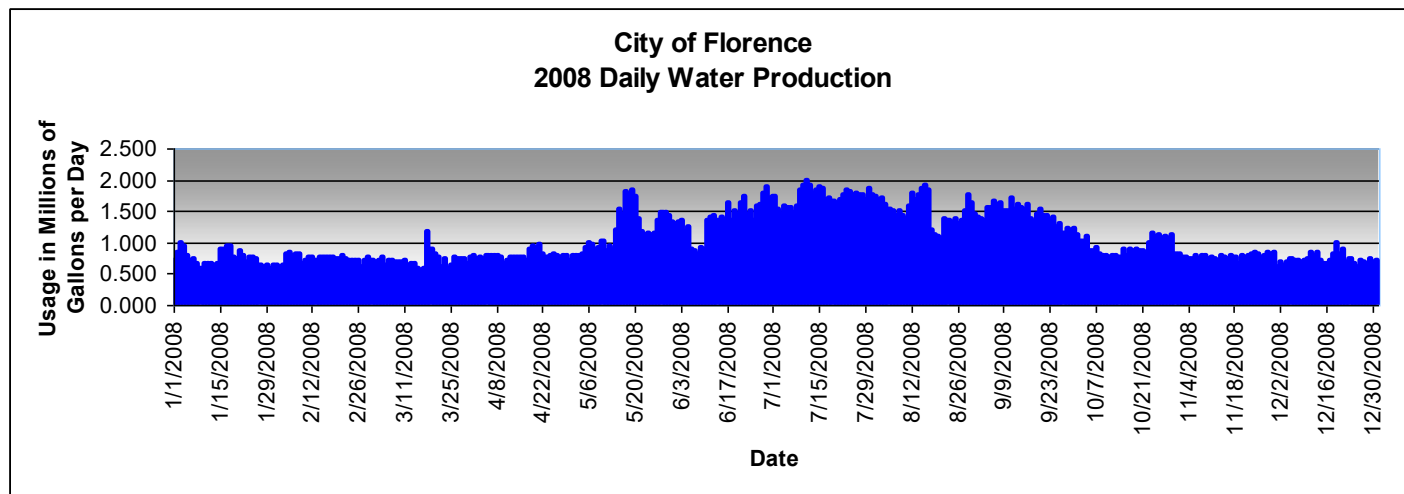
Aerate your lawn annually so water can reach the roots.

If it doesn't grow, don't water it. Make sure sprinklers are pointed at your lawn and not the sidewalk or driveway.

Don't let your money vanish into thin air. Water your lawn or garden in the early morning or late evening to combat the effects of evaporation and wind.

Does your lawn or landscape need a life vest? Avoid applying water at a faster rate than it can soak into the soil. If the water puddles or runs off your lawn or landscape when you water, divide your watering time in half.

Get a workout. Use a broom to clean driveways and sidewalks instead of your hose.



Special Health Concerns

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 persons 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). Please call our office if you have questions.

??? Frequently Asked Questions ???

If water is cloudy when it comes out to the tap but then clears up, is it safe to drink? Yes, it is safe to drink. Cloudiness is usually dissolved air that is being released. The air is under pressure from the water system. When it comes out of the tap, the pressure is removed and bubbles form.

What is the water pressure at my house? Most homes receive water at a pressure of 40-80 pounds per square inch (psi), but the minimum standard is 20 psi. Low water pressure is often a symptom of restricted water flow. This is usually a build-up in older, galvanized, household plumbing.

City of Florence 2008 Water Quality Report

Letter From the Director

Our mission is to provide you with safe, reliable, cost-effective water and outstanding customer service in an environmentally sensitive manner. This report describes the ways we fulfill our mission and demonstrates our commitment to our customers.

The City of Florence's quest for excellence was rewarded this past April when the City received an Excellence in Communications Award from the Pacific NW Section (PNWS) of the American Water Works Association (AWWA) for our 2007 Water Quality Report. Florence was recognized for producing an effective and informative report that reflected a commitment to informing consumers about their drinking water. The PNWS AWWA includes water systems from Oregon, Washington and Idaho.

During 2008, the City of Florence Water Division saw some changes. In July 2008, the City began assessing each customer \$1 per month to go towards a well rehabilitation program. This new fee has provided the necessary funds which enabled the City to rehabilitate well #7 and most recently wells #2 and #3. Without this new fee the City would not be able to meet our summer water supply needs.

At the end of 2008, Rick Aitken, our Water Treatment Plant Supervisor, retired after 21 years of service to the community. Through his efforts and embracement of innovation, the City is well situated in providing high quality water to the community now and in the future.

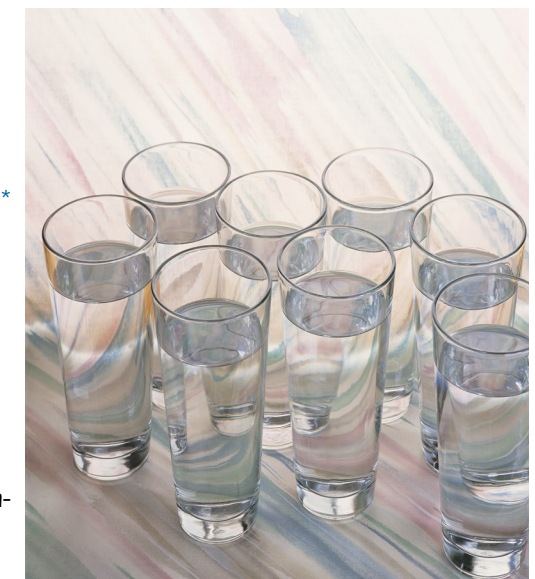
As a water supplier, the City of Florence is required to provide an annual Consumer Confidence Report (also known as the Water Quality Report) which informs our customers of the location of our water sources, the program implemented to maintain the quality of the water, and the water analyses undertaken to ensure that the water delivered to you our customers is safe and of the highest quality. This report provides you with water quality data for the calendar year starting from January 1, 2008 to December 31, 2008.

