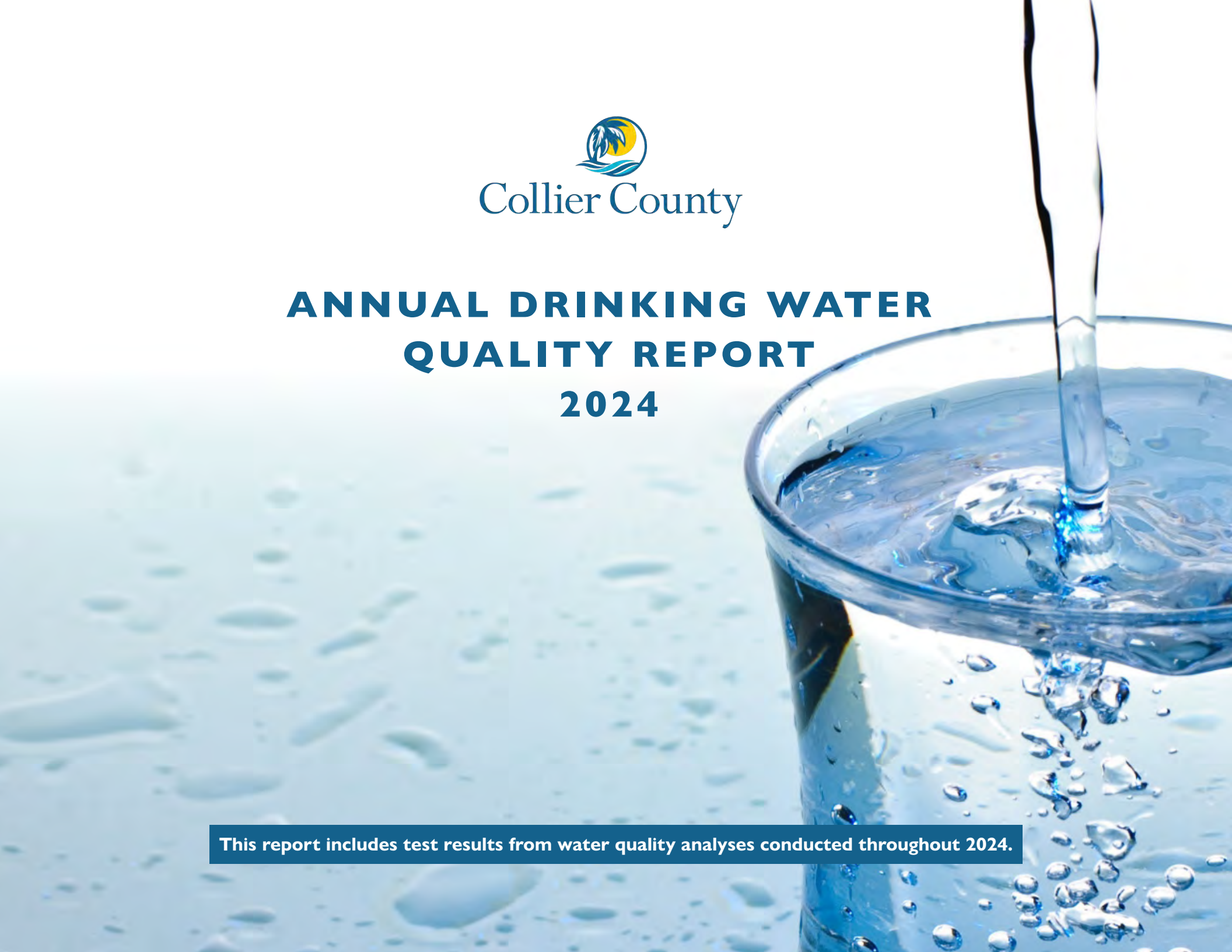
Collier County

ANNUAL DRINKING WATER QUALITY REPORT 2024



This report includes test results from water quality analyses conducted throughout 2024.

