



2020 WATER QUALITY REPORT

- ◆ Where your water comes from
- ◆ How we make your water safe to drink
- ◆ Water conservation programs
- ◆ Results of EPA-required testing
- ◆ Addressing concerns about lead and other contaminants
- ◆ Where to find more information



The cozy garden (above and immediate left) belongs to Anni Ellis, the 2020 Community Water Wise Award winner. See more on page 5.



TAMPA'S WATER IS: **SAFE, SECURE & ESSENTIAL**

The Tampa Water Department is pleased to present your 2020 Water Quality Report. Delivering safe, clean drinking water to close to 717,000 people who live and work within our 211-square mile service area is a responsibility

that we have always taken seriously.

2020 was a year like no other. The COVID-19 pandemic underscored the importance of a reliable water supply—water that can be used for crucial life and health-saving functions, whether that's putting out fires or washing your hands.

To that end, we performed nearly 35,000 water quality tests on over 8,000 samples gathered throughout our service area, testing for over 200 potential contaminants. Our on-site, state-certified Water Quality Laboratory analyzes these samples to ensure that the water we deliver to homes and businesses meets or surpasses all state and federal drinking water standards.

Rising to the Challenge

Despite the many challenges that 2020 created for our operations, we continued to make improvements to our water infrastructure to ensure that we will be able to provide high quality water for generations to come. This included kicking off several infrastructure upgrades at the David L. Tippin Water Treatment Facility (DLTWTF). The projects are part of the city's Progressive Infrastructure Plan to Ensure Sustainability (PIPES), a \$2.9 billion funding plan for large-scale sewer and water infrastructure improvements, and Transforming Tampa's Tomorrow (T3), an initiative that focuses on finding smart solutions to improve our community's quality of life.

One of those initiatives involved installing a test pilot of an innovative water treatment technology known as Suspended Ion Exchange (SIX).

About This Report

This report contains important information about your water quality. We are pleased to report that Tampa meets or exceeds state and federal requirements. If you have any questions about the information in this report, call the Tampa Water Department at (813) 274-8811 for assistance.

Este es un informe importante sobre la calidad de su agua. Con mucho gusto, le contamos que el agua de Tampa cumple o excede los requisitos estatales y federales. Este informe esta disponible en español en tampa.gov/waterquality. Si tienes preguntas sobre la información en este informe, llame al Departamento de Agua de la Ciudad de Tampa a (813) 274-8811 para obtener asistencia.

This test pilot represents the first large-scale test of this technology in the United States. It is slated to last one year, allowing us to assess how well the technology performs through all four seasons. If successful, it will allow us to:

- Provide an additional treatment barrier to contaminants.
- Save up to \$4 million a year by reducing the amount of chemicals needed to treat our drinking water.
- Reduce the amount of solid residuals generated by our treatment process by about 15,000 tons/year.

2020 remained a memorable year right to the end. In early December we experienced a brief, but significant, disruption in our water service when a contractor broke a large transmission main near DLTWTF. This resulted in a precautionary boil water notice that impacted our entire service area. Fortunately, water quality was never affected, and we were able to restore water service within hours of the break.

We hope that you take this opportunity to learn more about your drinking water. Please reach out to us if you have any questions, concerns or suggestions. Our contact information is listed on the back of this report.

Chuck Weber, P.E.
City of Tampa Water Director



Photos taken at DLTWTF when the SIX pilot study was launched.

KEEPING YOUR WATER SAFE TO DRINK IS A TEAM EFFORT!

It takes a skilled and dedicated team to make sure our customers can depend on the safety and quality of the water they use every day.



Plant operators, engineers, and highly skilled crews from a variety of trades work year-round to produce an average of 82 million gallons of drinking water per day.



A team of water quality experts including chemists, microbiologists, and lab technicians test more than 8,000 samples every year to ensure our water meets or exceeds federal drinking water standards.



Specialized crews of distribution technicians and contractors install, maintain, and repair an extensive distribution system that includes more than 2,100 miles of water mains, 50,000 valves, 14,000 hydrant and more to ensure that water keeps flowing to your home or business.



Field quality technicians collect thousands of water samples throughout our 211-square mile service area, which includes parts of unincorporated Hillsborough County.



Our Multi-Step Water Treatment Process

Screens

Large debris, such as plants, fish, and trash are removed from the water as it's pumped in from the Hillsborough River.

Coagulation & Flocculation

Chemicals are blended into the water that cause smaller pieces of debris to stick together. These soft clumps (known as floc) gradually become large and heavy.

Sedimentation

The large, heavy clumps of floc settle to the bottom of sedimentation basins and are removed.

