



Annual Report 2022

ST. JOHNS COUNTY
UTILITY DEPARTMENT

Mission

To serve our customers by providing safe, reliable drinking water and environmentally responsible wastewater treatment at affordable rates and with emphasis on customer service and protection of the environment.

Vision

To be the best in class Utility Department with competitive rates for customers.



World-Class Living

The Place to Live, Work, and Play

Turning on the tap does more than fill a glass with safe, clean water. It enables countless things that keep life moving. Clean water helps bathe your kids after a long day at school or playing in the yard, cook dinner, water your garden, and prevent your pets from being thirsty.

It keeps your business operating and provides a cool refreshment after mowing the lawn. When you turn on your tap, it's not just water that comes out. It's a little reassurance that our lives are better because of that clean water that comes from the tap.

At the St. Johns County Utility Department (SJCUD), providing reliable and safe service is the focus. It is not enough to ensure the

water at the tap is the best water possible. The mission is also to take the waste from the sinks, showers, and toilets and clean it to irrigate grass, shrubs, and trees that keep neighborhoods beautiful and protect the precious water source provided at the tap.

Staff work day and night to deliver clean and safe water, wastewater, and irrigation services to approximately 130,000 residents and businesses.

Providing a touch of normalcy in the flow of life and to be something that customers, families, and businesses can count on every day is a privilege.



Financial Stewardship

Fiscally Sound & Financially Stable



As shown on the regional comparison, SJCUD is very competitive compared to other water and sewer service providers at typical monthly usage levels.

Monthly Service Bill Comparisons (2021-2022)

5,000 Gallons of Water and Wastewater

	Water	Wastewater	Total
St. Johns County Main System	\$31.32	\$41.83	\$73.15
St. Johns County Ponte Vedra System	\$23.16	\$50.49	\$73.65
<i>Other Utilities</i>			
JEA	\$25.40	\$47.70	\$73.10
City of St. Augustine	\$36.63	\$49.56	\$86.19
City of Green Cove Springs	\$18.40	\$47.97	\$66.37
Nassau County	\$13.86	\$54.29	\$68.15
Volusia County (East S.A.)	\$36.38	\$47.69	\$84.07
Volusia County (West S.A.)	\$26.35	\$47.69	\$74.04
City of Edgewater	\$47.16	\$67.39	\$114.55
New Smyrna Beach Utilities Commission	\$20.15	\$40.89	\$61.04
City of Palm Coast	\$45.19	\$43.30	\$88.49
City of Daytona Beach	\$29.75	\$44.42	\$74.17
City of Jacksonville Beach	\$35.05	\$51.86	\$86.91
City of Orange Park	\$28.09	\$42.12	\$70.21
City of Atlantic Beach	\$19.28	\$41.84	\$61.12
Clay County Utility Authority	\$18.84	\$44.11	\$62.95
City of Flagler Beach	\$68.02	\$55.41	\$123.43
City of Palatka	\$35.62	\$41.09	\$76.71
Average of Other Utilities	\$31.51	\$47.96	

The St. Johns County Utility Department provides water, wastewater, and reclaimed water services customers use every day. The goal is to provide these services at the highest quality with minimal interruptions. Customers primarily interact with us when they pay their monthly bill, an automatic process for many customers. There are many different rates available for customers, including single-family and multi-family residences or varying types of commercial or industrial customers. Each customer has a unique bill that consists of several factors. The billing process begins with how rates are developed and structured to recover service costs and ends with how much water, sewer, or reclaimed services a customer used for that billing period. Most bills include a base charge to cover the fixed costs of operations and a variable component or a metered volume charge that recovers changing costs such as chemicals and power. The St. Johns County Utility Department aims to have affordable rates compared to the region while maintaining a high level of service and capital reinvestment for long-term sustainability. As shown on the regional comparison, SJCUD is very competitive to other water and sewer service providers at typical monthly usage levels.

Water Quality Report

We're pleased to present this year's Annual Water Quality Report. This report is designed to inform customers about the high-quality water and services delivered to you every day. The water is treated at eight different plants as well as purchased from Jacksonville Electric Authority (JEA) and the City of St. Augustine. The eight treatment plants are Bartram Oaks WTP, CR 214 Water Treatment Plant (WTP), Hastings Water System, Northwest Utilities WTP, Ponte Vedra System (Marsh Landing WTP and Inlet Beach WTP), and Sawgrass System (Sawgrass WTP and Plantation WTP). There are additional

agreements with JEA to provide water to the northeast portion of St. Johns County and Fruit Cove Utilities. There is also an agreement with the City of St. Augustine to purchase water for the Eagle Creek subdivision.