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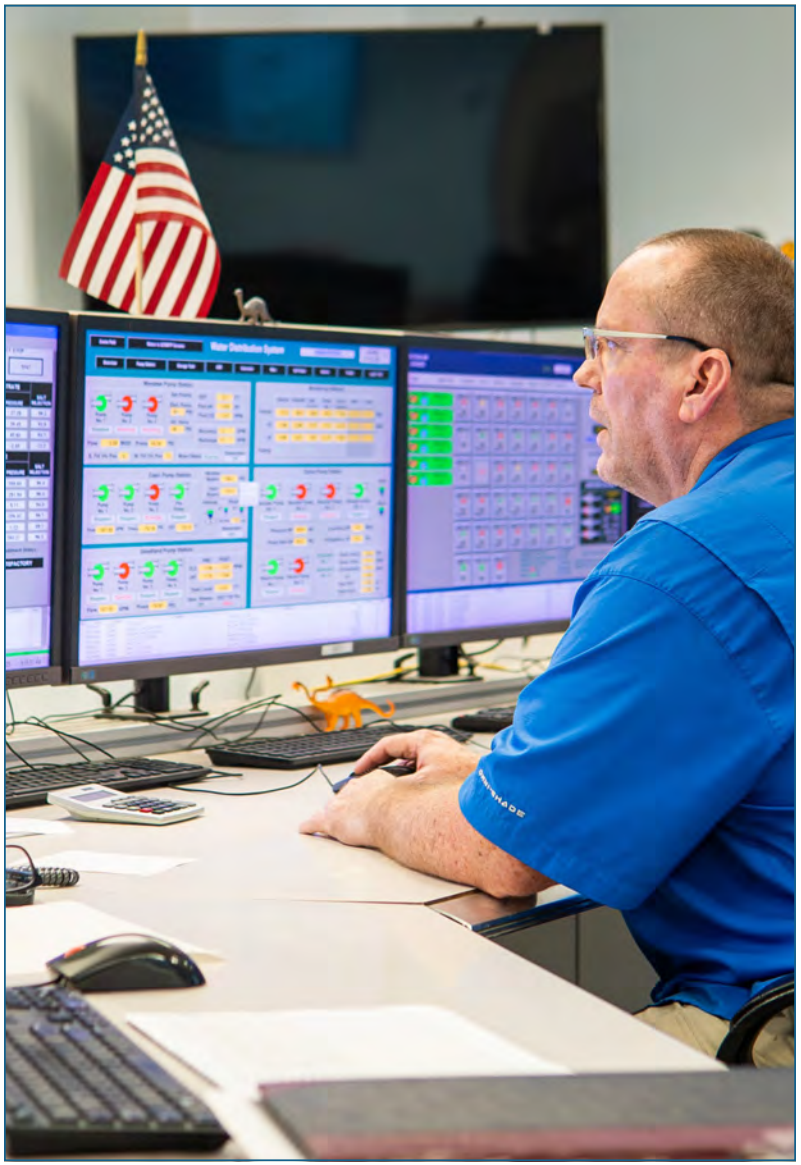
DRINKING WATER QUALITY REPORT CARD

Your drinking water comes from aquifers deep beneath the surface. The water is treated with chloramines for disinfection purposes and a corrosion inhibitor to prevent corrosion of pipes. Fluoridation was discontinued on February 13, 2024, at the direction of the Collier County Board of County Commissioners, the governing body of the Collier County Water Sewer District. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1 to December 31, 2024. Data obtained before January 1, 2024, and presented in this report are from the most recent testing done in accordance with the laws, rules and regulations.

