Jacksonville
WATER WORKS GAS & SEWER BOARD
330 Church Avenue SE
Jacksonville, Alabama 36265-2651

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Frequently Asked Questions...

What is the purpose of this report?
The federal government requires all water utilities in the United States to provide an annual water quality report for customers. Much of the language in this report is required by the federal government.

Who is on the Board?
The Board is comprised of three members appointed for staggered terms by the Mayor and Council. The Board elects its own officers. Current members are: Mr. Ronnie Stinson, Chairman; Preston Buchanan, Vice Chairman; and Mike Limerick, Secretary. The mayor serves as superintendent of the Water Works, Gas & Sewer Board and manages the Board's daily operations.

Is our water considered "hard" or "soft"?
Jacksonville has moderately "soft" water.

Does our water contain fluoride?
Yes, Jacksonville does have fluoride. It is added post cl
tion in the form of hydrofluorocyclic acid. The amount added results in fluoride equal to 1 ppm. This has been determined to be sufficient by the American Dental Association for healthy teeth.

What if I need my water turned off so I can make repairs?
Your water meter has a cut off valve that requires a key to be turned off. If you need your water turned off, we will be glad to send someone to your home to turn off your meter at no charge. Please do not try to turn your meter off yourself, because these valves break easily. If you break the valve, we will charge $100.00 to repair your meter. If you wish to have a HAND VALVE installed, this will be placed on the customer side of the meter, and it is similar to a valve on an exterior faucet. You must hire a plumber for the installation.

Who do I contact if I have a question or problem with my garbage service?
The Utility Office bills and collects the $12.15 garbage fee for the City of Jacksonville, and transfers the funds collected to the City each month. Since the Utility Office is only the billing and collection agency for the City, **all questions and problems should be referred to City Hall at 435-7611, or AWS at 237-7219.**

What is the Health & Sanitation (H & S) charge on my bill?
The Health and Sanitation charge (H&S) is a $5.52 fee assessed by the City of Jacksonville for maintenance and operation of the City Landfill and for keeping the streets clear of debris. It is not a fee for services rendered. The Water Works, Gas and Sewer Board collects this fee for the City government and transfers these funds each month to the City. Again, please direct all questions regarding this fee to City Hall at 435-7611.

What are the methods for paying my bill?
We accept personal checks and cash. When paying by check, please write your account number on your check. We are sorry, but we cannot accept check/debit cards, credit cards, counter checks, or two-party checks. Bank draft now available.

Where do I call if I see a stray dog or if I need rubbish picked up at the curb?
Please call the Jacksonville Street Department at 435-3560 to report stray dogs and to request curbside pick-up. Jacksonville has a leash law for pets, and violators will be fined. Dog and cat licenses must be purchased by September 30 each year.

Save Gas! Save A Stamp! Bank Draft now available!

Your Water 2014


Big Springs


Germania Springs

JACKSONVILLE WATER WORKS, GAS & SEWER BOARD
330 Church Avenue SE, Jacksonville, AL 36265-2651
Phone (256) 435-7657
Office Hours: 8:00 a.m. to 4:30 p.m.
Drive-thru Window Hours: 8:00 a.m. to 4:00 p.m.

The Jacksonville Water Works, Gas and Sewer Board is proud to provide you this year's Water Quality Report. This report is designed to keep you informed about the quality of water delivered to you on a daily basis. We want you to understand the efforts we make to improve treatment processes and protect our water supplies. Our sources of water are wells that draw fresh, pure water from Big Springs and Germania Springs. Addidtionally we purchase water from the Anniston Water Works and Sewer Board which is drawn from Coldwater Springs.
In support of this commitment we have completed a Vunerability Assessment and Emergency Response Plan. This Assessment and Plan will help to increase our preparedness in the event of a terrorist attack or intentional act intended to disrupt our ability to provide you with safe and reliable drinking water.

The Jacksonville Water Works, Gas and Sewer Board monitors for contaminants in your drinking water as required by Federal and State regulations. We are confident in reporting that our water is secure from threat and is safe to drink in accordance with Federal and State requirements. If you have any questions regarding these matters, please contact Mr. Chris Patterson, Water Plant Manager at (256) 435-9551 or if you wish to learn more, attend any of our regular monthly meetings. The Water Works, Gas and Sewer board meets the third Monday of each month at 330 Church Avenue, SE at 5:00 p.m.
The tables found within this report show the results of our monitoring for the period of January 1 to December 31, 2013. Federal and state regulations require that 90% of the distribution samples for Lead and Copper be below the MCL. During the last 12 month period 100% of Jacksonville's distribution samples were below the MCL. We are very proud of the results that we have been able to achieve. Please remember that it is reasonable for some contaminants to be present in our drinking water. This may be due to our treatment process or from naturally occuring water flow.
All 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 water possess a healh risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).
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 radioactive material, and it can pick up substances resulting from the presence of animals or from human activities.

