

Calendar Year 2022

Annual Consumer Confidence Report



Our Continuing Commitment to You

We pledge to continue providing high-quality drinking water to your tap daily in a manner that is environmentally sensitive, cost-conscious, and that anticipates future community needs by taking advantage of new processes and technology.

About this Report

Hillsborough County's annual Water Quality Report provides our customers important information about the high-quality water and value-focused services we provide.

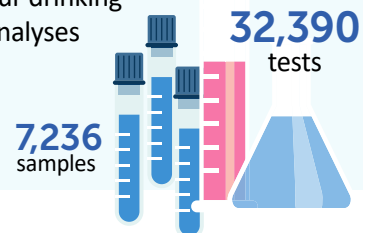
Hershel Heights | **Public Water System 6292081**



Hillsborough County Florida
Water Resources

This report shows your water supply is carefully managed, and your tap water meets or exceeds all health-based standards established by the U.S. EPA and the State of Florida for safe drinking water.

In 2022, our team collected approximately 7,236 water samples, performed 32,390 tests on our drinking water, and continues to do analyses beyond those presented in this report to monitor and optimize water quality.



Have Additional Questions About...

We encourage customers to pursue additional information about their drinking water, and we are here to answer any questions you may have.

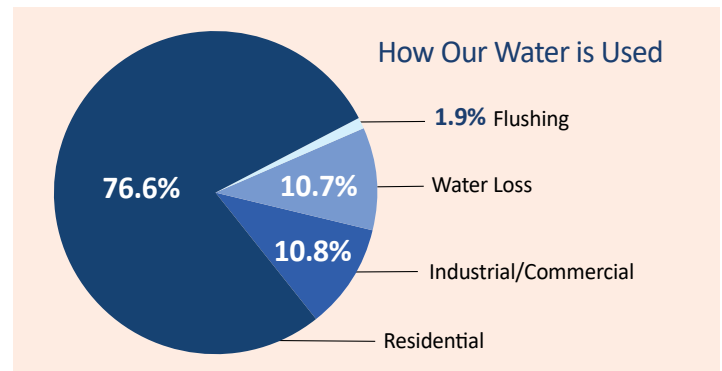
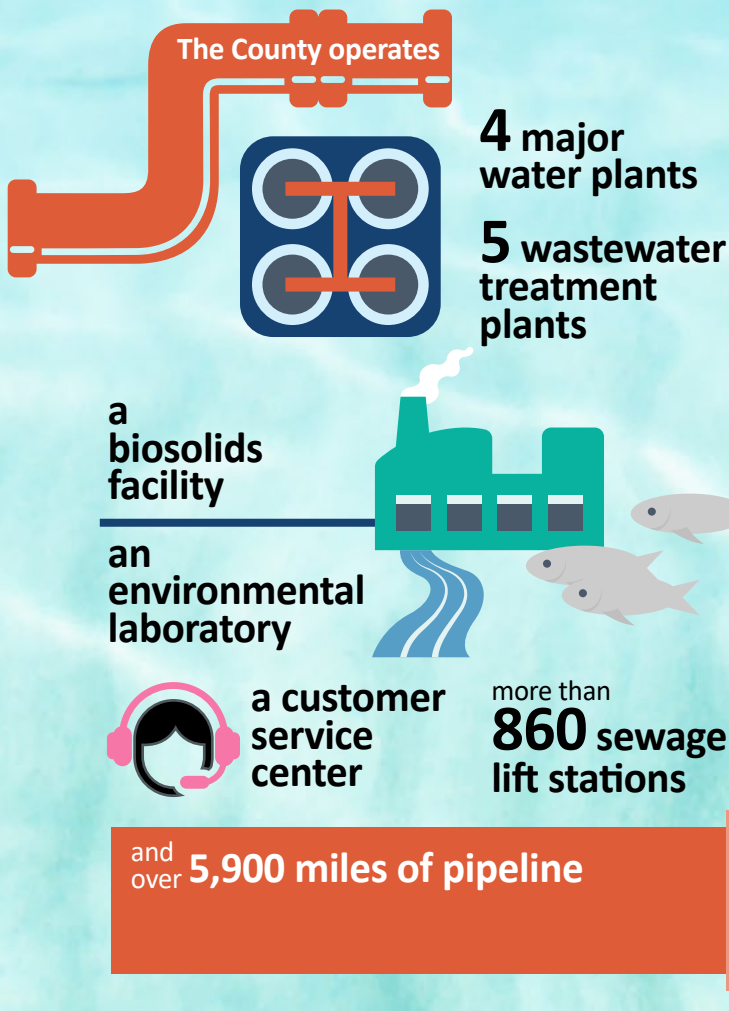
- 💧 **This Water Quality Report:** call (813) 663-3251
- 💧 **Water Quality:** call the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791
- 💧 **Local Drinking Water Quality:** call (813) 264-3835
- 💧 Este reporte contiene informacion importante sobre su agua potable. Para asistencia en entender esta informacion en espanol, por favor llame (813) 272-5977.