Water treatment plants and wastewater facilities operate 24 hours a day to provide top-quality water to every tap. We ask that all our customers help us protect water sources, which are the heart of the community, our way of life, and our children's future.

Radioactive Contaminants

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation (Y/N)	2020 Combined Level Detected	2021 Combined Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Alpha Emitters (pCi/L)		N	2.739	2.753	ND - 7.07	0	15	Erosion of natural deposits
Radium 226 + 228 or combined radium (pCi/L)		N	0.778	0.743	ND -3.3	0	5	Erosion of natural deposits

Inorganic Contaminants

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation (Y/N)	2020 Combined Level Detected	2021 Combined Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Antimony (ppb)		N	0.015	0.013	ND-0.1	6	6	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
Arsenic (ppb)		N	0.117	0.111	ND - 1.03	0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)		N	0.019	0.019	ND-0.0375	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium (ppb)		N	0.031	0.030	ND-0.1	100	100	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride (ppm)		N	0.699	0.697	ND-0.841	4	4	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)		N	0.194	0.183	ND - 1.7	0	15	Residue from man-made pollution such as auto emissions and paint; lead pipe, casing, and solder
Nickel (ppb)		N	3.525	3.247	ND - 17.8	N/A	100	Pollution from mining and refining operations. Natural occurrence in soil
Nitrate (as Nitrogen) (ppm)		N	0.170	0.168	ND - 0.28	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Nitrite (as Nitrogen) (ppm)		N	0.031	0.0298	ND-.25	1	1	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)		N	0.587	0.553	ND - 5.15	50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)		N	62.224	61.083	ND-106.4	N/A	160	Salt water intrusion, leaching from soil
Thallium (ppb)		N	0.059	0.055	ND - 0.52	0.5	2	Leaching from ore-processing sites; discharge from electronics, glass, and drug factories

The Water Quality Table shows contaminant levels for the St. Johns County Utility Department are based on a weighted average of contaminant levels and the amount of water provided by a plant or purchased from JEA or the City of St. Augustine. Each plant's contaminants may vary. Please follow the link, <http://www.sjcl.us/Utilities/Reports.aspx>, for individual plant water quality reports. You may find unfamiliar terms and abbreviations in the Water Quality Table.

To help you better understand these terms, we've provided the following definitions:

Maximum Contaminant Level or MCL: The highest level of a contaminant allowed in drinking water. MCLs are set as close to the maximum containment level goals as feasible using the best available treatment technology.

Maximum Contaminant Level Goal or MCLG: The contaminant level in drinking water below which there is no known or expected health risk. MCLGs allow for a margin of safety.

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

Maximum Residual Disinfectant Level or MRDL: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that adding a disinfectant is necessary to control microbial contaminants.

Maximum Residual Disinfectant Level Goal or MRDLG: The level of a drinking water disinfectant below which there is no known or expected health risk. MRDLGs do not reflect the benefits of disinfectants to control microbial contaminants.

Not Detected or ND: 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.

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

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

If present, elevated lead levels 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. St. Johns County Utility is responsible for providing high-quality drinking water, but cannot control the various 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 test your water. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure are available from the Safe Drinking Water Hotline or at <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water>.

In 2020, the Department of Environmental Protection performed a Source Water Assessment on our system. A review of the data indicated two potential sources of contamination near our wells, both of which have low susceptibility levels. The most recent assessment results are available on the FDEP Source Water Assessment and Protection Program website at www.dep.state.fl.us/swapp

The St. Johns County Utility Department routinely checks 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 monitoring for the period of Jan. 1 to Dec. 31, 2020. Data obtained before Jan. 1, 2020, presented in this report, is from the most recent testing done in accordance with the laws, rules, and regulations.

