

MISSISSIPPI STATE DEPARTMENT OF HEALTH
BUREAU OF PUBLIC WATER SUPPLY
CCR CERTIFICATION
CALENDAR YEAR 2013

2014 JUL -1 PM 2:59

Columbus Light & Water Department
Public Water Supply Name

0440003

List PWS ID #s for all Community Water Systems included in this CCR

The Federal Safe Drinking Water Act (SDWA) requires each Community public water system to develop and distribute a Consumer Confidence Report (CCR) to its customers each year. Depending on the population served by the public water system, this CCR must be mailed or delivered to the customers, published in a newspaper of local circulation, or provided to the customers upon request. Make sure you follow the proper procedures when distributing the CCR. You must mail, fax or email a copy of the CCR and Certification to MSDH. Please check all boxes that apply.

Customers were informed of availability of CCR by: *(Attach copy of publication, water bill or other)*

- Advertisement in local paper (attach copy of advertisement)
- On water bills (attach copy of bill)
- Email message (MUST Email the message to the address below)
- Other _____

Date(s) customers were informed: 7/1/14

CCR was distributed by U.S. Postal Service or other direct delivery. Must specify other direct delivery methods used U.S. Postal Service

Date Mailed/Distributed: 06/26/2014

CCR was distributed by Email (MUST Email MSDH a copy) Date Emailed: 7/1/14

- As a URL (Provide URL _____)
- As an attachment
- As text within the body of the email message

CCR was published in local newspaper. *(Attach copy of published CCR or proof of publication)*

Name of Newspaper: _____

Date Published: 7/1/14

CCR was posted in public places. *(Attach list of locations)* Date Posted: 7/1/14

CCR was posted on a publicly accessible internet site at the following address **(DIRECT URL REQUIRED):** _____

CERTIFICATION

I hereby certify that the 2013 Consumer Confidence Report (CCR) has been distributed to the customers of this public water system in the form and manner identified above and that I used distribution methods allowed by the SDWA. I further certify that the information included in this CCR is true and correct and is consistent with the water quality monitoring data provided to the public water system officials by the Mississippi State Department of Health, Bureau of Public Water Supply.

Todd Cole
Name/Title (President, Mayor, Owner, etc.)

6-30-14
Date

Deliver or send via U.S. Postal Service:
Bureau of Public Water Supply
P.O. Box 1700
Jackson, MS 39215

May be faxed to: *
(601) 576-7800

May be emailed to:
Melanie.Yanklowski@msdh.state.ms.us
601 576 7650

Watts



Light & Water

New Automated Phone System and PaySite Kiosks Offer Quickness, Convenience

At Columbus Light & Water, we recently introduced two new customer service features that give our customers more access to manage their accounts and service needs.

An expanded Automated Phone System is now in operation, allowing CL&W customers to find out information about their account, without having to speak with an associate. Also, four PaySite kiosks will be located around the city offering a convenient option for CL&W customers to pay their utility bill.

"The majority of daily calls we receive from our customers are related to inquiries about their account balance and payment due date," said CL&W General Manager Todd Gale. *"Our primary focus is to provide service to the customer. This is why we invested in the Automated Phone System, to allow more customers the opportunity to call in and gain faster access and information about their account."*

The Automated Phone System will include enhanced features for CL&W customers including phone message alerts about scheduled utility maintenance, outages, overdue bills and pending disconnection of services. "Our customers appreciate having more information about services and activities that impact their lives and environment," said Gale.

CL&W customers who call 662-328-7192 to access the Automated Phone System will be prompted to input both their customer number and their location number, which can be found on their monthly bill.

"Customers will still have the option to speak to a CL&W associate if added assistance is needed for other services," said Gale. *"When it comes to paying their utility bills, our customers have an additional option of making their payment by cash, check or credit card at any of the four PaySite kiosks located around Columbus, including one located in the lobby of our Main Office."*

CL&W offers multiple ways for its customers to make payments including by mail, bank drafts, online bill payment, over-the-phone payment, leveraged-out billing, and the new PaySite kiosks. *"With the PaySite kiosks, customers can save time and take advantage of the convenience of paying more than one bill,"* added Gale.