Participate in Decisions Concerning Your Drinking Water

Water, wastewater, and reclaimed water services are provided through the Water Resources Department and Environmental Services Division under the County Administrator's organization. We encourage public interest and participation in the decision-making processes affecting water issues. County government's legislative branch is the Board of County Commissioners (BOCC).

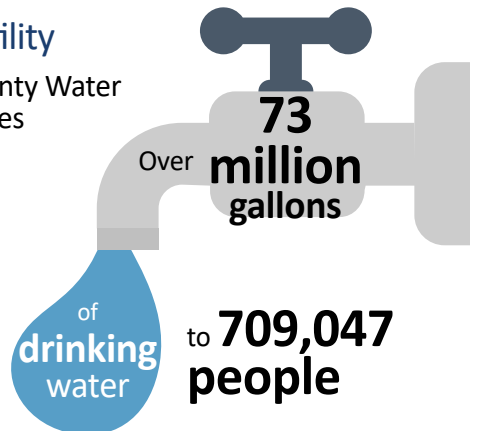
The BOCC conducts meetings on budgetary and other financial matters, approves contracts, and considers ordinances that create or amend local laws, including those affecting the Water Resources customer rates and fees. The BOCC generally holds its regular meeting on the first and third Wednesday of each month at 9 a.m. at the Frederick B. Karl County Center, 601 E. Kennedy Blvd. in downtown Tampa. Links to agendas can be found at HCFLGov.net/BOCC.

The meetings are televised live on Hillsborough County Television (HTV), Channel 637 on Spectrum, Channel 22 on Frontier, and through live streaming on the County's website. Comments can also be submitted through the County's website at HCFLGov.net/AtYourService.



Your Water Utility

Hillsborough County Water Resources provides



In addition, **34 million gallons** of reclaimed water delivered to

28,155 residential and commercial customers each day

Contact Information

Hillsborough County Water Resources

925 E Twiggs St.
Tampa, FL 33602
(813) 272-5977

South-Central Customer Service Center
332 N. Falkenburg Road

Customer Service
(813) 272-6680

After-Hour Water Resources Emergencies
(813) 744-5600

Water Quality Hotline
(813) 264-3835
Water Restrictions
(813) 275-7094

Water Conservation
(813) 663-3295

Online at
HCFLGov.net/Water

Letter from the Director

Hillsborough County Water Resources is proud to report that, once again in 2022, the high-quality drinking water we provide to our Hillsborough County customers has met U.S. Environmental Protection Agency (EPA) and State of Florida health-based standards.

Each year, we publish the Consumer Confidence Report (CCR) to provide our customers with important information about the drinking water we produce and deliver.

The CCR is an annual report EPA requires all public water systems to issue and is designed to provide customers with information on the quality of their drinking water. The CCR provides details about the source of your drinking water and holds us accountable for performing routine tests for various chemicals and potential



contaminants to ensure the health and welfare of our community. In this report, you'll find our 2022 water quality testing results, background on local water resources, and information about our continued investment into local water infrastructure.