Water is one of the earth's most precious resources. The City is committed to providing outreach programs to spread the message regarding the value of water and ways to conserve it. Beginning in August 2009, the City will be implementing monthly utility billing. By doing so, the City will provide you our valued customers with timely information. I invite you to read this report and welcome comments. If you have any questions regarding water quality, please call us at 997-4106.

Sincerely,

Mike Miller
Public Works Director

The City of Florence is proud of the high quality of our water supply, which meets or exceeds all state and federal water quality requirements. If you have any questions regarding your water quality or about information presented in this report, please call us at the Water Treatment Plant (541)997-7370 or the Public Works Department (541)997-4106 or visit our website at www.ci.florence.or.us. This report contains important information about your community's water system. Have it translated or speak to a friend that understands it well. Este informe contiene informacion muy importante. Traduscalo o hable con un amigo quien lo entienda bien.



Issued June 2009

Did You Know.....

In 2008, the City of Florence supplied water to approximately 9,410 consumers within the city's water service area. The water these customers received came from 12 dunal wells located just north of the City's water treatment plant at 2450 Willow Street. The well field is city owned and consists of approximately 80 acres of carefully managed land as recommended in the City's well head protection plan.



The water from the 12 wells is treated using a biological iron removal process. This process eliminates the need for chemical removal of iron and replaces the chemicals with an aeration procedure. This aeration procedure has been used extensively in Europe but is relatively new in the United States. We are fortunate to use this environmentally friendly approach in treating our drinking water supply.

After the water is treated, it is stored at our two 2.0 million gallon tanks located off of 35th St between Highway 101 and Rhododendron Drive and the 500,000 gallon reservoir at 31st Street off of Munsel Lake Road. Our total water storage is 4.5 million gallons. Ultimately, the water may travel through many miles of the City's water lines before it reaches your home.

For more information, or to arrange a tour of the facility, please contact Matt Burdett at the Water Treatment Plant, phone (541) 997-7370.

Lead in Drinking 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. The City of Florence 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 drinking 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 Website at <http://www.epa.gov/safewater/lead>.

Water Quality Testing

Ongoing water quality testing continues to be one of the highest priorities for the City's drinking water program in its commitment to provide premium and safe drinking water to residents. The City collects nine microbiological samples per month in addition to samples required by the Oregon Health Department and the Environmental Protection Agency to ensure that the city's drinking water meets state and federal standards.

A wide range of water quality data is reported by the City of Florence to the Oregon Department of Human Services. Florence's test results and water system information can be found on the Oregon Department of Human Services Web site at www.oregon.gov/dhs/ph/dwp/index.shtml.

Drinking Water Fluoridation

The City of Florence has been adding fluoride to its water service since the early 1960's. The purpose of fluoridating the City's drinking water is to improve dental health for consumers of Florence water. According to the U. S. Center for Disease Control (CDC) and the U.S. Department of Health and Human Services, widespread use of fluoride has been a major factor in the decline in the prevalence and severity of tooth decay in the United States. When used appropriately, fluoride is both safe and effective in preventing tooth decay.¹

¹ MMWR published by the Epidemiology Program Office, CDC and U.S. Department of Health and Human Services

Our Test Findings

The City of Florence routinely checks, as required by the EPA, 42 Volatile Organic Compounds, 42 Synthetic Organic Chemicals and 16 Inorganic Chemicals. The City also takes nine Bacterial Samples at multiple locations throughout the City every month. The charts below show the results of our most recent testing. In addition, the City tested 24 homes in representative areas throughout the City for lead and copper. We are pleased to report that none of the homes exceeded the Action Levels as determined by the EPA. For those citizens concerned about sodium levels, currently the sodium level in our water is 32.1 mg/L.

Drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling EPA's Safe Drinking Water Hotline (1-800-426-4791).

Inorganics and Bacteria						
Parameter	Units	Goal MCLG	Allowed MCL	Detected in the City's Water	Complies with State	Major Sources
Fluoride	ppm	4	4	1.0	Yes	Water additive which promotes strong teeth; erosion of natural deposits
Nitrate	ppm	10	10	0	Yes	Erosion of natural deposits
Nitrite	ppm	1	1	0	Yes	Erosion of natural deposits
Total Coliform	No	0	0	0	Yes	Naturally present in the environment
By-Products of Drinking Water Chlorination						
Total Trihalomethanes	ppm	0	.080	.0271	Yes	By-product of Chlorination
Lead and Copper Sampling						
Parameter	Units	Goal MCLG	Allowed MCL—or Action Level	90th Percentile	Complies with State	Major Sources
Copper	ppm	1.3	1.3	ND	Yes	Corrosion of household plumbing
Lead	ppb	0	15.0	ND	Yes	Corrosion of household plumbing

* Based on 90% of homes tested being at or lower than the reporting limit. For lead and copper, a water supply is in compliance with the drinking water standards if 90% of the samples are less than or equal to the Action Level.

Definitions

ND: None Detected

Action Level: the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which 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.

Parts per Million (ppm) and Parts per Billion (ppb): with increasing technology, contaminants can be detected in extremely small quantities. A part per million (ppm) means that one part of a particular contaminant is present for every million (1,000,000) parts of water. Similarly, parts per billion (ppb) indicate the amount of a contaminant per billion (1,000,000,000) parts of water.