Corrosion Control

Lime and Caustic Soda are added to adjust pH; improve the taste, odor and color of the water; and help prevent corrosion in pipes.

Primary Disinfection

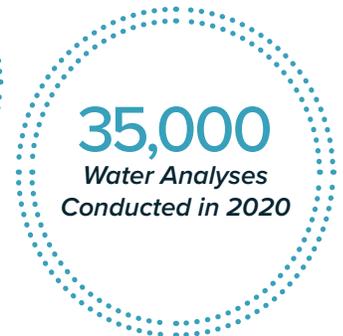
Ozone gas is added to the water to destroy bacteria, viruses and other microorganisms.

Bio Filtration

The water is filtered using granular activated carbon to remove any remaining particles.

Secondary Disinfection

Chlorine is added to the filtered water to ensure it is fully disinfected. Ammonia is then added to create chloramine so that the water remains disinfected as it travels through the pipes. We also add fluoride as a dental health measure.



WORKING TOGETHER TO CONSERVE WATER

Free Water Conservation Devices

The Tampa Water Department offers a selection of helpful water conservation devices and information to our customers free of charge. We currently offer an Indoor Plumbing Retrofit Kit, a Save Water Kit, and an irrigation rain sensor. For commercial accounts, we also offer a pre-rinse spray nozzle for commercial kitchens.

- The Indoor Plumbing Retrofit Kit includes a high-efficiency shower head, low-flow aerators for bathroom and kitchen faucets, and dye tablets to test for leaky toilets.
- Our Save Water Kit features toilet test dye tablets and information on leak adjustments.
- The irrigation rain sensor automatically limits landscape water use during times of heavy rainfall.
- Commercial accounts with professional food service kitchens can request a commercial-grade, high-efficiency pre-rinse spray nozzle to assist in saving water while washing dishes.



To request water conservation kits and devices, please visit tampa.gov/water/conservation/rebates-water-saving-devices or email savewater@tampa.gov.



Rebates

The City of Tampa is proud to be one of six member governments partnering with Tampa Bay Water and the Southwest Florida Water Management District to help residential customers and business owners save more money and water by offering a variety of water-saving rebates through Tampa Bay Water Wise.

Ways You Can Save

- Residents and businesses in Tampa Bay can receive rebates between \$75 - \$100 per toilet or urinal for replacing old, inefficient fixtures.
- Restaurant owners can receive rebates when they make their daily operations more water efficient. By switching out their kitchen's spray valves and dishwasher and replacing just two toilets or urinals, they can get up to \$600 back!



To learn more or to apply, visit tampabaywaterwise.org.

Tampa Has Year-Round Irrigation Restrictions

Finding ways to become more water-efficient is everyone's responsibility. The Tampa Water Department enforces the city's Water Use Restrictions ordinance, Sec. 26-97.

Violations of Tampa's Water Use Restrictions may result in fines up to \$500. Citations are issued on the first observation of a violation.

- Watering is not allowed between 8am - 6pm.
- Water use restrictions may change at any time in response to changes in local or regional conditions.
- Watering restrictions also **apply** if you're using well water as your water source.
- Watering restrictions **do not apply** if you're using reclaimed water as your water source.

Twice-a-Week Irrigation Schedule	
For Addresses Ending In:	Your Watering Days Are:
0, 1, 2, or 3	Mondays & Thursdays
4, 5, or 6	Tuesdays & Fridays
7, 8, or 9	Wednesdays & Saturdays
Locations with no address (ex: common areas, entry areas)	Wednesdays & Saturdays
Locations with mixed addresses (ex: office complexes, shopping centers)	

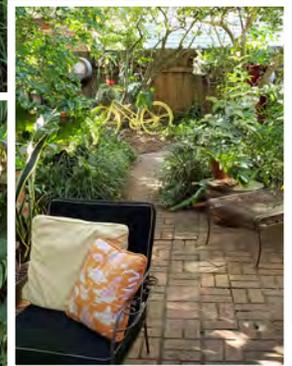
To learn more, visit tampa.gov/WaterRestrictions.

Community Water Wise Awards

Since 1998, the City of Tampa has partnered with Tampa Bay Water and the University of Florida Institute of Food and Agricultural Sciences (UF/IFAS) to promote Florida-Friendly Landscaping™ (FFL) to help our customers achieve the water-saving benefits that come from being Florida-Friendly and Water Wise.

The Community Water Wise Awards recognize customers around the Tampa Bay region who have created unique gardens while adhering to FFL principles.

The awards categories are residential, multi-family, commercial, schools, government, and builder.