At Hillsborough County Water Resources, we work hard to maintain the highest quality drinking water for our customers and are committed to customer satisfaction. Meeting health and safety requirements is, and has always been, our top priority. We recognize that quality drinking water is not only a basic need, but essential to the wellbeing of our community. The department remains committed to continue improvements to our production and delivery systems to ensure that customers have quality water for years to come.

This year, Water Resources continued investing in infrastructure that delivers your water. We've replaced old pipelines, increased system pumping and storage capacities, installed additional water quality monitoring capabilities, and enhanced the certified environmental laboratory that provides state of-the-art testing for every water quality analysis performed.

As Hillsborough County Water Resources looks to 2023, we continue to ask customers to partner with us by following water conservation practices to help us preserve our precious water resources.

I am proud to share this report with you, as well as some of the initiatives that help keep our drinking water world-class, and to encourage you to continue drinking healthy and affordable Hillsborough County tap water.

Sincerely,

Lisa R. Rhea, PE
Director, Hillsborough County Water Resources



Where Does My Water Come From?

Hillsborough County's Hershel Heights system is a consecutive system to City of Tampa, which means that Hershel Heights customers receive water that is purchased from the City of Tampa. The Hillsborough River is the City of Tampa's primary drinking water source. When the river supply cannot meet City of Tampa demand during dry periods, up to 1 billion gallons of finished water stored underground in Aquifer Storage and Recovery (ASR) augments the supply. At times, during extended or extreme dry periods, City of Tampa also buys treated regional groundwater, surface water and desalination seawater from Tampa Bay Water (TBW).



Herschel Heights

Depending on the source water, water treatment could include coagulation, settling, filtration, pH adjustment, Reverse Osmosis (RO), stabilization, ozonation, chloramination, and fluoridation.



Our Water Treatment Process

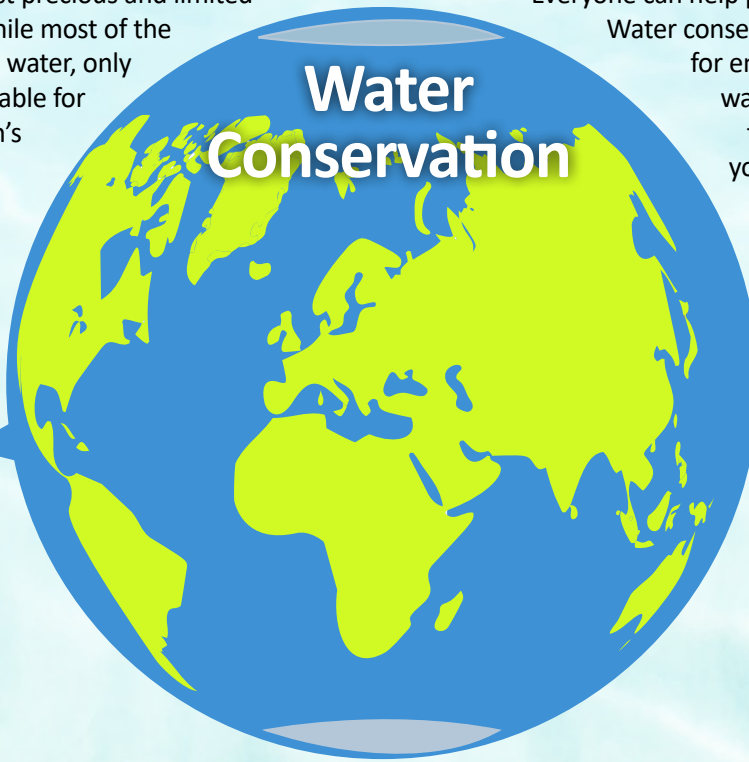
The City of Tampa and Hillsborough County have testing systems in place to ensure that water delivered to customers meets quality standards. At Hershel Heights no further treatment of the water purchased from the City of Tampa takes place prior to delivery to our customers.