There is no service fee to use the PaySite kiosk located in the lobby at CL&W. A service charge of \$1.50 for ACH-checks or cash payments, and \$3.95 for credit/debit cards will be assessed for use at the other respective locations.

"The new phone system and PaySite kiosks expands our opportunity to provide additional convenience, information and service to our customers," said Gale.



New PaySite kiosk located in the lobby of Columbus Light & Water

2014 JUL 1 PM 2:59



CF Harris Retires After 44 Years

Over the course of a career, a worker rarely stays at one company anymore — let alone at the same one for more than 40 years. Yet, that was the experience of CF Harris, who retired in April from Columbus Light and Water Company, after 44 years of service.

Harris' tenure makes him one of the longest serving employees in the history of CL&W. It was 1969 when Harris began as a crew member, which included working on power lines to provide service to the customer. *"We did not have the convenience of bucket trucks at that time,"* said Harris. *"Our equipment as linemen included belts, pole climbers, safety harnesses, gaffs and holsters. We worked hard as a team to make sure we were safe and that our customers' power was restored."*

Although technology has vastly changed since Harris began employment, the company's philosophy about safety, teamwork and customer service remains the same. *"When you work for Columbus Light and Water, you are part of a family. We live in this community and take pride in making sure that our customers are taken care of as well as making*

sure our employees return home safely to their loved ones," explained Harris.

At his retirement party, co-workers, family and friends looked back on his career and accomplishments, including managing major projects associated with infrastructure changes such as new higher voltage service, electrical grid upgrades and substations installation, just to name a few.

"His wealth of knowledge and experience at Columbus Light and Water is irreplaceable," said General Manager Todd Gale. *"His positive attitude, diligence, and willingness to perform any job from start to finish are characteristics that speak volumes about CF Harris. He continues to inspire and touch lives as he has done throughout the year while helping someone to receive the best available service from us."*

In appreciation for Harris' service and leadership, CL&W named the substation at the Lowndes County Port, CF Harris Substation.



CF Harris with his family at his retirement party.

Meter Reading Technology Coming Soon

Before long, you will no longer see a water meter technician bending down and lifting the pit lid to take monthly readings on your water usage. With a strong focus on providing enhanced customer service through improved billing accuracy and leak detection, Columbus Light & Water is updating its water services infrastructure with automated meters. This technology will allow CL&W to remotely read its customers' water meters from a vehicle.

"The new water meter system is a drive-by mobile reading system where our employees can collect readings without leaving their vehicle," said CL&W Chief Financial Officer Mike Bensen. *"It is safer for our employees to prevent injuries from repetitive activities and enables faster receipt of information for our customers and accuracy in billing and consumption."*

The system uses a wireless network for bi-directional communication of information collected from the water meter. *"This system is able to give us a lot of information in real-time that will help us to*

better serve our customers," said Gale.

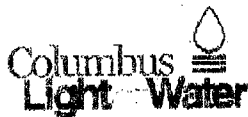
CL&W began installing the new meters as part of its water meter replacement program in June of 2014 and anticipates completion before the end of the year.

Utility Metering Solutions (UMS) is the contracting company responsible for the installation of over 11,000 meters servicing CL&W's customers. *"Over the next several months, UMS will be replacing meters in our service area for both residential and commercial customers,"* said Bensen. *"UMS workers wear uniforms, badges and will be in marked vehicles. Water services will only be interrupted for 10 to 15 minutes as new meters are installed."*

UMS will leave door hangers at service locations explaining more information about the installation process.



A utility worker installing a new water meter.



Water Quality Data Table & Test Results

WHERE DO WE GET OUR WATER?

Our underground water is pumped from eight wells drawing from the massive sand of the lower Tuscaloosa Aquifer.

SOURCE WATER PROTECTION

The source water assessment has been completed for our public water system to identify potential sources of contamination and determine the overall susceptibility of the drinking water supply. Susceptibility assessment has been completed and all wells have ranked moderate by the MDEQ for vulnerability to contamination.

CONTACT US

As a valued customer, we want you to be informed about your water utility. If you have any questions, please contact Columbus Light & Water at 662-328-7192, Monday through Friday from 8:30 a.m. to 5:00 p.m.