Definitions:
In the following tables you will find many terms and abbreviations that may not be familiar to you. To help you better understand these terms we've provided the following definitions.

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 - one part per billion corresponds to one minute in 2,000 years, or a single penny in $10,000,000.
Nephelometric Turbidity Unit (NTU) - nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
ND - Not Detected or Non Detect
Maximum Contaminant Level Goal or MCLG - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
Maximum Contaminant Level or MCL - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
Action Level - the concentration of a contaminant that triggers treatment or other requirements which a water system must follow.
Treatment Technique (TT) - A a required process intended to reduce the level of a contaminant in drinking water.

Results of Monitoring From January 1, 2013 to December 31, 2013

Contaminant	Violation Y/N	Level Detected	Unit Meas.	MCLG	MCL	Likely Source of Contamination
Microbial Contaminants						
1. Total Coliform Bacteria	N	ND	N/A	0	<5%	Naturally present in the environment
2. Turbidity	N	2.33	NTU	N/A	TT	Soil runoff
Radioactive Contaminants						
4. Beta/ photon emitters	N	ND	mrem/yr	0	4	Decay of natural and man-made deposits
5. Alpha emitters	N	ND	pCi/l	0	15	Erosion of natural deposits
6. Combined radium	N	ND	pCi/l	0	5	Erosion of natural deposits
Inorganic Contaminants						
7. Antimony	N	ND	ppb	6	6	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
8. Arsenic	N	ND	ppb	N/A	50	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
9. Asbestos	N	ND	MFL	7	7	Decay of asbestos cement water mains; erosion of natural deposits
10. Barium	N	ND	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
11. Beryllium	N	ND	ppb	4	4	Discharge from metal refineries and coal-burning factories; discharge from electrical, aerospace, and defense industries
12. Cadmium	N	ND	ppb	5	5	Corrosion of galvanized pipes; erosion of natural deposits; discharge from metal refineries; runoff from waste batteries and paint
13. Chromium	N	ND	ppb	100	100	Discharge from steel and pulp mills; erosion of natural deposits
14. Copper	N	19	ppb	1300	AL=1300	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
15. Cyanide	N	ND	ppb	200	200	Discharge from steel/metal factories; discharge from plastic and fertilizer factories
16. Fluoride	N	1.12	ppm	4	4	Water additive which promotes strong teeth; erosion of natural deposits; discharge from fertilizer and aluminum factories
17. Lead	N	2	ppb	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits
18. Mercury	N	ND	ppb	2	2	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland
19. Nitrate	N	0.77	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
20. Nitrite	N	ND	ppm	1	1	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

Contaminant	Violation Y/N	Level Detected	Unit Meas.	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants (Cont.)						
21. Selenium	N	ND	ppb	0	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
22. Thallium	N	ND	ppb	N/A	2	Leaching from ore-processing sites; discharge from electronics, glass and drug factories
Synthetic Organic Contaminants including Pesticides and Herbicides						
23. 2, 4-D	N	ND	ppb	0	70	Runoff from herbicide used on row crops
24. 2, 4, 5-TP (Silvex)	N	ND	ppb	0	50	Residue of banned herbicide
25. Acrylamide	N	ND		0	TT	Added to water during sewage/wastewater treatment
26. Alachlor	N	ND	ppb	6	2	Runoff from herbicide used on row crops
27. Atrazine	N	ND	ppb	N/A	3	Runoff from herbicide used on row crops
28. Beazo(a)pyrene (PAHs)	N	ND	nano-grams/1	7	200	Leaching from linings of water storage tanks and distribution lines
29. Carbofuran	N	ND	ppb	2	40	Leaching of soil fumigant used on rice and alfalfa
30. Chlordane	N	ND	ppb	4	2	Residue of banned termiticide
31. Dalapon	N	ND	ppb	5	200	Runoff from herbicides used on rights of way
32. Di(2-ethylhexyl) adipate	N	ND	ppb	100	400	Leaching from PVC plumbing systems; discharge from chemical factories
33. Di(2-ethylhexyl) Phthalates	N	ND	ppb	1.3	6	Discharge from rubber and chemical factories
34. Dibromochloro propane	N	ND	nano-grams/1	200	200	Runoff/leaching from soil fumigant used on soybeans, cotton, pineapples, and orchards
35. Dinoseb	N	ND	ppb	4	7	Runoff from herbicide used on soybeans and vegetables
36. Dioxin (2,3,7,8-TCDD)	N	ND	pico grams/1	0	30	Emissions from waste incineration and other conbusion; discharge from chemical factories
37. Diquat	N	ND	ppb	2	20	Runoff from herbicide use
38. Endothall	N	ND	ppb	10	100	Runoff from herbicide use
39. Endrin	N	ND	ppb	1	2	Residue of banned insecticide
40. Epichhloro-hydria	N	ND		0	TT	Discharge from industrial chemical factories; an impurity of some water treatment chemicals
41. Ethylene dibromide	N	ND	nano-grams/1	0	50	Discharge from petroleum refineries
42. Glyphosate	N	ND	ppb	700	700	Runoff from herbicide use
43. Heptachlor	N	ND	nano-grams/1	0	400	Residue of banned termiticide
44. Heptachlor epoxide	N	ND	nano-grams/1	0	200	Breakdown of heptachlor
45. Hexachloro-beazene	N	ND	ppb	0	1	Discharge from metal refineries and agricultural chemical factories
46. Hexachloro-cyclopeatadiene	N	ND	ppb	50	1	Discharge from chemical factories