The nine principles of FFL:

1. Right plant, right place
2. Water efficiently
3. Fertilize appropriately
4. Mulch
5. Attract wildlife
6. Manage yard pests
7. Recycle
8. Reduce stormwater runoff
9. Protect the waterfront



The 2020 winner for a residential garden is Anni Ellis.

Our judges were charmed by her cozy garden spaces and distinctive plant displays. Her garden offers places to gather, relax, or even harvest seasonal herbs and vegetables. Anni shares her love for gardening through local garden clubs.

To learn more or to apply, visit awards.tampabaywaterwise.org.

WHERE YOUR WATER COMES FROM



Hillsborough River

Tampa Water Department customers rely on the Hillsborough River as their primary source of water. When the river supply cannot meet community demands during dry periods, we can augment our supply by using up to 1.2 billion gallons of finished water stored in underground aquifers. When necessary, the City of Tampa will purchase additional drinking water from Tampa Bay Water (TBW). During 2020, 2.2 percent of Tampa's drinking water was purchased from TBW.

Source Water Assessment & Protection Program (SWAPP)

The Tampa Water Department works with the Florida Department of Environmental Protection (FDEP) to conduct periodic source water assessments to determine the susceptibility of local drinking water to contamination; these assessments are updated every year.

The 2020 assessment identified 17 potential sources of contamination in the vicinity of our system with susceptibility levels ranging from low to high. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at floridadep.gov/swapp, PWS ID #6290327.

Potential Sources of Contamination

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:

- Microbial contaminants, such as viruses 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.

Contaminants & Regulations

To ensure that tap water is safe to drink, the Environmental Protection Agency (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.

About Your 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.



ANNUAL DROP SAVERS POSTER CONTEST 2020 WINNERS



Division 1 Winner

Camila Vega
Stowers Elementary



Division 2 Winner

Mahi Patel
Chiles Elementary



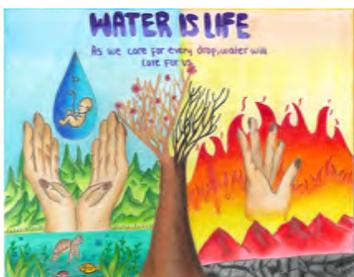
Division 3 Winner

Alina Diaz
Roland Park Magnet



Division 4 Winner

Michele Tran
Farnell Middle



Division 5 Winner

Laura Nava
T.R. Robinson High

The Annual Drop Savers Poster Contest event is a fun opportunity for Hillsborough County students to showcase their creative skills while illustrating the importance of water conservation in their daily lives.

The contest is sponsored by the Tampa Water Department and Hillsborough County Public Utilities and is grouped into five divisions: kindergarten and first grade, second and third grade, fourth and fifth grade, six through eighth grade, and ninth through twelfth grade.

The posters are judged based on the water conservation theme as well as artistic ability.

UNDERSTANDING OUR TEST RESULTS

Many of the terms and abbreviations contained in this report may not be familiar since they are unique to the water industry. Below is a brief explanation of the terms that appear on the following pages.

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

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. 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 Goals (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. Indicates that the substance was not found by laboratory analysis.

Nephelometric Turbidity Unit (NTU): Measure of the clarity of the water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Parts Per Billion (ppb) or Micrograms Per Liter (ug/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.

Trihalomethanes: Compounds formed during chloramination (disinfection) of drinking water. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system and may have an increased risk of getting cancer.

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

2020 CITY OF TAMPA WATER QUALITY REPORT

Microbiological Contaminants

Contaminant	Dates of Sampling (mo/yr)	MCL Violation Y/N	Total Number of Positive Samples for the Year	MCLG	MCL	Likely Source of Contamination
E. coli *	March 2020	No	1	0		Routine and repeat samples are total coliform positive and either is E. coli positive or system fails to take repeat samples following E. coli positive routine sample or system fails to analyze total coliform positive repeat sample for E. coli

*E. coli: The total number of EC+ positive samples taken to comply with the RTCR must be reported, even if they are not MCL violations. A Public Water System (PWS) will receive an E. coli MCL violation when there is any combination of an E. coli positive (EC+) sample result with a routine/repeat TC+ or EC+ sample result. E. coli MCL violations occur with the following sample result combinations: Routine EC+ and Repeat TC+.

Turbidity

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)	Daily: Jan – Dec 2020	N	0.24	100%	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. Turbidity is a measure of the cloudiness of water. We monitor it because it is a good indicator of the effectiveness of our filtration system. High turbidity can hinder the effectiveness of disinfectant.

