

PHONE DIRECTORY

Customer Service & Billing

561-742-6300

Emergency Customer Service

After Hours

(City holidays, M-Th after 5 pm/Fri after 4:30 pm)

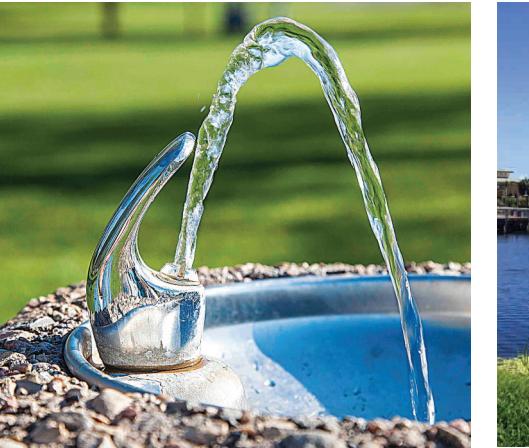
561-742-6430

Water Quality

561-742-6964

CDC/EPA Safe Drinking Water Hotline

800-426-4791



How can I get involved?

City Commission meetings take place on the first and third Tuesday of each month and begin at 6:00 PM at Boynton Beach City Hall (100 East Ocean Ave.)

MISSION STATEMENT

It is the mission of Boynton Beach Utilities to continually improve and maintain a secure, and sustainable infrastructure, while providing reliable high quality, affordable drinking water, reclaimed water, wastewater collection and stormwater management services for all members of the community while continuing to find innovative ways to improve the delivery of services



BOYNTON BEACH UTILITIES

124 E. Woolbright Rd.
Boynton Beach, Florida 33435

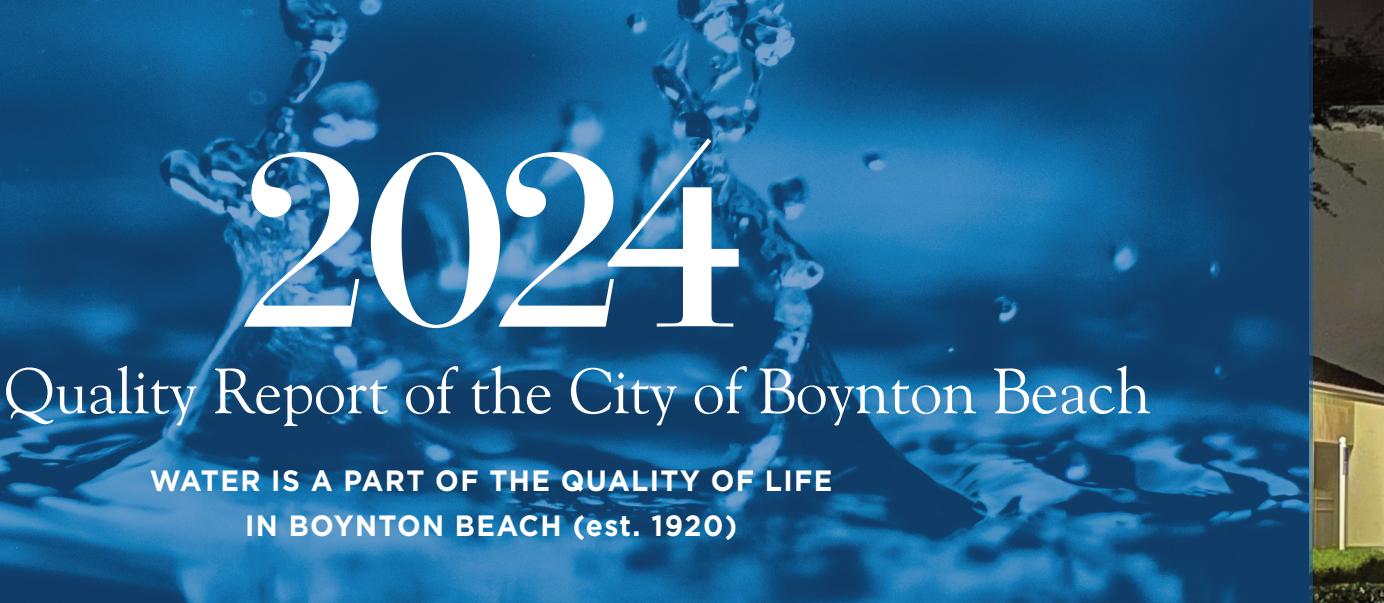
Mayor Rebecca Shelton, At Large
Vice Mayor Woodrow Hay, District II
Cmr. Angela Cruz, District I
Cmr. Thomas Turkin, District III
Aimee Kelley, District IV
City Manager Dan Dugger



