



Annual Water Quality Report 2024

Message from Sean Twomey, President

Dear Sunshine Water Services Customers,

I am pleased to present your Annual Water Quality Report for 2024. We strive to do our part in delivering vital, safe and reliable water services that empower our communities to flourish. Included in this report are details about where your water comes from, what it contains, and how it compares to regulatory standards.

We are proud to share this report which is based on water quality testing through December 2024. We continually strive to supply water that meets and/or exceeds all federal and state water quality regulations at your tap.

Providing a safe and reliable water supply is hard work, but it is satisfying. Our team of local water experts are proudly dedicated to providing safe, reliable, and cost-effective service every day. This commitment includes acting with integrity, protecting the environment, and enhancing the local community.

Best regards,

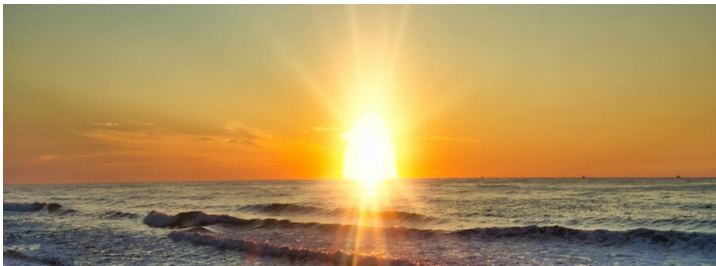


Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien. 866-842-8432 ext #8936

Visit us online at www.SunshineWater.com

Or Join us on Facebook or Twitter by

 searching @MySunshineWater. 



Source of Drinking Water

Our water is provided under wholesale agreement with the Orlando Utilities Commission (OUC). OUC's water comes from the Lower Floridan Aquifer and is chlorinated for disinfection purposes. Sodium Hydroxide is added to increase pH and thus prevent corrosion.

Source Water Assessment

In 2024, the Florida Department of Environmental Protection (FDEP) performed a Source Water Assessment on Orlando Utilities Commission's water system. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of OUC's wells. There are 76 potential sources of contamination identified for this system with a range of low to high susceptibility levels. The assessment results are available on the FDEP Source Water Assessment and Protection program website at <https://prodapps.dep.state.fl.us/swapp>.

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.

To access your utility account anytime, anywhere, please register for our customer portal & download **My Utility Account** at <https://account.myutility.us>

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

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Sunshine Water Services is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because

lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, email Sunshine Water Services at lead.lines@nexuswg.com. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

We have been working to identify service line materials throughout the water system and prepared an inventory of all service lines in our water system. Access this inventory by visiting: <https://www.myutility.us/sunshinewater/water-safety/lead-lead-service-lines>.

To review the complete lead tap sampling data, send a request by email to: lead.lines@nexuswg.com.

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.
EPA	Environmental Protection Agency.
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.
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 risk to health. 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.
Million fibers per liter (MFL)	The measure of the presence of asbestos fibers that are longer than 10 micrometers
Not applicable (N/A)	Not applicable.
Not Detected (ND)	Indicates the substance was not found by laboratory analysis.
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.

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

We routinely monitor for contaminants in your drinking water according to Federal and State laws. The tables below lists all the drinking water contaminants that were detected in the last round of sampling for each 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, 2024.** 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

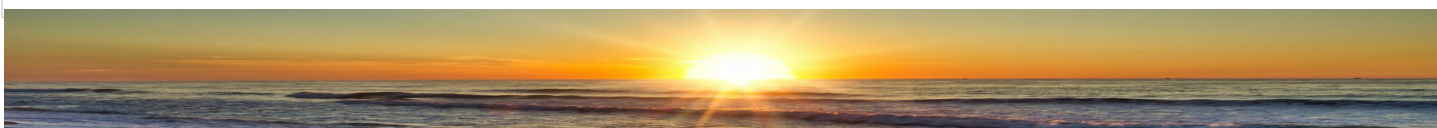
Sunshine Water Services does not currently hold regular public meetings. Should the Utility hold a public meeting, you will be notified through the mail or public notice. We want our valued customers to be informed about their water utility. **If you have any questions about this report or concerning your water utility, please contact Katie Stroud at (866) 842-8432.**

Special Note to Property and Facility Managers

If you are responsible for apartments or other multiple residential or commercial units we encourage you to distribute this report to all your tenants either by posting in a common area or by furnishing a copy to each tenant or resident. The reports are available on our website at www.SunshineWater.com. If you require additional copies, please call customer service at (866) 842-8432 and we will provide them.

Violations

In 2024, Sunshine Water Services performed all required monitoring for contaminants and did not exceed any allowable levels of these contaminants. In addition, we received **no violations** and were in compliance with applicable testing and reporting requirements.



Water Quality 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	
Radioactive Contaminants								
Alpha emitters (pCi/L) OUC	2/23	N	3.5	ND - 3.5	0	15	Erosion of natural deposits	
Radium 226 + 228 or combined radium (pCi/L) OUC	2/23	N	1.5	ND - 1.5	0	5	Erosion of natural deposits	
Inorganic Contaminants								
Barium (ppm) OUC	2/23	N	0.036	0.01 - 0.036	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	
Fluoride (ppm) OUC	2/23	N	0.89	0.56 - 0.89	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	
Nickel (ppb) OUC	2/23	N	2	ND - 2	N/A	100	Pollution from mining and refining operations. Natural occurrence in soil	
Nitrate (as Nitrogen) (ppm) OUC	1/24	N	0.09	ND - 0.09	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	
Sodium (ppm) OUC	2/23	N	12.6	7.27 - 12.6	N/A	160	Salt water intrusion, leaching from soil	
Stage 2 Disinfectants and Disinfection By-Products								
Chlorine (ppm) Crescent Heights	1/24 - 12/24	N	1.3	1.1 – 2.0	MRDLG =4	MRDL = 4.0	Water additive used to control microbes	
Haloacetic Acids (HAA5) (ppb) Crescent Heights	8/24	N	10.7	N/A	N/A	60	By-product of drinking water disinfection	
Total Trihalomethanes (TTHM) (ppb) Crescent Heights	8/24	N	25.09	N/A	N/A	80	By-product of drinking water disinfection	
Lead and Copper								
Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	AL Exceeded Y/N	90th Percentile Result	No. of sampling sites exceeding the AL	Range of Tap Sample Results	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (tap water) (ppm)	7/24	N	0.093	0	ND - 0.10	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

PFAS Testing

Sunshine Water Services continues efforts to conduct statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. On April 10, 2024, the EPA approved new sampling requirements and drinking water limits for six PFAS including PFOA, PFOS, PFNA, PFHxS, PFBS, and GenX Chemicals. We are completing PFAS sampling ahead of the 2027 initial monitoring deadline and will take appropriate action to meet new regulations as needed.

Our focus will remain, as always, on supplying our customers with quality, reliable water service.

To view PFAS results, visit our website at www.sunshinewater.com and click Water Quality Reports under Water Safety. For more information visit <https://www.epa.gov/pfas>.

