

RECEIVED-WATER SUPPLY
2018 MAY -7 PM 11:46
2017 CERTIFICATION

Consumer Confidence Report (CCR)

Franklin County Water Association

Public Water System Name

0190008, 0190009, 0190010, 0190014, 0190015

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 (PWS) to develop and distribute a Consumer Confidence Report (CCR) to its customers each year. Depending on the population served by the PWS, 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 email, fax (but not preferred) or mail, a copy of the CCR and Certification to the 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 *(Email the message to the address below)*
- Other _____

Date(s) customers were informed: 5 / 3 / 2018 / / / 2018 / / / 2018

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

Date Mailed/Distributed: ____ / ____ / ____

CCR was distributed by Email *(Email MSDH a copy)*

Date Emailed: ____ / ____ / 2018

- As a URL _____ *(Provide Direct 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: Franklin Advocate

Date Published: 5/3/2018

CCR was posted in public places. *(Attach list of locations)*

Date Posted: ____ / ____ / 2018

CCR was posted on a publicly accessible internet site at the following address: _____

(Provide Direct URL)

CERTIFICATION

I hereby certify that the 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 PWS officials by the Mississippi State Department of Health, Bureau of Public Water Supply

x Alvin J. Chaney
Name/Title *(President, Mayor, Owner, etc.)*

5/3/18
Date

Submission options (Select one method ONLY)

Mail: (U.S. Postal Service)
MSDH, Bureau of Public Water Supply
P.O. Box 1700
Jackson, MS 39215

Email: water.reports@msdh.ms.gov

Fax: (601) 576 - 7800

****Not a preferred method due to poor clarity****

CCR Deadline to MSDH & Customers by July 1, 2018!

2017 Annual Drinking Water Quality Report
 Franklin County Water Association, Inc. 2018 MAY -1 AM 8:47
 PWS#: 0190008, 0190009, 0190010, 0190014 & 0190015
 April 2018

We're pleased to present to you this year's Annual Quality Water Report. This report is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to providing you with information because informed customers are our best allies. Our water source is from wells drawing from the Miocene Series Aquifer.

The source water assessment has been completed for our public water system to determine the overall susceptibility of its drinking water supply to identify potential sources of contamination. A report containing detailed information on how the susceptibility determinations were made has been furnished to our public water system and is available for viewing upon request. The wells for the Franklin County Water Association have received a lower ranking in terms of susceptibility to contamination.

If you have any questions about this report or concerning your water utility, please contact Danny Sullivan at 601.660.7874. We want our valued customers to be informed about their water utility. If you want to learn more, please join us at any of our regularly scheduled meetings. They are held on the first Monday of the month at 5:30 PM at 135 HWY 98 E, Bude, MS 39630.

We routinely monitor for contaminants in your drinking water according to Federal and State laws. This table below lists all of the drinking water contaminants that were detected during the period of January 1st to December 31st, 2017. In cases where monitoring wasn't required in 2017, the table reflects the most recent results. As water travels over the surface of land or underground, it dissolves naturally occurring minerals and, in some cases, radioactive materials and can pick up substances or contaminants from the presence of animals or from human activity; microbial contaminants, such as viruses and bacteria, that 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 storm-water 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 storm-water 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 and septic systems; 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. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily indicate that the water poses a health risk.

In this table you will find many terms and abbreviations you might not be familiar with. To help you better understand these terms we've provided the following definitions:

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

Maximum Contaminant Level (MCL) - The "Maximum Allowed" (MCL) is 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 "Goal" (MCLG) is 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 microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG) - The level of a drinking water disinfectant below which there is no known or expected risk of health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

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.

PWS ID# 0190008		TEST RESULTS						
Contaminant	Violation Y/N	Date Collected	Level Detected	Range of Detects or # of Samples Exceeding MCL/ACL/MRDL	Unit Measure -ment	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants								
10. Barium	N	2014*	.0019	No Range	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
13. Chromium	N	2014*	5.8	No Range	ppb	100	100	Discharge from steel and pulp mills; erosion of natural deposits
14. Copper	N	2015/17	.1	0	ppm	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
16. Fluoride	N	2014*	.331	No Range	ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

17. Lead	N	2015/17	2	0	ppb	0	AL=15	Corrosion of household plumbing systems, erosion of natural deposits
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Disinfection By-Products