POTENTIAL CONTAMINANTS	WHY WE TEST FOR IT	LIKELY SOURCE	YOUR WATER SOURCE	
Microbes Microscopic organisms such as coliform bacteria, giardia and cryptosporidium	Can make people sick after drinking several glasses	Naturally present in the environment or from animals or human activity	Meets state and federal water quality requirements	✓
Lead and copper	High levels can cause health issues over an extended period of time	Corrosion of indoor plumbing	Meets state and federal water quality requirements	✓
Disinfection Byproducts Byproducts of the process of disinfecting drinking water – trihalomethanes and haloacetic acids	High levels can cause health issues over an extended period of time	Water disinfection process	Meets state and federal water quality requirements	✓
PFAS	Synthetic organic chemicals that are resistant to heat, water, and oil	Widely used in consumer and industrial products	Meets state and federal water quality requirements	✓

ABOUT YOUR WATER

The Collier County Water Sewer District delivers potable water to the 86,947 connections and approximately 228,000 individuals in unincorporated Collier County. The utility recognizes the critical role water plays in daily life, health, and community prosperity. With this responsibility in mind, it remains commited to maintaining the highest standards of water treatment and distribution. In response to the expanding population and planned developments in the eastern region of the county, the utility is proactively enhancing infrastructure. These ongoing efforts ensure a sustainable, reliable and safe water supply for the community, now and in the future.



HARDNESS OF YOUR WATER

General guidelines for classification of the hardness of water are: 0 to 60 milligrams per liter (mg/L) of hardness is classified as soft water; 61 to 120 mg/L as moderately hard water; 121 to 180 mg/L as hard water; and more than 180 mg/L as very hard water. The range of hardness of water delivered by the Collier County Water Sewer District in 2024 was 42 to 94 mg/L, or 2.4 to 5.5 grains per gallon, with an average hardness of 67 mg/L.

THE SOURCE OF YOUR DRINKING WATER

Our water supply is sourced from aquifers, underground geological formations that store fresh water. These aquifers act as natural filters, purifying the water as it moves through layers of rock and sand. The result is water of consistently high quality, meeting rigorous safety and purity standards set by regulatory agencies. Customers can rest assured that the water provided by the County is thoroughly tested and monitored to ensure its safety and taste. With a commitment to excellence in water management, the Collier County Water Sewer District delivers a reliable and dependable water supply that meets the needs of our community.

The District's water system pumps ground-water from three wellfields located in Eastern part of the County. The North Hawthorn Wellfield has 22 wells that provide water to the North County Regional Water Treatment Plant. The South Hawthorn Wellfield has 41 wells that provide water to the South County Regional Water Treatment Plant. The Golden Gate Tamiami Wellfield has 39 wells that provide water to the treatment plants.

There are two regional water treatment plants, the North County Regional Water Treatment Plant and the South County Regional Water Treatment Plant.

The North Plant has 12 million gallons per day (MGD) treatment capacity using nanofiltration treatment process and 8 MGD treatment capacity using reverse osmosis treatment process. The South Plant has 12 MGD treatment capacity using lime softening and 20 MGD treatment capacity using reverse osmosis. The water is treated with chloramines for disinfection purposes and a corrosion inhibitor is added to prevent corrosion of pipes. Water flouridation was discontinued on February 13, 2024 at the direction of the Collier County Board of County Commissioners, the governing body of the Collier County Water Sewer District.

The Florida Department of Environmental Protection (FDEP) performed a Source Water Assessment on the system in 2024. This assessment was conducted to provide information about any potential sources of contamination in the vicinity of the wells. There are 35 potential sources of contamination identified for this system with low to moderate susceptibility levels. Potential sources of contamination identified included underground petroleum storage tanks and injection wells. The assessment results are available on the DEP Source Water Assessment and Protection Program website at prodapps.dep.state.fl.us/swapp.

UNDERSTANDING THE TERMS USED IN THE WATER QUALITY TABLE

STATE AND FEDERAL REGULATIONS – LEVELS OF CONTAMINANTS

This report shows the results of our monitoring for the period of January 1 to December 31, 2024. Federal and state regulations allow us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, may be more than one year old. The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. **Those contaminants listed in the tables are the only contaminants detected in your drinking water.**

TO HELP YOU BETTER UNDERSTAND THE TERMS AND ABBREVIATIONS, WE'VE PROVIDED THE FOLLOWING DEFINITIONS:

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.