Water is one of our most precious and limited natural resources. While most of the Earth's surface is covered in water, only a very small amount is available for use. About 99% of the Earth's water is in the oceans or frozen in the polar ice caps, leaving less than 1% of the resource as freshwater fit for human use.

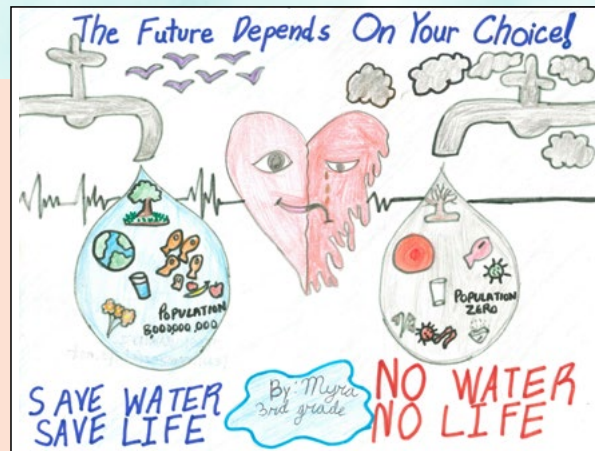
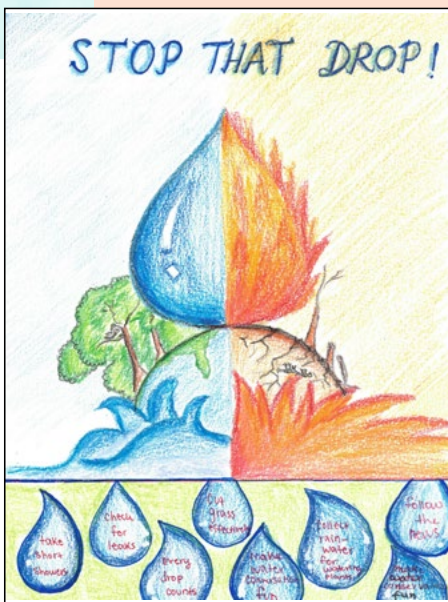
Water Conservation

Everyone can help preserve our water supply. Water conservation should not be only for emergencies - it should be a way of life. Conserving water today saves you money on your utility bills and reduces the cost of building new water and wastewater infrastructure.

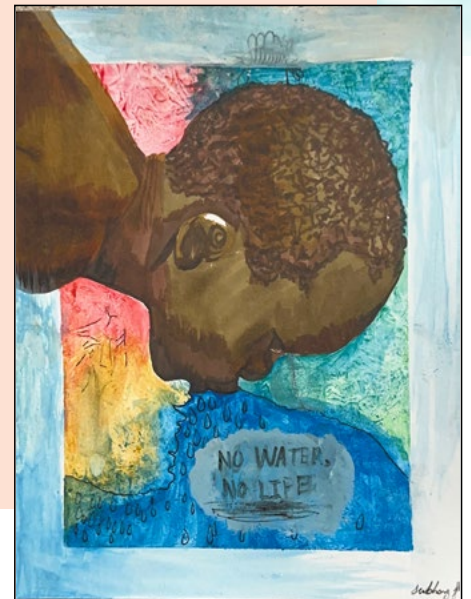
99%



1%



Hillsborough County K-12 students shared their water conservation ideas during the annual Drop Savers Poster Contest.





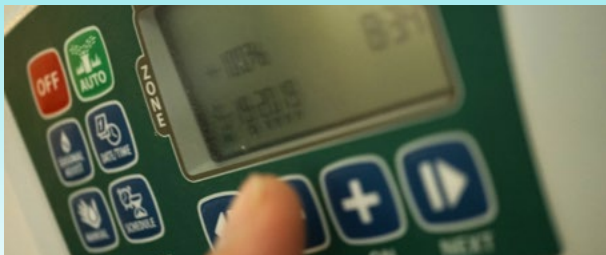
Conserving water has many benefits for the customer, the utility, and the environment. These benefits include saving money on water and sewer bills, reducing the costs of building new water and wastewater infrastructure, and preserving the environment and resources to ensure that clean water will be available for current and future generations.