boynton-beach.org

2024

Water Quality Report of the City of Boynton Beach



Dear Boynton Beach Utilities Customer,

In an effort to keep you informed about the excellent water and services we have delivered to you over the past year, we are pleased to provide you with the 2024 Water Quality Report for the City of Boynton Beach. Our commitment is to provide our customer with great quality drinking water that meets all local, state, and federal requirements. This is accomplished by our team of dedicated and passionate water professionals working around the clock. The City of Boynton Beach and the Utilities Department are committed to providing exceptional service to our customers. The Utility continues to invest in infrastructure upgrades, staff training and growth while maintaining affordable rates. We are in the process of evaluating the water treatment process at both water treatment plants to meet upcoming regulations for emerging contaminants and will implement the design and construction for recommended improvements. This report will be mailed to customers upon request and is also available at the East Water Treatment Plant Administration Building.

Yours in service,

Dr. Poonam K Kalkat

Utilities Director, City of Boynton Beach.



Where does my water come from?

The primary goal of Boynton Beach Utilities is to produce the highest quality water in an environmentally responsible manner and at the lowest possible cost. Raw water is pumped from the East Coast Surficial Aquifer by wells that vary in depth from 50 to 240 feet. During our dry season, December through May, we rely heavily on our western wellfield and water that has been stored in our Aquifer Storage and Recovery system (ASR). ASR allows us to store treated water during the rainy season when water is plentiful and use it during the dry season when water is scarce. The City owns 30 production wells. These groundwater wells range in depth between 50 and 240 feet below the ground. These wells are located in environmentally protected zones and the water from these wells is regularly tested to confirm its adequacy.

WEST WATER TREATMENT PLANT

The West Water Treatment facility is a state-of-the-art plant that utilizes nanofiltration membranes to remove any contaminants that may be found in the raw water withdrawn from the western wellfield. The West Water Treatment facility has the capacity to treat an annual average of 10.4 million gallons of raw water each day.

EAST WATER TREATMENT FACILITY

The 24 MGD East Water Treatment facility utilizes a traditional lime softening/sand filtration process to treat water withdrawn from the city wellfields. This facility also has a Magnetic Ion Exchange process commonly referred to as the MIEX system. This additional step virtually removes all the color and much of the mineral content from the raw water. This process also removes the organic content, reducing the potential for formation of disinfection byproducts and scale buildup within the city's water distribution system.

SOURCE WATER ASSESSMENT

In 2024, the Florida Department of Environmental Protection (DEP), performed a Source Water Assessment for the City of Boynton Beach's Public Water System. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells. There are 15 potential sources of contamination identified for this system with low to moderate susceptibility levels. The assessment results are available on the DEP SWAPP website at <https://prodapps.dep.state.fl.us/swapp/> or they can be obtained from the Division Director, Operations and Environmental by calling 561-742-6480.

Water Conservation Tips

Did you know that the average U.S. household uses approximately 400 gallons of water per day or 100 gallons per person per day? Luckily, there are many low-cost and no-cost ways to conserve water. Small changes can make a big difference - try one today and soon it will become second nature.

- Take short showers - a 5 minute shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.
- Shut off water while brushing your teeth, washing your hair and shaving and save up to 500 gallons a month.
- Use a water-efficient showerhead. They're inexpensive, easy to install, and can save you up to 750 gallons a month.
- Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
- Water plants only when necessary.
- Fix leaky toilets and faucets. Fixing a leaky faucet that drips one drop per second can save up to 1,000 gallons a month.
- Water plants only when necessary.
- Adjust sprinklers so only your lawn is watered. Apply water only as fast as the soil can absorb it and during the cooler parts of the day to reduce evaporation.
- Teach your kids about water conservation to ensure a future generation that uses water wisely. Make it a family effort to reduce next month's water bill!
- Visit epa.gov/watersense for more information.

Do I need to take special precautions?

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/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Water Drinking Hotline (800-426-4791).

2024 WATER QUALITY DATA

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of contaminants in water provided by public water systems. The table below lists all of the drinking water contaminants that we detected during the calendar year of this report. Although many more contaminants were tested, only those substances listed below were found in your water. All sources of drinking water contain some naturally occurring contaminants. At low levels, these substances are generally not harmful in our drinking water. Removing all contaminants would be extremely expensive, and in most cases, would not provide increased protection of public health. A few naturally occurring minerals may actually improve the taste of drinking water and have nutritional value at low levels. Unless otherwise noted, the data presented in this table is from testing done in the calendar year of the report. The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not vary significantly from year to year, or the system is not considered vulnerable to this type of contamination. As such, some of our data, though representative, may be more than one year old. In this table you will find terms and abbreviations that might not be familiar to you. To help you better understand these terms, we have provided the definitions below the tables.