Stage 1 Disinfectant & Stage 2 Disinfection By-Product (D/DBP) Parameters

Disinfectant or Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL or MRDL Violation Y/N	2020 Combined Level Detected	2021 Combined Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chloramines (ppm)		N	0.753	0.731	ND - 3.66	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
Chlorine (ppm)		N	1.315	1.334	0.5 - 3.4	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
Haloacetic Acids (five) (HAA5) (ppb)		N	8.919	8.931	ND-25.46	N/A	MCL = 60	By-product of drinking water disinfection
TTM [Total trihalomethanes] (ppb)		N	44.220	44.898	ND-123.68	N/A	MCL = 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)	2020 90th Combined Percentile Result	2021 90th Combined Percentile Result	No. of sampling sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (tap water) (ppm)		N	0.092	0.088	2 of 366	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppm)		N	0.569	0.547	3 of 366	0	15	Corrosion of household plumbing systems; erosion of natural deposits

Secondary Contaminants

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation (Y/N)	2020 Combined Level Detected	2021 Combined Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Chloride (ppm)		N	34.328	32.320	9.6 - 301	N/A	250	Natural occurrence from soil leaching
Germanium (ppb)		N	0.001	0.001	ND-0.15	N/A	N/A	N/A
Iron (ppm)		N	0.001	0.001	0.034 - 0.439	N/A	0.3	Natural occurrence from soil leaching
Odor (threshold odor number)		N	0.456	0.430	ND - 4	N/A	3	Naturally occurring organics
Sulfate (ppm)		N	99.642	95.992	22.6-420	N/A	250	Natural occurrence from soil leaching
Total Dissolved Solids (ppm)		N	453.603	456.392	ND-903	N/A	500	Natural occurrence from soil leaching

Synthetic Organic Contaminants

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation (Y/N)	2020 Combined Level Detected	2021 Combined Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Di(2-ethylhexyl)phthalate (ppb)		N	0.443	0.419	ND - 4.0	0	6	Discharge from rubber and chemical factories

Drinking water sources (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. It also can pick up substances from animals or human activity.

Contaminants that may be present in source water include:

- (A) **Microbial contaminants**, such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (B) **Inorganic contaminants**, such as salts and metals, can naturally occur or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- (C) **Pesticides and herbicides** may come from various sources such as agriculture, urban stormwater runoff, and residential uses.
- (D) **Organic chemical contaminants**, including synthetic and volatile organic chemicals, are byproducts of industrial processes and petroleum production. They can also come from gas stations, urban stormwater runoff, and septic systems.
- (E) **Radioactive contaminants** can naturally occur or result from oil/gas production and mining activities.

To ensure that tap water is safe to drink, the EPA prescribes regulations that limit 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 protections for public health.

Drinking water, including bottled water, may reasonably contain at least small amounts of some contaminants. Contaminants do 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.

In our continuing efforts to maintain a safe and dependable water supply, it may be necessary to improve your water system. The costs of these improvements may be reflected in the rate structure. Rate adjustments may be necessary to address these improvements.

Thank you for allowing us to provide your family with clean, quality water this year. To maintain a safe and dependable water supply, we sometimes need to make improvements that will benefit all of our customers. These improvements may be reflected as rate structure adjustments. Thank you for understanding.

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, 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 methods to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

At the St. Johns County Utility Department, we 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.

You can access online Water Reports using the following links:

- www.sjcu.us/WaterReport/BartramOaks.pdf
- www.sjcu.us/WaterReport/Cr214.pdf
- www.sjcu.us/WaterReport/EagleCreek.pdf
- www.sjcu.us/WaterReport/FruitCove.pdf
- www.sjcu.us/WaterReport/Hastings.pdf
- www.sjcu.us/WaterReport/NorthEast.pdf
- www.sjcu.us/WaterReport/PonteVedra.pdf
- www.sjcu.us/WaterReport/Sawgrass.pdf

Economic Development & Infrastructure

*Thriving and Emerging Economic Opportunities,
Prioritizing Today and Planning for Tomorrow*

A significant responsibility of SJCUD is to ensure the proper maintenance of all the infrastructure required to deliver safe and clean drinking water, reclaim dirty water, and provide a source to irrigate the open green space and landscaping that everyone enjoys. The Capital Improvement Plan (CIP) is the tool that staff uses to develop the necessary projects for the next fifty years. The CIP

helps provide those services and includes equipment replacement projects, projects that will provide additional capacity for new customers, projects that enhance technology to lower costs, and projects that exceed the requirements of emerging environmental regulations.