Ground water resources are insufficient to fully meet future demands in large areas of the state without resulting in unacceptable environmental impacts, including saltwater

intrusion, reduction in spring flows, lowered lake levels, and loss of wetlands. Hillsborough County's 2023 projections show that the County's service area will need an additional 32 million gallons of water per day by 2050.

Hillsborough County is presently taking steps and planning actions to reduce the demand on the community's critical, high-quality drinking water supplies and to reduce reliance on ground water through conservation and the use of alternative water supplies.

Did You Know?



Any automatic irrigation system in use must include a properly installed, maintained, and operating device or system that inhibits or interrupts operation of the irrigation system during periods of sufficient moisture. Examples of such technology include a rain sensor, a soil moisture sensor, or an evapotranspiration-based controller with local weather station.

– Florida Administrative Code 40D-22.201(4)(e)



The University of Florida's Institute of Food and Agricultural Sciences (UF/IFAS) Hillsborough County Extension Office offers free on-site and telephone irrigation evaluations for residents and community and condominium associations that are high water users irrigating with metered water. Extension staff can review rain or moisture sensor and irrigation system components, and controller settings for proper set up and functionality,

They will also perform a wet-walk of the property to identify irrigation inefficiencies, such as broken heads and misdirected sprays.

Contact Paula Staples at (813) 744-5519, ext. 54142, or StaplesP@HCFLGov.net.

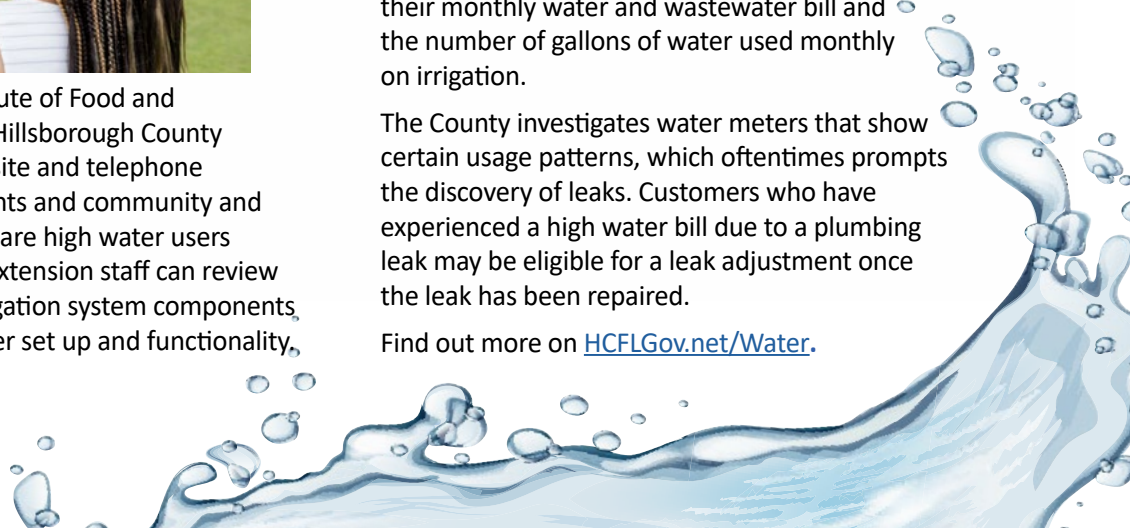


Hillsborough County uses a four-tier, water conservation increasing block rate structure for residential drinking water. Every billing cycle, each customer's price per unit of water increases as their water consumption increases, which motivates customers to conserve.

The County offers an online water bill calculator and an irrigation calculator, which customers can use to estimate their monthly water and wastewater bill and the number of gallons of water used monthly on irrigation.