WATER QUALITY

All sources of drinking water are subject to potential contamination by substances that are naturally occurring or man-made. These substances can be microbes, inorganic or organic chemical and radioactive substances. All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of 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 Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

TESTING

The Columbus Light & Water Department routinely monitors for constituents in your drinking water according to Federal and Mississippi state laws. This table shows the results of our monitoring for the period of January 1st to December 31st, 2013. In cases where monitoring wasn't required in 2013, the table reflects the most recent results. As you can see by the table, our system had no violations. We're proud that your drinking water meets or exceeds all Federal and state requirements. We have

learned through our monitoring and testing that some constituents have been detected, however the EPA has determined that your water is safe at these levels.

Additional Information for Lead
If present, elevated levels of lead 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. Columbus Light & Water is responsible for providing high quality drinking water, but cannot control the variety of 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 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 <http://www.epa.gov/safewater/lead>. The Mississippi State Department of Health Public Health Laboratory offers lead testing for \$10 per sample. Please contact 601-576-7532 if you wish to have your water tested.

Additional Information for Fluoridation
To comply with the "Regulation Governing Fluoridation of Community Water Supplies", Columbus Light & Water is required to report certain results pertaining to fluoridation of our water system. The number of months in the previous calendar year in which average fluoride sample results were within the optimal range of 0.7-1.3 ppm was 12. The percentage of fluoride samples collected in the previous calendar year that was within the optimal range of 0.7-1.3 ppm was 100%.

April 1, 2013 MESSAGE FROM MSDH CONCERNING RADIOLOGICAL SAMPLING
In accordance with the Radionuclides Rule, all community public water supplies were required to sample quarterly for radionuclides beginning January 2007 - December 2007. Columbus Light & Water public water supply completed sampling

by the scheduled deadline; however, during an audit of the Mississippi State Department of Health Radiological Health Laboratory, the Environmental Protection Agency (EPA) suspended analyses and reporting of radiological compliance samples and results until further notice. Although this was not the result of inaction by Columbus Light & Water public water supply, MSDH was required to issue a violation. This is to notify you that your water system has completed the monitoring requirements and is now in compliance with the Radionuclides Rule. If you have any questions, please contact Karen Walters, Director of Compliance & Enforcement, Bureau of Public Water Supply, at 601-576-7518.

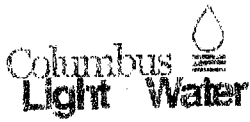
SPECIAL POPULATIONS

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/CDC guidelines on appropriate ways to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline: 1-800-426-4791.

At Columbus Light & Water, we work around the clock to provide top quality water to every tap. We ask that all our customers help us in protecting our water sources, which are the heart of our community, our way of life and our children's future. Please call our office if you have any questions on how you can help.