Action Level (AL): The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

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

Initial Distribution System Evaluation (IDSE): An important part of the Stage 2 Disinfection Byproducts Rule (DBPR). The IDSE is a one-time study conducted by water systems to identify distribution system locations with high concentrations of trihalomethanes (THMs) and haloacetic acids (HAAs). Water systems will use results from the IDSE, in conjunction with their Stage 1 DBPR compliance monitoring data, to select compliance monitoring locations for the Stage 2 DBPR.

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.

Picocurie per liter (pCi/L): Measure of the radioactivity in water.

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.

MGD: Million gallons per day.

Contaminant: Any physical, chemical, biological or radiological substance in the water.

Violation: Violations occur when detected limits are greater than Maximum Contaminant Levels or Action Levels set by the EPA.

UCMR: Unregulated contaminants monitoring rule.

90th Percentile: The analytical result that is greater than or equal to 90% of the results.

DRINKING WATER QUALITY DATA

INORGANIC CHEMICALS

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
Fluoride (ppm)	3/23	N	0.23	NA	4	4	Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at optimum level of 0.7 ppm
Nitrate (as Nitrogen) (ppm)	4/24	N	0.11	ND – 0.11	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	3/23	N	57.8	45.6 – 57.8	N/A	160	Salt water intrusion, leaching from soil
Barium (ppm)	3/23	N	0.0033	ND – 0.0033	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits

STAGE 1 DISINFECTANTS AND DISINFECTION BY-PRODUCTS

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chloramines (ppm)	Monthly 2024	N	3.4	1.6 - 4.1	MRDLG = 4	MRDL = 4	Water additive used to control microbes

STAGE 2 DISINFECTANTS AND DISINFECTION BY-PRODUCTS

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Haloacetic Acids (HAA5) (ppb)	Quarterly 2024	N	29.5	17.7 - 34.6	NA	60	By-product of drinking water disinfection
Total trihalomethanes (TTHM) (ppb)	Quarterly 2024	N	60.4	34.1 - 75.4	NA	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	90th Percentile Result	# of sampling sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (tap water) (ppm)	8/23 – 9/23	N	0.0378	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppb)	8/23 – 9/23	N	1.2	0	0	15	Corrosion of household plumbing systems, erosion of natural deposits

UNREGULATED CONTAMINANTS AND PFAS

UNREGULATED CONTAMINANTS

In 2024, the Collier County Water Sewer District detected none of the unregulated contaminants tested during analysis. The District has been monitoring for unregulated contaminants as part of a study to help the U.S. Environmental Protection Agency to determine their occurrence in drinking water and whether these contaminants need to be regulated. At present, no health standards (such as maximum contaminant levels) have been established for unregulated contaminants.

The District is required to publish the analytical results of our unregulated contaminants monitoring in the annual water quality report. For more information on the EPA's Unregulated Contaminants Monitoring Rule, please call the Safe Drinking Water Hotline at 800-426-4791.

PFAS IN DRINKING WATER

PFAS are synthetic compounds extensively used in various products such as clothing, furniture and food packaging. PFAS compounds do not naturally occur in drinking water supplies. When products containing PFAS are used and disposed of, they have the potential to release PFAS into the environment, which can include drinking water sources. The District has not detected the presence of PFAS in the drinking water supply. The District complies with all Environmental Protection Agency regulations to ensure the safety and quality of the drinking water. More information is available at epa.gov/pfas.