Inorganic Contaminants							
Contaminant and Unit of Measurement	Dates of sampling (mo/yr)	MCL Violation Y/N	Level Detected (Max. Ave. of any one site)	Range of Results	MCLG	MCL	Likely Source of Contamination
Barium (ppm)	9/23	N	0.0098	0.0043 - 0.0098	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	01/24 - 12/24	N	0.12	0.01 - 0.26	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
Nitrate (as Nitrogen) (ppm)	01/24	N	0.40	ND - 0.40	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	9/23	N	43.2	36.6 - 43.2	N/A	160	Saltwater intrusion, leaching from soil

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 (RAA)	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chlorine and Chloramines (ppm)	01/24 - 12/24	N	2.82	0.50 - 4.7	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
Stage 2 Disinfectants and Disinfection By-Products							
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
Haloacetic Acids (HAA5) (ppb)	02/24, 05/24, 08/24, 11/24	N	13.4	1.1 - 14.8	N/A	60	Byproduct of drinking water disinfection
Total Trihalomethanes (TTHM) (ppb)	02/24, 05/24, 08/24, 11/24	N	15.5	1.1 - 23.5	N/A	80	Byproduct of drinking water disinfection

Radioactive 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
Alpha emitters (pCi/L)	9/23	N	6.17	ND - 6.17	0	15	Erosion of natural deposits
Uranium (ug/L)	9/23	N	0.54	ND - 0.54	0	30	Erosion of natural deposits

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	AL (Action Level)	Likely Source of Contamination
Copper (tap water) (ppm)	08/24	N	0.11	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppb)	08/24	N	1.9	0	0	15	Corrosion of household plumbing systems; erosion of natural deposits

ADDITIONAL MONITORING

As part of an on-going evaluation program the EPA has required us to monitor some additional contaminants/chemicals. Information collected through the monitoring of these contaminants/chemicals will help to ensure that future decisions on drinking water standards are based on sound science.

Unregulated Contaminants							
Contaminant and Unit of Measurement	Dates of sampling (mo/yr)	Level Detected	Range	Likely Source of Contamination			
Perfluorobutanoic acid (PFBA) (ppt)	3/24	6.4	ND - 6.4	A group of chemicals that have been used in industry and consumer products since the 1940s due to their useful properties			
Perfluoropentanoic acid (PFPeA) (ppt)	3/24	8.1	ND - 8.1	A group of chemicals that have been used in industry and consumer products since the 1940s due to their useful properties			
Perfluorobutane sulfonic acid (PFBS) (ppt)	3/24	7.4	ND - 7.4	A group of chemicals that have been used in industry and consumer products since the 1940s due to their useful properties			
Perfluorohexane sulfonic acid (PFHxS) (ppt)	3/24	6.2	ND - 6.2	A group of chemicals that have been used in industry and consumer products since the 1940s due to their useful properties			
Perfluorohexanoic acid (PFHxA) (ppt)	3/24	5.3	ND - 5.3	A group of chemicals that have been used in industry and consumer products since the 1940s due to their useful properties			
Perfluorooctane sulfonic acid (PFOS) (ppt)	3/24	23	ND - 23	A group of chemicals that have been used in industry and consumer products since the 1940s due to their useful properties			
Perfluorooctanoic acid (PFOA) (ppt)	3/24	8.2	ND - 8.2	A group of chemicals that have been used in industry and consumer products since the 1940s due to their useful properties			

WHY ARE THERE CONTAMINANTS IN MY DRINKING WATER?

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 poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's (EPA) 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, 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, by-product 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.

In order to ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

ADDITIONAL INFORMATION ON LEAD

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. Boynton Beach PWS 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 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 contact Boynton Beach PWS by calling 561-742-6964 or emailing ramosd@bbfl.us. 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>.

TERMS AND ABBREVIATIONS

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

LRAA: Local Running Annual Average. The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

MCL: Maximum Contaminant Level. 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.

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

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

MRDLG: Maximum Residual Disinfectant Level Goal. 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.

ND: Not Detected. Indicates that the substance was not found by laboratory analysis.

ppb: parts per billion (mg/L): one part by weight of analyte to 1 billion parts by weight of the water sample.

ppm: parts per million (mg/L): parts per million (mg/L): one part by weight of analyte to 1 million parts by weight of the water sample.

ppt: parts per trillion (ng/L): one part by weight of analyte to 1 trillion parts by weight of the water sample.

pCi/L: picocuries per liter: a measure of radioactivity

SWAPP: Source Water Assessment and Protection Program.

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

Variances and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.