Contaminant	Violation Y/N	Date Collected	Level Detected	MCL	Likely Source of Contamination
DISINFECTION BYPRODUCTS					
Chlorine	N	2013	2.10 RAA 2.30 max. mg/L 1.70 min. mg/L	4.0 mg/L	Water additive used to control microbes
Total Haloacetic Acids (THAA's)	N	2013	1.0 ppb	0.050 ppm	Byproduct of drinking water disinfection
Total Trihalomethanes (TTHM)	N	2013	3.19 ppb	0.080 ppm	Byproduct of drinking water disinfection
INORGANIC CHEMICALS					
Antimony	N	2012	<0.0005 ppm	0.006 ppm	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
Arsenic	N	2012	<0.0005 ppm	0.010 ppm	Erosion of natural deposits; runoff from orchards,
Barium	N	2012	0.00633 ppm* <0.01553 ppm**	2 ppm	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Beryllium	N	2012	<0.0005 ppm	0.004 ppm	Discharge from metal refineries & coal-burning factories; discharge from electrical, aerospace, & defense industries
Cadmium	N	2012	<0.0005 ppm	0.005 ppm	Corrosion of galvanized pipes; erosion of natural deposits; discharge from metal refineries; runoff from waste batteries & paints
Chromium	N	2012	<0.00123 ppm* <0.00083 ppm**	0.1 ppm	Discharge from steel and pulp mills; erosion of natural deposits
Cyanide	N	2012	<0.015 ppm	0.1 ppm	Discharge from steel/metal, plastic & fertilizer factories
Fluoride	N	2012	<0.822 ppm* <0.856 ppm**	4 ppm	Water additive which promotes strong teeth; erosion of natural deposits; discharge from fertilizer & aluminum factories
Lead	N	2013	0 ppb	15 ppb	Corrosion of household plumbing systems; erosion of natural deposits
Mercury	N	2009	<0.0005 ppm	0.002 ppm	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills & croplands
Nitrate	N	2013	<0.08 ppm */**	10 ppm	Runoff from fertilizer use, leaching from septic tanks/sewage, erosion of natural deposits
Nitrite	N	2013	<0.02 */**	3 ppm	Runoff from fertilizer use, leaching from septic tanks/sewage, erosion of natural deposits
Nitrate+Nitrite	N	2013	<0.1 ppm */**	10 ppm	Runoff from fertilizer use, leaching from septic tanks/sewage, erosion of natural deposits
Selenium	N	2009	<0.0025 ppm	0.05 ppm	Discharge from petroleum refineries; erosion of natural deposits; discharge from mines
Thallium	N	2009	<0.0005 ppm	0.002 ppm	Leaching from ore-processing sites; discharge from electronics, glass & drug factories
ORGANIC CHEMICALS					
Benzene	N	2009	<0.5 ppb	5 ppb	Discharge from factories; leaching from gas storage tanks & landfills
Carbon Tetrachloride	N	2009	<0.5 ppb	5 ppb	Discharge from chemical plants & industrial activities
CIS- 1, 2-Dichloroethylene	N	2009	<0.5 ppb	70 ppb	Discharge from meat & fish or pharmaceutical industries
Dichloromethane	N	2009	<0.05 ppb	50 ppb	Discharge from industrial chemical factories
Dichlorobenzene	N	2004	<0.5 ppb	5 ppb	Discharge from industrial chemical factories
O-Dichlorobenzene	N	2009	<0.5 ppb	600 ppb	Discharge from industrial chemical factories
P-Dichlorobenzene	N	2009	<0.5 ppb	75 ppb	Discharge from industrial chemical factories
1, 2-Dichloroethane	N	2009	<0.5 ppb	5 ppb	Discharge from industrial chemical factories
1, 1-Dichloroethylene	N	2009	<0.5 ppb	7 ppb	Discharge from industrial chemical factories
1, 2-Dichloropropane	N	2009	<0.5 ppb	5 ppb	Discharge from industrial chemical factories
Ethylbenzene	N	2009	<0.5 ppb	700 ppb	Discharge from petroleum refineries
Monochlorobenzene	N	2008	<0.5 ppb	100 ppb	Discharge from paints, glass & ceramic industries
Tetrachloroethylene	N	2009	<0.5 ppb	5 ppb	Discharge from factories & dry cleaners
trans- 1, 2-Dichloroethylene	N	2009	<0.5 ppb	100 ppb	Discharge from industrial chemical factories
1, 1, 1-Trichloroethane	N	2009	<0.5 ppb	200 ppb	Discharge from metal degreasing sites & factories
Trichloroethylene	W	2009	<0.5 ppb	5 ppb	Discharge from metal degreasing sites & factories
1, 1, 2-Trichloroethane	N	2009	<0.5 ppb	5 ppb	Discharge from industrial chemical factories
1, 2, 4-Trichlorobenzene	N	2009	<0.5 ppb	70 ppb	Discharge from textile finishing factories
Toluene	N	2009	<0.5 ppb	1000 ppb	Discharge from petroleum factories
Styrene	N	2009	<0.5 ppb	100 ppb	Discharge from rubber & plastic factories; leaching from landfills
Vinyl Chloride	N	2009	<0.5 ppb	2 ppb	Leaching from PVC pipes; discharge from plastic factories
Xylenes	N	2009	<0.5 ppb	10000 ppb	Discharge from petroleum & chemical factories

* Treatment Plant North | ** Treatment Plant South | MCL = maximum contaminant level | ppm = parts per million
ppb = parts per billion | mg/L = milligrams per liter | RAA = Running Annual Average



General Manager's Message

Over the last twelve months Columbus Light & Water has positioned itself to provide additional conveniences to you, our customer. These items will include alternate pay options, improved account inquiries and an increased social media presence. Columbus Light & Water has contracted with U.S. Payments to provide a pay kiosk in the lobby of our Main Office at 420 4th Avenue South as well as other locations throughout the City. Payments can be made with cash, check or credit cards. Similar to payments by telephone, there will be a convenience charge. However, all third party charges made at the Main Office will be waived.