The County investigates water meters that show certain usage patterns, which oftentimes prompts the discovery of leaks. Customers who have experienced a high water bill due to a plumbing leak may be eligible for a leak adjustment once the leak has been repaired.

Find out more on [HCFLGov.net/Water](https://www.hcflgov.net/Water).





Hillsborough County Code Enforcement officers uphold the County's water use restrictions ordinance. Violations to the ordinance's provisions can result in fines of up to \$500. Failure to pay or appeal assessed fines can result in additional daily fines of up to \$15,000 until the original penalty is paid.

Avoid fines by following the allowable irrigation days and hours and additional rules found on HCFLGov.net/WaterRestrictions. Call (813) 224-8993 to report a violation.



All water users of public supply potable (drinking) water, domestic well water, surface water, and reclaimed water in unincorporated Hillsborough County are subject to the water use restrictions.

Water use restrictions promote water use efficiency and long-term sustainability of water resources, reduce

wasteful irrigation practices, encourage lawn and landscape drought conditioning, and help to distribute peak customer water demands and prevent low pressure driven by irrigation.

Water use restrictions limit the use of water resources based on the water source and the type and method of its use during certain days and hours, some of which are specific to the property address and periods of time and prohibit all wasteful and unnecessary water use.



Water use restrictions prohibit all wasteful and unnecessary water use. Some prohibited activities include:

- 1) Allowing water to flow from an unattended hose, unless that water is discharged from a functional water-to-air air conditioning unit, residential reverse osmosis treatment system, or similar device;
- 2) Hosing-down a driveway or other impervious surface to remove grass clippings or other debris that can be removed with a broom or other dry methods; and
- 3) Hosing-down a building or other structure to remove cobwebs or other material that can be removed with a broom or other dry methods.

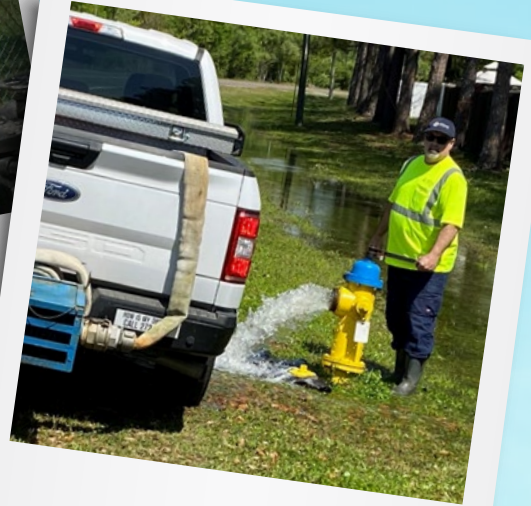
Water Conservation Resources

- ◆ [UF/IFAS Hillsborough County Extension Office Workshops](#)
- ◆ [UF/IFAS Florida-Friendly Landscaping™ Program](#)
- ◆ [UF/IFAS Florida-Friendly Landscaping™ Yard Recognition Program](#)
- ◆ [Tampa Bay Community Water Wise Awards Program](#)
- ◆ [U.S. Environmental Protection Agency \(EPA\) WaterSense Program](#)
- ◆ [Florida Water StarSM Program](#)
- ◆ [Tampa Bay Water Wise Regional Rebate Program](#)
- ◆ [Water Incentives Supporting Efficiency \(WISE\) Program](#)
- ◆ [Low-Volume Irrigation \(LVI\) Mini-Grant Program](#)



A Quality Team Providing Quality Water

Hillsborough County Water Resources employs more than 800 professionals in a wide range of rewarding careers fitting a broad range of skills. General areas include engineering, operations, organizational services, fiscal, information technology, communications, policy and education, laboratory and science, maintenance, trades, and environmental.