UNREGULATED CONTAMINANTS

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Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	Level Detected	Range of Results
Lithium (ug/L)	10/21/2024	ND	ND – 9.0
perfluorooctanesulfonic acid (PFOS)	10/21/2024	ND	ND – 0.0039
perfluorooctanoic acid (PFOA)	10/21/2024	ND	ND – 0.0039
hexafluoropropylene oxide dimer acid (HFPO-DA) (GenX chemicals)	10/21/2024	ND	ND – 0.0049
perfluorohexanesulfonic acid (PFHxS)	10/21/2024	ND	ND – 0.0029
perfluorononanoic acid (PFNA))	10/21/2024	ND	ND – 0.0039
perfluorobutanesulfonic acid (PFBS)	10/21/2024	ND	ND – 0.0029
perfluorobutanoic acid (PFBA)	10/21/2024	ND	ND – 0.0049
perfluorohexanoic acid (PFHxA)	10/21/2024	ND	ND – 0.0029
perfluorodecanoic acid (PFDA)	10/21/2024	ND	ND – 0.0029
11-chloroeicosafluoro-3-oxaundecane-1-sulfonic acid (11Cl-PF3OUdS)	10/21/2024	ND	ND – 0.0049
1H, 1H, 2H, 2H-perfluorodecane sulfonic acid (8:2 FTS)	10/21/2024	ND	ND – 0.0049
H, 1H, 2H, 2H-perfluorohexane sulfonic acid (4:2 FTS)	10/21/2024	ND	ND – 0.0029
1H, 1H, 2H, 2H-perfluorooctane sulfonic acid (6:2 FTS)	10/21/2024	ND	ND – 0.0049
4,8-dioxa-3H-perfluorononanoic acid (ADONA)	10/21/2024	ND	ND – 0.0029

UNREGULATED CONTAMINANTS

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	Level Detected	Range of Results
-chlorohexadecafluoro-3-oxanone-1-sulfonic acid (9ClPF3ONS)	10/21/2024	ND	ND – 0.0020
nonafluoro-3,6-dioxaheptanoic acid (NFDHA)	10/21/2024	ND	ND – 0.0049
perfluoro (2-ethoxyethane) sulfonic acid (PFEESA)	10/21/2024	ND	ND – 0.0029
perfluoro-3-methoxypropanoic acid (PFMPA)	10/21/2024	ND	ND – 0.0029
perfluoro-4-methoxybutanoic acid (PFMBA)	10/21/2024	ND	ND – 0.0029
perfluorododecanoic acid (PFDoA)	10/21/2024	ND	ND – 0.0029
perfluoroheptanesulfonic acid (PFHpS)	10/21/2024	ND	ND – 0.0029
perfluoroheptanoic acid (PFHpA)	10/21/2024	ND	ND – 0.0029
perfluoropentanesulfonic acid (PFPeS)	10/21/2024	ND	ND – 0.0039
perfluoropentanoic acid (PFPeA)	10/21/2024	ND	ND – 0.0029
perfluoroundecanoic acid (PFUnA)	10/21/2024	ND	ND – 0.0020
n-ethyl perfluorooctanesulfonamidoacetic acid (NEtFOSAA)	10/21/2024	ND	ND – 0.0051
n-methyl perfluorooctanesulfonamidoacetic acid (NMeFOSAA)	10/21/2024	ND	ND – 0.0061
perfluorotetradecanoic acid (PFTA)	10/21/2024	ND	ND – 9.0
perfluorotridecanoic acid (PFTrDA)	10/21/2024	ND	ND – 0.0071

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

TESTING YOUR DRINKING WATER

The Collier County Water Sewer District has an extensive and continuous testing program to routinely monitor for contaminants in drinking water in accordance with federal and state laws, rules and regulations. In 2024, there were 67,675 laboratory tests conducted to ensure that the water was the highest quality and met all standards set by the United States Environmental Protection Agency (EPA) and the Florida Department of Environmental Protection (FDEP).

The sources of drinking water (for 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:

(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 byproducts 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 tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. 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 EPA's Safe Drinking Water Hotline at 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 microbiological contaminants are available from the Safe Drinking Water Hotline at 800-426-4791.