Starting at the end of the summer, account inquiries such as balances owed may be accessed through our main telephone number (662) 328-7192. This will eliminate the time you need to wait for your account

information and allow our customer service representatives to focus their efforts on other important issues you or your neighbors may be experiencing.

Columbus Light & Water is in the process of updating our website and becoming more involved in social media to better inform you of our maintenance operations under normal circumstances and in the event of an emergency.

Last, I cannot emphasize enough the importance of keeping your telephone and other customer information up to date in our records. This is our "lifeline" to you for communication and emergency response. I wish you all a safe and happy summer and thank you for your continued support.



Keep Your Phone Number Updated With Us



Have you changed your phone number since you first applied for services with us?

At Columbus Light & Water, our emergency hotline automated phone system identifies with the caller's telephone number, which enables us to dispatch crews and manage your situation quicker, especially in times of emergencies and outages.

For Phone Number Update

One call to 662-328-7192 to verify and update your phone

number will allow our system to associate your telephone number to your account address. Have your utility bill handy when making the call because you will be asked to enter your location number and customer number.

It is important to keep your number updated with us so we can expedite your service needs.




Call 243-7440

CONTACT US IMMEDIATELY TO REPORT



PRESORT STD
 U.S. POSTAGE
 PAID
 Columbus, MS
 Permit #200


 COLUMBUS LIGHT AND WATER
 PO BOX 849
 COLUMBUS MS 39703-0949

3 Helpful Tips to Lower Your Energy Bill

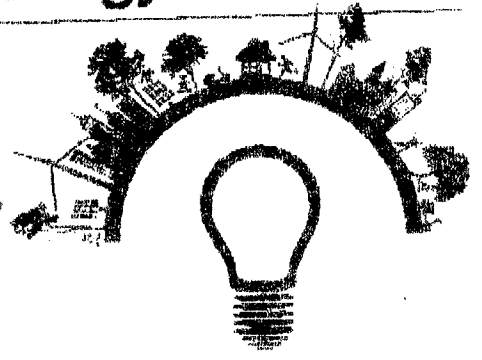
Hot Water Heater Thermal Blanket

Did you know that a thermal blanket around your hot water heater could add savings on your electric bill? These blankets are available at local hardware stores and are easy to install.

Pre-insulated hot water heaters don't need blankets. To check, lightly touch the tank of your hot water heater. If it feels warm, a blanket will help. Hot water heaters in non-air conditioned locations, like a basement or garage, lose heat much faster during cold weather. Electric water heaters work twice as hard as gas water heaters. The pipes to and from the hot water heater can also be insulated. Finally, lowering the thermostat on your hot water heater to 120° can also save you more money.

Energy Efficient Light Bulbs

Did you know that compact fluorescent light (CFL) bulbs use 25-50% less energy than traditional light bulbs and last 5-25 times as long? CFLs can save you approximately \$5 per year per bulb and produce less heat.



Weather Stripping

Did you know that properly weather stripping around your doors and windows could reduce your heating/cooling bills by 30%? Take time this summer to seal air leaks and preserve the cool air in your home or business. You can check for air leaks by taking a hand-held hair dryer outside and moving it around a door or window while a helper inside moves his or her hand along with you, feeling for drafts.



We also mailed a copy certified mail.
Thank you.

7010 3A70 0001 7356 8912

U.S. Postal Service
CERTIFIED MAIL RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

JACKSON MS 39215
SPECIAL USE

Postage	\$	\$7.19
Certified Fee		\$3.30
Return Receipt Fee (Endorsement Required)		\$2.70
Restricted Delivery Fee (Endorsement Required)		\$0.00
Total Postage & Fees	\$	\$7.19

Postmark Here
 AUG 30 2014
 COLUMBUS MARIED
 39215-USA

Sent To: Bureau of Public Water Supply
 Street, Apt. No. or P.O. Box No.: P.O. Box 1700
 City, State, ZIP+4: Jackson, Ms 39215

PS Form 3800, August 2006 See Reverse for Instructions