Contaminant	Violation Y/N	Level Detected	Unit Meas.	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants (Cont.)						
47. Lindane	N	ND	nano-grams/1	200	200	Runoff/leaching from insecticide used on cattle, lumber, gardens
48. Methoxychlor	N	ND	ppb	40	40	Runoff/leaching from insecticide used on fruits, vegetables, alfalfa, livestock
49. Oxamyl (Vydate)	N	ND	ppb	200	200	Runoff/leaching from insecticide used on apples, potatoes and tomatoes
50. PCBs (Polychlorinated biphenyls)	N	ND	nano-grams/1	0	500	Runoff from landfills; discharge of waste chemicals
51. Pentachloro-phenol	N	ND	ppb	0	1	Discharge from wood preserving factories
52. Picloram	N	ND	ppb	500	500	Herbicide runoff
53. Simazine	N	ND	ppb	4	4	Herbicide runoff
54. Toxaphene	N	ND	ppb	0	3	Runoff/leaching from insecticide used on cotton and cattle
Volatile Organic Contaminants						
55. Benzene	N	ND	ppb	0	5	Discharge from factories; leaching from gas storage tanks and landfills
56. Carbon tetrachloride	N	ND	ppb	0	5	Discharge from chemical plants and other industrial activities
57. Chlorobenzene	N	ND	ppb	100	100	Discharge from chemical and agricultural chemical factories
58. o-Dichloro-beazene	N	ND	ppb	600	600	Discharge from industrial chemical factories
59. p-Dichloro-beazene	N	ND	ppb	75	75	Discharge from industrial chemical factories
60. 1,2-Dichlorothane	N	ND	ppb	0	5	Discharge from industrial chemical factories
61. 1,1-Dichloroethylene	N	ND	ppb	7	7	Discharge from industrial chemical factories
62. cis- 1,2-Dichloroethylene	N	ND	ppb	70	70	Discharge from industrial chemical factories
63. trans- 1,2-Dichloroethylene	N	ND	ppb	100	100	Discharge from industrial chemical factories
64. Dichloromethane	N	ND	ppb	0	5	Discharge from pharmaceutical and chemical factories
65. 1,2-Dichloropropane	N	ND	ppb	0	5	Discharge from industrial chemical factories
66. Ethylben-zene	N	ND	ppb	700	700	Discharge from petroleum refineries
67. Styrene	N	ND	ppb	100	100	Discharge from rubber and plastic factories; leaching from landfills
68. Tetrachloro-ethylene	N	ND	ppb	0	5	Leaching from PVC pipes; discharge from factories and dry cleaners
69. 1,2,4-Trichlorobenzene	N	ND	ppb	70	70	Discharge from textile-finishing
70.1.1,1-Trichlorethane	N	ND	ppb	200	200	Discharge from metal degreasing sites and other factories
71. 1.1,2-Trichloroethane	N	ND	ppb	3	5	Discharge from industrial chemical factories
72. Trichlorethylene	N	ND	ppb	0	5	Discharge from metal degreasing sites and other factories

Contaminant	Violation Y/N	Level Detected	Unit Meas.	MCLG	MCL	Likely Source of Contamination
Volatile Organic Contaminants (Cont.)						
73. TTHM (Total trihalomethanes)	N	9.4	ppb	0	80	By-product of drinking water chlorination
74. Toluene	N	ND	ppm	1	1	Discharge from petroleum factories
75. Vinyl Chloride	N	ND	ppb	0	2	Leaching from PVC piping; discharge from plastics factories
76. Xylenes	N	ND	ppm	10	10	Discharge from petroleum factories; discharge from chemical factories

This table shows our water quality and what its means.

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.

The *maximum contaminant level* (MCL) is set at very stringent levels. To understand the possible health effects described for many regulated contaminants, a person must 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.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons which may include persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, those with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

We appreciate the opportunity to share important information items with you. Please call our office if you have questions.

256-435-7657