Some of the major projects that SJCUD will complete in the current 10-year CIP include:

- **Construction of new water reclamation facilities** to provide additional capacity and replace aging facilities with modern high-tech facilities that exceed all environmental regulations and lower the cost of treatment.
- **Construction of a reclaimed water distribution pipe loop** to provide an alternative water source for irrigation that will protect the limited supply of high-quality water used for drinking for all customers.

Recent Capital Improvement Projects:

- **SR 207 24" Water Transmission Main** - \$10,000,000
- **Sawgrass and Players Club Reclaimed Water Main and Forcemain** - \$2,000,000
- **Northwest Water Treatment Plant Expansion to 12 MGD** - \$8,000,000
- **Anastasia Island Ultraviolet Light Disinfection** - \$2,000,000

Customer Service

Putting People First

Customer service is the most visible and tangible measure of success. No business can truly be successful without a total commitment to serving its customers at a high level. SJCUD has a state-of-the-art contact center phone system that has raised service levels, promoted customer satisfaction, and reduced costs. SJCUD consistently provides services for our customers through sophisticated technology such as the Advanced Meter Infrastructure (AMI) system that provides hourly readings of water usage. This advanced system helps SJCUD and customers detect possible leaks or excessive irrigation. SJCUD has a web-based customer portal to view water usage statistics, compare usage against temperature and rainfall, and receive custom usage alerts via email and text.

The portal is also a valuable tool to help residents and businesses conserve and ensure a better water future. We're proud to provide customers with the tools required to promote reducing water use, improving the reliability and sustainability of our water system, and minimizing cost. Customer satisfaction is a mark of distinction that makes the St. Johns County Utility Department a leading utilities provider.



The following resources are available at your fingertips to create, review, and monitor your account:

HOW TO GET IN TOUCH WITH YOUR UTILITY:

1 Call Us

Monday - Friday, 7:30 am to 4:30 pm
Phone Number: 904-209-2700, Option 4
or Toll Free at 877-837-2311

2 Pay Your Bill Online

Electronic Payments
<http://www.sjcfl.us/Utilities/Billpay.aspx>

3 Pay Your Bill by Phone

Pay by Phone, call 844-SJCUTIL
or 844-752-8845

4 Pay by Text

Register on Invoice Cloud to access this feature.

5 Electronic Statements

Register on Invoice Cloud to access this feature.

HOW TO LOWER YOUR BILL:

1 Check your Irrigation

Irrigate according to SJRWMD guidelines:
<https://www.sjrwmd.com/wateringrestrictions>

2 Check for Leaks

Check your system for leaks and safeguard your home with a shutoff valve.

3 Ensure your Household Fixtures are Efficient

For guidelines, visit <https://www.epa.gov/watersense>.

4 Monitor your Water Usage

Monitor, Watch Daily Limits, and control your bill by visiting, <http://www.sjcfl.us/Utilities/WaterUse.aspx>.

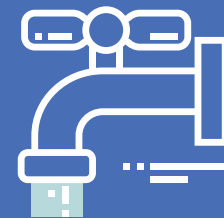


There is no miraculous remedy to solving water resource issues in St. Johns County; we must all do our part to conserve this valuable resource. The Utility Department's approach continues to be that of **One Water**.

We all share this **One Water** as it moves through the various paths of the cycle: groundwater, surface water, drinking water, reuse water, and treated wastewater. The Utility Department sustainably and cost-effectively addresses regional water supply-and-demand issues, reflects community values, and adapts to changing conditions. It is an honor and privilege to provide customers with clean, safe drinking water, reuse water, and properly treat wastewater before discharging it.

St. Johns County has developed initiatives like conservation rate structure where customers pay a lower rate when they use less water. We also have a County irrigation ordinance consistent with the St. Johns River Water Management District's model irrigation ordinance. Customers can help conserve **One Water** by following weekly conservation tips published via St. Johns County social media.

The Utility Department continues to expand its extensive reclaimed water system (distribution and storage network) for irrigation. With the expanded reclaimed water system, the Utility Department can comply with State legislative initiatives for sustainability, such as Senate Bill 64 - Elimination of Non-Beneficial Surface Water Discharge.



The Statistics

Full-Time Employees:

183

Water Customers:

53,250

\$60.02M

in Total Annual Water and Sewer Sales

894

Miles of Water Mains

731

Miles of Sewer Mains

\$31.62M

Operating Budget

 Facebook: @SJCFI

 Instagram: @St.JohnsCounty

 Twitter: @StJohnsCounty

 Nextdoor: St. Johns County