



Meet our Information Incentive Program winners!

fguaNEWS

SUMMER 2011 — Pasco County Systems

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Higher quality water in pipeline for Seven Springs customers

Customers' days of experiencing water discoloration, and odors will soon come to an end as the FGUA nears completion of its two-year Capital Improvement Program in the FGUA Seven Springs System.

The FGUA began an aggressive and comprehensive effort to improve the water quality and service immediately following the acquisition of the system from the previous owner, Aloha Utilities, in February 2009. Within the first year, the FGUA added new sections of piping to increase circulation, which reduced the occurrence of the buildup of hydrogen sulfide, the cause of black water and sulfur smell in the water. The new lines also improved water pressure and service. Additionally, the FGUA added a corrosion control chemical to decrease the occurrence of copper pinhole piping leaks in customers' lines.

Since the acquisition, the FGUA has worked on improvements at its Mitchell Road Water Treatment Plant (WTP). Once operational, the WTP will treat water pumped from each of the well sites and will remove hydrogen sulfide, sulfur smells and other aesthetic concerns from the water. The FGUA constructed 33,500 feet of raw watermain lines from the wells to the water treatment plant. The FGUA is also installing pressure filters to remove color and turbidity from the water, a new backup emergency power generator, external and internal

improvements to the WTP building and making aesthetic improvements to the property, including painting all the new filters, equipment, water storage tank, as well as landscaping improvements to buffer the view of the WTP for the community.

Additionally, The FGUA has completed all of its interconnections with Pasco County Utilities. In addition to the wells, these interconnections, once operational, will provide water purchased from Pasco County Utilities to ensure that the FGUA does not exceed its permitted capacity of water drawn from its well sites.

The FGUA is on schedule to complete all of the improvements and be operational by August 2011. The FGUA appreciates our customers' patience and support during these improvements. Customers are encouraged to visit the FGUA website (www.fgua.com) and check on monthly updates by clicking on the "Seven Springs" link on the home page and view the capital improvement update link under "Services Provided." The FGUA will also be conducting a ceremonial ribbon cutting at the WTP later this summer and will provide more event details to customers in their billing inserts in the near future. Customers with additional inquiries or questions on the improvements may contact the FGUA Pasco Customer Service Office at (727) 372-0115.



FGUA School Supply Drive

To help local families prepare for school, the FGUA will be collecting supplies to deliver to local schools. This is the second year FGUA is asking customers to help children go back to school with the materials they need but may not be able to afford. Thanks to customer support last year, the FGUA was able to collect and donate a few large boxes of supplies to area schools.

The school district supplies all the necessary items for education, but may provide a list of supplemental items that can enrich the student's learning experience. These include basic items such as pencils, pens, and lined notebook paper. A donation box is available in the FGUA customer service offices to collect these items which can be used by any grade level.

For most schools, students return to class in August but donations will continue to be accepted after that time to help as many students as possible.

Congrats to our winning customers!

The Customer Information Incentive Program rewards customers who update their information and allows the FGUA to continue providing timely customer announcements as well as prepare for a future transition from paper-based to electronic notifications. Customers who contact the FGUA Pasco Utility System confirming or updating their information have been entered in monthly drawings for gift certificates provided by businesses in the FGUA service area.

The following winners were recently chosen and received gift certificates generously donated from local program sponsors:

March 2011: Erin Stokes—winner of a gift card, and a buy one entrée, receive a second entrée coupon to Amore's Fresh Slice Pizzeria located at 1312 Seven Springs Boulevard in Trinity, Florida.

April 2011: Rosaline Johnson—winner of a gift card to Seven Springs Souvlaki, located at 2313 Seven Springs Boulevard in New Port Richey.

May 2011: Douglas & Kathleen McGowan—winner of a gift card to the Stadium Restaurant at 2349 Seven Springs Boulevard in New Port Richey.

Winners will be notified by telephone. The FGUA will not and does not share, distribute or sell customer contact information to entities outside the FGUA. Businesses wishing to participate and customers updating information may contact the FGUA Pasco Utility System Office at (727) 372-0115.

"Trip of a Drip" poster contest winners

The FGUA, Pasco County Utilities and the Pasco County Superintendent of Public Schools collaborated again this Spring for their annual Water Awareness Poster Contest. The contest was open to all elementary-age children enrolled in Pasco County public, private and charter schools. In commemoration of Water Conservation Month in April,

this year's contest theme "Become a Water Detective and Solve the Mystery" Where Does Water Come From?" was offered to all first through fifth grade students. This contest raises awareness on the

origins of water and provided a creative outlet for the children to share the "trip of a drip."

This year's 1st place winners were:

- 1st Grade:** Amanda Leigh Kosik (Trinity Oaks Elem.)
- 2nd Grade:** Sadie Collar (Dr. Mary Giella Elem.)
- 3rd Grade:** Timothy Giamparolo (Fox Hollow Elem.)
- 4th Grade:** Krista Sizemore (Chasco Elem.)
- 5th Grade:** Spencer Conrad (Trinity Oaks Elem.)