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 2020	No	0.18	0.18	0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	May 2020	No	0.012	0.012	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	May 2020	No	0.60	0.60	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 2020	No	0.22	0.22	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm) **	May 2020	No	67	67	N/A	160	Salt water intrusion, leaching from soil

Results in the level detected column are the highest detected level at any sampling point.

**The Florida Department of Environmental Protection (FDEP) has set the drinking water standard for sodium at 160 parts per million (ppm) to protect individuals who are susceptible to sodium sensitive hypertension or diseases that cause difficulty in regulation body fluid volume. Sodium is monitored so that individuals who have been placed on sodium (salt) restricted diets may take into account the sodium in their drinking water. Drinking water contributes only a small fraction (less than 10 percent) to the overall sodium intake. If you have been placed on a sodium-restricted diet, please inform your physician that our water contains 67 ppm of sodium.

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 2020	No	2.96	ND – 6.79	MCLG = 0	MCL = 10	By-product of drinking water disinfection
Chloramines (ppm)	Daily 2020	No	3.5	0.2 – 5.3	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes

For bromate and chloramines the level detected is the highest running annual average (RAA), computed quarterly, from the monthly averages of all samples collected. The range of results is the range of results of all the individual samples collected during the past year.

Stage 1 Disinfectants and Disinfection By-Products

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 2020	No	2.22	1.90 – 4.53	N/A	TT	Naturally present in the environment

The monthly total organic carbon (TOC) removal ratio is the ratio between the actual TOC removal and the required TOC removal. The lowest running annual average is the lowest removal ratio computed quarterly of the monthly removal ratios.

Stage 2 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
Haloacetic Acids (five) (HAA5) (ppb)	February 2020 May 2020 August 2020 November 2020	No	23.44	2.16 – 38.33	N/A	60	By-product of drinking water disinfection
TTHM [Total trihalomethanes] (ppb)	February 2020 May 2020 August 2020 November 2020	No	29.96	10.16 – 54.48	N/A	80	By-product of drinking water disinfection

The results in the level detected for haloacetic acids and total trihalomethanes are based on a locational running annual average. The range of results is lowest to highest at individual sampling sites.



The Tampa Water Department monitors for drinking water contaminants in accordance with federal and state guidelines. Except where indicated otherwise, this report reflects monitoring results for the 2020 calendar year. Data obtained before January 1, 2020, and presented in this report is from the most recent testing done in accordance with applicable laws, rules and regulations.

ADDITIONAL REPORTING

As part of the 1996 Safe Drinking Water Act, the Environmental Protection Agency (EPA) requires public water systems to monitor for unregulated contaminants under the Unregulated Contaminant Monitoring Rule (UCMR).

Unregulated contaminant monitoring enables the EPA to develop a better understanding about whether or not certain contaminants may be present

in public water systems and whether new regulations are required.

The Tampa Water Department participated in the EPA's fourth round of UCMR testing, known as UCMR4. At present, no health standards (for example, maximum contaminant levels) have been established for unregulated contaminants.

To view the results of our samplings, visit tampa.gov/waterquality.

If you would like more information on the EPA's UCMR program, please call the Safe Drinking Water Hotline at (800) 426-4791.

Unregulated Contaminants: Metals

Contaminant and Unit of Measurement	Dates of Sampling (mo/yr)	Levels Detected* (Average)	Range	Likely Source of Contamination
Manganese (ug/L)	March 2020	0.334	ND – 0.669	It is a naturally-occurring element; commercially available in combination with other elements and minerals; used in steel production, fertilizer, batteries and fireworks; drinking water and wastewater treatment chemical; essential nutrient

**Levels Detected: The levels detected reflect analytical result for DLT Water Treatment Facility and Morris Bridge Treatment Facility at the entry point to the distribution system.*

Unregulated Contaminants: Disinfection By-Products

Contaminant and Unit of Measurement	Dates of Sampling (mo/yr)	Levels Detected* (Average)	Range	Likely Source of Contamination
Bromochloroacetic acid (ug/L)	March 2020	2.65	1.95 – 3.44	By-product of drinking water disinfection
Bromodichloroacetic acid (ug/L)		0.794	ND – 0.912	
Chlorodibromoacetic acid (ug/L)		0.456	ND – 0.531	
Dibromoacetic acid (ug/L)		0.904	0.566 – 1.08	
Dichloroacetic acid (ug/L)		7.16	3.72 – 13.3	
Monochloroacetic acid (ug/L)		0.372	ND – 2.26	
Trichloroacetic acid (ug/L)		1.52	0.648 – 9.25	

**The average levels detected is the average result of all distribution system location results. The range of results is lowest and highest levels detected from individual sampling sites..*

Unregulated Contaminants: David L Tippin Water Treatment Facility–Untreated Hillsborough River Raw Water Source