LEAD AND COPPER PROGRAM

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 Collier County Water Sewer District is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When water has been sitting for several hours, minimize the potential for lead exposure by flushing the tap for 30 seconds to 2 minutes before using water for drinking or cooking. If concerned about lead in the water, have the water tested. Information on lead in drinking water, testing methods, and steps to take to minimize exposure is available from the Safe Drinking Water Hotline 800-426-4791 or at epa.gov/safewater/lead. The District routinely samples the water for lead. More information is available at colliercountyfl.gov/lead.

As part of the lead and copper monitoring, the District conducted water sampling and an inventory of the water service lines. The District provided the inventory of service lines to the EPA as required under the Lead and Copper Rule Improvements. There are currently no identified lead lines in the District's service area. Visit colliercountyfl.gov/servicemap to learn more about the water service lines.

CONSERVE WATER LOVE COLLIER

CONSERVE COLLIER

Water conservation is something everyone can participate in. Small steps can make big improvements in the amount of water we use. And it pays off for the environment and for your wallet. Conserving 10% of the water used can save the average customer $125 a year.

One of the easiest ways to conserve water is to make sure irrigation sprinklers are programmed to run on the required schedule. Houses with even-numbered addresses, may irrigate lawns on Tuesday, Thursday and Sunday before 10 a.m. or after 4 p.m. Odd-numbered houses may run the sprinklers on Monday, Wednesday and Saturday before 10 a.m. or after 4 p.m. There is no irrigation allowed on Fridays or between 10 a.m. and 4 p.m. Remember, during the somewhat cooler winter months, the lawn does not need as much water as during the summer. Taking these steps to minimize irrigation really makes a difference in conserving the water supply.

Visit the award-winning water conservation website

conservewaterlovecollier.com

and try out the water conservation calculator. While there, be sure to take the quick question survey.

In 2024, the Collier County Water District's Conserve Water Love Collier program was recognized by the Florida Section of the American Water Works Association for excellence in water conservation.

NOTIFYNOW

NotifyNow is the new customer notification service that keeps customers updated with important information about their water service.

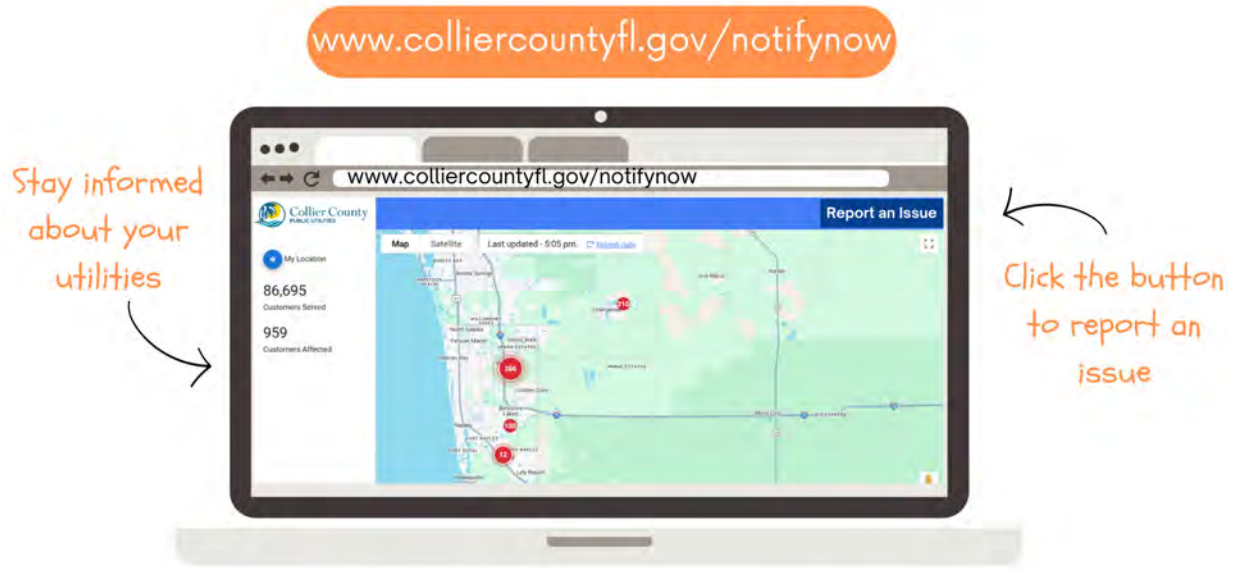
Whether it's scheduled maintenance or an unexpected water service interruption, NotifyNow will send notifications directly to a cell phone or email. Customers receive timely updates about any changes, including when a boil water notice is in place and when it has been rescinded.