Recent Awards Received by Hillsborough County Water Resources

Presented by Florida Section of the American Water Works Association

- Award of Excellence for Distinguished Service- Lake Park Plant Manager- Paul Kavanagh - 2021
- Outstanding Class 'C' Water Treatment Plant – Lake Park - 2019
- Meritorious Drinking Plant Operator – Central WTP - 2018

Presented by Florida Department of Environmental Protection

- Plant Operations Excellence Award – Lake Park & Fawn Ridge 2018

Professional and Utility Memberships

- American Public Works Association (APWA)
- American Water Works Association Research Foundation (AWWARF)
- Florida Emergency Preparedness Association
- Florida Society of Environmental Analysts (FSEA)
- Florida Section American Water Works Association (AWWA)
- The NELAC Institute (TNI)
- Water Environmental Research Federation (WERF)

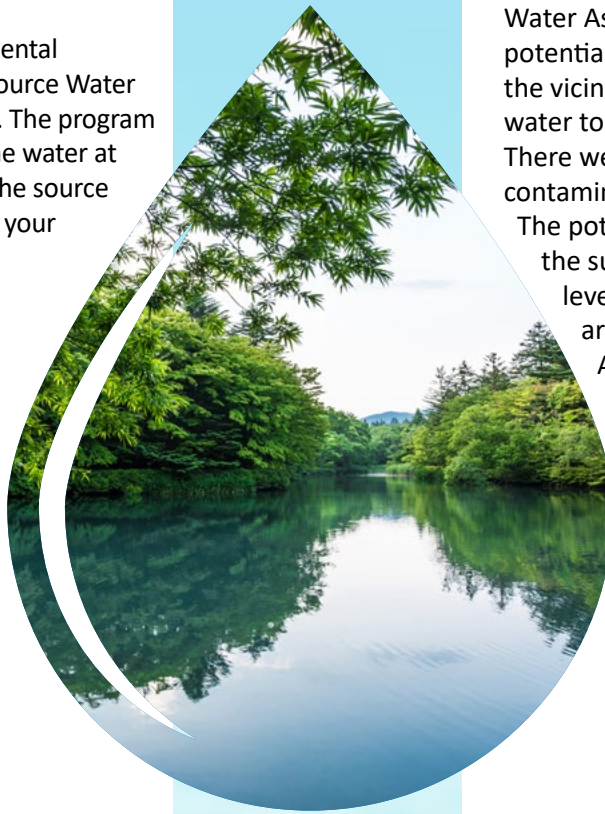
Source Water Assessment

The Florida Department of Environmental Protection (FDEP) has developed a Source Water Assessment and Protection Program. The program is meant to ensure that not only is the water at your tap safe to drink, but also that the source is protected. Specific information for your water system is discussed below.

In addition, the FDEP has developed a website for the Source Water Assessment Results for the public to obtain information on individual public water systems.

prodapps.dep.state.fl.us/swapp.

To obtain a copy of an assessment form from FDEP, or if you have questions about this program, call (850) 245-8658.



In 2022, the FDEP updated their Source Water Assessments information about potential sources of contamination in the vicinity of the well that provides water to Hillsborough County Customers. There were no potential sources of contamination identified for the system.

The potential sources of contamination, the susceptibility scores, and the levels of concern assigned by FDEP are available on the Source Water Assessment and Protection Program website at prodapps.dep.state.fl.us/swapp or by contacting Florida's drinking water program at (850) 245-2118.

About Your Water Supply

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 land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material. It can also pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as virus and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- 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.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- 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.
- 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 U.S. 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.

Home Water Treatment Systems

Compounds may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily a cause for health concerns. **For concerns with taste, odor, or color of drinking water, contact the Water Resources Water Quality Hotline at (813) 264-3835.**

Installing a water softener or filtration system is a matter of personal preference. If you choose to purchase one then do your research and remember that these systems often require routine maintenance. Neglecting to perform the maintenance on these systems can degrade the quality of your water.

At no time will a County employee ask to enter your home to test your water unless a specific problem has been reported. County employees wear official uniforms and carry County identification.