Contaminant and Unit of Measurement	Dates of Sampling (mo/yr)	Levels Detected* (Average)	Range	Likely Source of Contamination
Bromide (ug/L)	March 2020	68.9	68.9	Naturally present in the environment
Total Organic Carbon (ug/L)	March 2020	10900	10900	Naturally present in the environment

**Levels Detected: The levels detected reflect analytical results covering three combined quarterly sampling events for the raw water source.*

The following unregulated contaminants were not detected in our testing: Germanium, Alpha-Hexachlorocyclohexane, Chlorpyrifos, Dimethipin, Ethoprop, Oxyfluorfen, Profenofos, Tebuconazole, Permethrin, Tribufos, Butylated hydroxyanisole, o-Toluidine, Quinoline, 1-Butanol, 2-Methoxyethanol, 2-Propen-1-ol, Monochloroacetic acid, and Tribromoacetic acid.

ABOUT LEAD & COPPER

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children.

Sources of Lead

When lead is found in tap water, it can typically be traced to lead that is leaching from plumbing material.

Learn About Your Plumbing

The Tampa Water Department is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components.

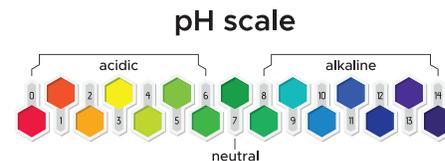
Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. **The Tampa Water Department does not have lead service lines in our water distribution system.**

We also have a strong, proactive corrosion control program and continuously monitor our water, making adjustments to pH levels among other indicators to optimize corrosion control.

Flushing Your Pipes

When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking.

If you are concerned about lead in your 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 epa.gov/safewater/lead.



What are the pH and hardness levels of our drinking water?

Ensuring that our water has a neutral pH is one way we help minimize the potential for corrosion in our pipes.

The average pH of our finished water during 2020 was 7.88. The average total hardness of our finished water was 178 mg/L or 10.4 grains/gallon.

Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of Sampling (mo/yr)	AL Exceeded (Y/N)	90th Percentile Result	No. of sampling sites exceeding the AL	MCLG	Action Level (AL)	Likely Source of Contamination
Copper (ppm)	July – Sept 2020	No	0.255	None	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb)	July – Sept 2020	No	1.0	None	0	15	Corrosion of household plumbing systems; erosion of natural deposits



What if I'm immuno-compromised?

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 / Center for Disease Control (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 (800-426-4791).

The Tampa Water Department regularly tests for Cryptosporidium and Giardia in raw water (i.e., water that has not yet been treated to make it safe to drink). We collect raw water samples on at least a quarterly basis. Our results revealed that 75 percent of these samples contained these organisms. Fortunately, our multi-step disinfection process is designed to remove a wide variety of bacteria and viruses, including Cryptosporidium and Giardia.

CUSTOMER RESOURCES



WATER QUALITY

- Ask questions about Tampa's water quality: (813) 274-8811, option #2
- Learn more about Tampa's water quality online: tampa.gov/waterquality
- Learn more about general water quality by contacting the Environmental Protection Agency's Safe Water Drinking Hotline: (800) 426-4791, epa.gov/sdwacnn
- Get guidance about a variety of environmental health concerns by contacting the Hillsborough County Health Department: (813) 307-8059, hillsborough.floridahealth.gov



CONSERVATION & REBATES

- Talk with a water conservation or water efficiency expert: (813) 274-8121, option #5
- Explore tips, assistance and rebates to help you save water and money on your next water bill: tampa.gov/savewater



BILLING

- Manage your account: tampa.gov/cotu
- Speak with a customer service representative, Monday - Friday, 8am – 5pm: (813) 274-8811, option #4
- Income-qualifying homeowners may be eligible to waive the base charges on their water and wastewater bills. Learn more: tampa.gov/pipes



EMERGENCIES

- Report an urgent concern, such as a water outage, discolored water or hydrant leaks: (813) 274-8811, option #2
- Sign up to receive emergency alerts: tampa.gov/alert-tampa



STAY INFORMED

We want our customers to be informed about our services, programs and initiatives. Tampa Water Department-related issues are discussed at Tampa City Council meetings.

Learn about upcoming meetings

Get the agenda for upcoming meetings by contacting the City Clerk's office at (813) 274-8131 or visiting tampa.gov/city-clerk.

View a meeting from your TV or mobile device

View City Council meetings live via our local government access cable channel, CCTV, as well as via live streaming.

- Live Stream: tampa.gov/webcast
- Channel 15 on Frontier Communications
- Channel 640 on Charter Spectrum