NotifyNow makes it easier to report any issues with water service right from the website or from the cell phone number associated with the customer's account by texting "OUT" to 239-252-6245. Customers can also report a water issue by calling the Water Division at 239-252-6245. For issues with a billing account, call Utility Billing and Customer Service at 239-252-2380. No matter what method is used, issues will be addressed promptly.

All customers are automatically enrolled in NotifyNow, so they don't need to do anything to start receiving updates. It's essential to make sure that the cell phone number and email address on the utility account are correct. Updates can be made at colliercountyfl.gov/utilitybilling. Customers may opt out of receiving NotifyNow text or email messages at any time.

NotifyNow is a vital resource that strengthens the connection between the Collier County Water Sewer District and the community, ensuring better service and customer care.

Visit colliercountyfl.gov/notifynow for more details.



CROSS CONNECTION PROGRAM

Backflow prevention devices are not the most beautiful item in the yard, but they serve an important purpose. These devices must be maintained annually and occasionally require maintenance. That is why landscaping choices must take into consideration access by repair crews.

Landscaping around a backflow preventer requires a clearance of at least 2.5 feet all around the device. This allows maintenance crews the space they need to test and repair the device. To keep the required clearance, the Collier County Water Sewer District recommends using small plants and ornamental grasses. These provide visual coverage without crowding the space. Plant shrubs an additional two feet beyond the clearance area to allow for growth. Be sure to trim the plants regularly and consider using decorative rocks or mulch around the device to mark the clearance area. Keep the space free of overgrown plants and other barriers that could make it difficult for crews to reach the device.

CROSS CONNECTION CONTROL

Any connection between the potable (drinking) water supply and any other source of water has the potential to contaminate the drinking water supply and is illegal in any form, permanent or temporary. Some common things we do around the house and yard can create a cross connection. For instance, without the proper vacuum breaker installed, leaving a garden hose submerged in a swimming pool is a cross connection. Attaching a pesticide or weed killer mixing sprayer to the end of a hose has the potential to contaminate the drinking water. Connecting an irrigation system to both irrigation quality (reclaimed) water and the drinking water system is a cross connection that is not only dangerous, but also illegal. Only a licensed plumber should make changes to the plumbing on any property, or in any structure where any other source of water exists.

To prevent the possibility of backflow, Collier County adopted the "Collier County Cross-Connection Control and Backflow Prevention Ordinance" (Ordinance 2008-32). This ordinance requires the installation of backflow prevention assemblies as part of any water service connection. The District maintains a Cross-Connection Control and Backflow Prevention Section to install, maintain, repair and annually test backflow prevention assemblies. Please contact the Water Division for any necessary maintenance on the device.

RESOURCES

This is a publication of the Collier County Water Sewer District PWS 5114069.

For general questions concerning a water service account, service requests and billing inquiries, call Utility Billing and Customer Service at 239-252-2380.

For a water emergency or to report a leak, call the Water Division at 239-252-6245.
This phone line is attended 24 hours a day, 365 days per year.
PLEASE do not contact 911 for a water leak.

To check on the status of water service interruptions and precautionary boil water notices, visit **colliercountyfl.gov/notifynow**.

OTHER SOURCES OF INFORMATION

Florida Department of Environmental Protection: floridadep.gov

U. S. Environmental Protection Agency
Safe Drinking Water Hotline: 800-426-4791
Office of Water: epa.gov/OW

The American Water Works Association: awwa.org