Notice About Lead Levels

The EPA requires that utility systems include information in their annual water quality reports about lead levels in drinking water. If present, elevated levels of lead can cause serious health problems, especially for pregnant woman and young children.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Hillsborough County Water Resources 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 two 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 www.EPA.gov/safewater/lead.**

Hillsborough County routinely monitors the quality of its drinking water. A water softener or filtration system might change the taste or “feel” of the water, but the water is perfectly safe to drink without these additional treatments.



Immuno-Compromised Customers

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. U.S. Environmental Protection Agency/Center for Disease Control guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the **Safe Drinking Water Hotline (800-426-4791).**

Water Quality Table

Understanding the Table

Hillsborough County routinely monitors drinking water quality parameters according to federal and state laws. The table in this report includes those analytes that were detected in our routine compliance monitoring for the period of January 1 through December 31, 2022, or the most recent testing as otherwise indicated in the table. FDEP regulations allow monitoring for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. As a result, some of the data, though representative, is more than one year old.

Terms & Definitions

In the table, 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 (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.

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.

N/A - Not Applicable

ND - Not Detected and indicates that the substance was not found by laboratory analysis.

Nephelometric Turbidity Unit (NTU) - Measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person. High turbidity can hinder the effectiveness of disinfectants.

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.

Picocuries Per Liter (pCi/L) - Measure of the radioactivity in water.

Treatment Technique (TT) - A required process intended to reduce the level of a contaminant in drinking water.

HERSHEL HEIGHTS PWS 6292081

This report includes most recent data collected for the system

Stage 1 Disinfectants and Disinfection By-Products

Disinfectant or Contaminant and Unit of Measurement	Dates of Sampling	MCL or MRDL Violation	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chloramines (ppm)	January 2022-December 2022	No	3.2	0.35-3.89	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes

Stage 2 Disinfectants and Disinfection By-Products

Contaminant and Unit of Measurement	Dates of Sampling	MCL Violation	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Haloacetic Acids (five) (HAA5)(ppb)	January 2022-December 2022	No	14.4	5.2-22.4	N/A	MCL = 60	By-product of drinking water disinfection
TTHM (Total Trihalomethanes) (ppb)	January 2022-December 2022	No	18.3	8.8-23.5	N/A	MCL = 80	By-product of drinking water disinfection

Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of Sampling	Action Level Exceeded	90th Percentile Result	Number of sampling sites exceeding the Action Level	MCLG	Action Level	Likely Source of Contamination
Copper (Tap Water) (ppm)	January 2021-December 2021	No	0.33	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (Tap Water) (ppb)	January 2021-December 2021	No	1.6	0	0	15	Corrosion of household plumbing systems; erosion of natural deposits

The following were tested by the City of Tampa

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	The Highest Single Measurement	The Lowest Monthly Percentage of Samples Meeting Regulatory Limits	MCLG	MCL	Likely Source of Contamination
Turbidity (NTU)	Jan-Dec. 2022	No	0.37	99.5%	N/A	TT	Soil runoff

The result in the lowest monthly percentage column is the lowest monthly percentage of samples reported in the Monthly Operating Report meeting the required turbidity limits.

Inorganic Contaminants

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)	May 2022	No	0.26	0.26	0	10	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Barium (ppm)	May 2022	No	0.01	0.01	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	May 2022	No	1.0	1.0	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
Nitrate (as Nitrogen) (ppm)	May 2022	No	0.4	0.4	10	10	Runoff from fertilizer use; leaching from septic tanks sewage; erosion of natural deposits
Sodium (ppm)	May 2022	No	45	45	N/A	160	Salt water intrusion; leaching from soil

Stage 1 Disinfectants and Disinfection By-Products

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
Bromate (ppb)	Monthly 2022	No	2.09	0.42-4.85	MCLG = 0	MCL = 10	By-product of drinking water disinfection

Organic Compounds

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	TT Violation Y/N	Lowest Running Annual Average, Computed Quarterly, of Monthly Removal Ratios	Range of Monthly Removal Ratios	MCLG	MCL	Likely Source of Contamination
Total organic carbon (ppm)	Weekly 2022	No	2.13	1.88-2.68	N/A	TT	Naturally present in the environment