The winning posters were on display in June at the West Pasco Government Center and are also available on the FGUA website at www.fgua.com and the Pasco County Utilities' website.



What's in Your Water Bottle?

Bottled water is convenient, refreshing, calorie-free and some may say tastier than tap water. It's certainly much healthier than sugary sodas. Bottled water is chosen for reasons including perceived purity, health benefits, safety and convenience. However, consumer preferences may be grounded on invalid assumptions.

Marketing efforts by bottlers promote the superior quality of their water, generating the perception that bottled water is a "better" choice. Yet there are no credible findings of bottled water having any health or nutritional benefits over tap.

Tap water is regulated by the Environmental Protection Agency (EPA); bottled water is regulated by the Food and Drug Administration (FDA). All drinking water has to meet the same minimum standard; however, EPA standards are more rigorous than those the FDA requires. For example, water treatment plants that provide tap water must be tested for contaminants multiple times a day whereas the FDA tests bottling plants only once a week. Under "right-to-know" provisions in the drinking water law, all tap water utilities must provide annual water quality reports to their customers. An example of this disclosure is the Annual Consumer Confidence Report that was mailed in June to FGUA water customers.

With appropriate education and awareness false perceptions about tap and bottled water could be reduced so the public can make educated choices.

This information comes from www.amwater.com/files/TapVsBottle012609.pdf

UPDATES AND TIMELY INFORMATION

County Interconnections: The FGUA has completed work on all county interconnections. Once operational, the interconnections will provide additional high quality water capacity, reduce pumping from wells with higher levels of hydrogen sulfide and assist the FGUA in meeting its Southwest Florida Water Management District (SWFWMD) pumping limits. The interconnections with the Pasco County System will be opened this summer to coincide with the completion of the Mitchell Road Water Treatment Plant improvements.

Upgrades for Mitchell Water Treatment Plant and More: Most of the larger pieces of treatment equipment, including the aerator, odor control system and filters have been placed on site and are being installed. The ground storage tank exterior has been painted. Additional improvements to the WTP building, including placing a new roof and completing the HVAC system will occur in the coming weeks.

The contractor will continue working a modified schedule, working some weekends, reducing the occurrence of activity and noise from the site in the early morning and ensuring that the Treatment Plant Improvements are completed by August. The FGUA appreciates nearby customers' understanding and patience with this activity as there may be some noise at levels above that which customers may be accustomed to. The FGUA will do its best to give advance notice of any activities where above normal noise levels are anticipated.

As a result of safety concerns, the FGUA requested its contractor install fencing and gates on the FGUA property located east of the WTP (the Progress Energy easement area). The fencing is in place, and the FGUA coordinated with Seven Springs Elementary School who notified staff, students, and parents of this precautionary measure.

Raw water transmission main construction from wells #1 and #2 located in the West Pasco Industrial Park area have been installed. Together with the Industrial Park installation a large segment was constructed along the southerly right-of-way of State Road 54. Raw water transmission main construction from wells #8 and #9, along Mitchell Boulevard, Welbilt Boulevard and Mitchell Ranch Road are complete. Raw water transmission mains from wells #6 and #7 on Heritage Lake Boulevard in Heritage Lake have begun. Water main construction is occurring on the west side of Little Road, from the northerly right-of-way of State Road 54, working north to Heritage Lake Boulevard. Two additional crews are installing the water main on the north side of Heritage Lake Boulevard and the west side of Sebring Drive. This section will be complete in late June or early July. A parallel 8" potable water main, to improve system reliability, has been installed along the

northerly right-of-way of Mitchell Ranch Road. The raw water mains will connect the water being pumped from the FGUA Seven Springs well sites to the Mitchell Road Water Treatment Plant.

Monthly updates on capital improvement in the Seven Springs System are available on the FGUA website under the "Pasco Systems" link. Additionally, the FGUA is available for community and home owners' association presentations on the upcoming capital improvement completions. Customers may contact Matthew Rihs, FGUA Community Service Representative, to schedule a presentation for your community meetings. Mr. Rihs may be contacted at the FGUA Pasco Utility System Office at (727) 372-0115, x330, or by e-mail at mrihs@govmserv.com.

Lindrick Maintenance and Improvements: New lift station pumps have been ordered and will replace existing pumps in the coming months.

A chloride survey and collection survey for the Lindrick system is complete. The survey measured the salt that is infiltrating in the system. In order to limit the salt infiltration and to meet permitted chloride levels by the city of New Port Richey, the FGUA is drafting a proposal for reducing the chlorides, which will include pipeline replacement and point repairs.

The Lindrick System is in early planning stages for converting from chlorine to chloramine water treatment. Since the city of New Port Richey uses chloramines for disinfecting water, the FGUA is converting to chloramines to be compatible with the City's standards. The interconnection will also provide additional fire protection and usage capabilities for Lindrick System customers. Meters and meter boxes are continually being evaluated and either being rehabilitated or replaced as needed throughout the service area. This project will be completed next year.

Consolidated Improvements: Meters are being evaluated and being replaced as needed throughout the service area.

FGUA AT YOUR SERVICE

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