81. HAA5	N	2014*	34	No Range	ppb	0	60	By-Product of drinking water disinfection.
82. TTHM [Total trihalomethanes]	N	2014*	40	No Range	ppb	0	80	By-product of drinking water chlorination.
Chlorine	N	2017	1.7	1 - 3	mg/l	0	MRDL = 4	Water additive used to control microbes

PWS ID# 0190009

TEST RESULTS

Contaminant	Violation Y/N	Date Collected	Level Detected	Range of Detects or # of Samples Exceeding MCL/ACL/MRDL	Unit Measure-ment	MCLG	MCL	Likely Source of Contamination
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Microbiological Contaminants

1. Total Coliform Bacteria	N	February	Positive	1	NA	0	presence of coliform bacteria in 5% of monthly samples	Naturally present in the environment
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Inorganic Contaminants

10. Barium	N	2014*	.0029	No Range	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
13. Chromium	N	2014*	4	No Range	ppb	100	100	Discharge from steel and pulp mills; erosion of natural deposits
14. Copper	N	2015/17	.2	0	ppm	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
16. Fluoride	N	2014*	.573	No Range	ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
17. Lead	N	2015/17	1	0	ppb	0	AL=15	Corrosion of household plumbing systems, erosion of natural deposits

Disinfection By-Products

81. HAA5	N	2014*	35	No Range	ppb	0	60	By-Product of drinking water disinfection.
82. TTHM [Total trihalomethanes]	N	2014*	48.4	No Range	ppb	0	80	By-product of drinking water chlorination.
Chlorine	N	2017	2	.8 - 3.5	mg/l	0	MRDL = 4	Water additive used to control microbes

PWS ID# 0190010

TEST RESULTS

Contaminant	Violation Y/N	Date Collected	Level Detected	Range of Detects or # of Samples Exceeding MCL/ACL/MRDL	Unit Measure-ment	MCLG	MCL	Likely Source of Contamination
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Inorganic Contaminants

10. Barium	N	2014*	.0481	No Range	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
13. Chromium	N	2014*	1.5	No Range	ppb	100	100	Discharge from steel and pulp mills; erosion of natural deposits
17. Lead	N	2015/17	0	0	ppb	0	AL=15	Corrosion of household plumbing systems, erosion of natural deposits

19. Nitrate (as Nitrogen)	N	2017	.2	No Range	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
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Disinfection By-Products

82. TTHM [Total trihalomethanes]	N	2014*	6.77	No Range	ppb	0	80	By-product of drinking water chlorination.
Chlorine	N	2017	1.9	1 – 2.7	mg/l	0	MRDL = 4	Water additive used to control microbes

PWS ID# 0190014

TEST RESULTS

Contaminant	Violation Y/N	Date Collected	Level Detected	Range of Detects or # of Samples Exceeding MCL/ACL/MRDL	Unit Measurement	MCLG	MCL	Likely Source of Contamination
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Inorganic Contaminants

8. Arsenic	N	2014*	.6	No Range	ppb	n/a	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
10. Barium	N	2014*	.074	No Range	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
13. Chromium	N	2014*	2.7	No Range	ppb	100	100	Discharge from steel and pulp mills; erosion of natural deposits

Disinfection By-Products

82. TTHM [Total trihalomethanes]	N	2014*	4.45	No Range	ppb	0	80	By-product of drinking water chlorination.
Chlorine	N	2017	1.8	1 – 2.5	mg/l	0	MRDL = 4	Water additive used to control microbes

PWS ID# 0190015

TEST RESULTS

Contaminant	Violation Y/N	Date Collected	Level Detected	Range of Detects or # of Samples Exceeding MCL/ACL/MRDL	Unit Measurement	MCLG	MCL	Likely Source of Contamination
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Inorganic Contaminants

8. Arsenic	N	2014*	1.3	No Range	ppb	n/a	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
10. Barium	N	2014*	.0355	No Range	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
13. Chromium	N	2014*	4.6	No Range	ppb	100	100	Discharge from steel and pulp mills; erosion of natural deposits
14. Copper	N	2015*	.1	0	ppm	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
17. Lead	N	2015*	2	0	ppb	0	AL=15	Corrosion of household plumbing systems, erosion of natural deposits

Disinfection By-Products

81. HAA5	N	2017	1	No Range	ppb	0	60	By-Product of drinking water disinfection.
82. TTHM [Total trihalomethanes]	N	2017	4.46	No Range	ppb	0	80	By-product of drinking water chlorination.
Chlorine	N	2017	1.1	.6 – 1.5	mg/l	0	MRDL = 4	Water additive used to control microbes

* Most recent sample. No sample required for 2017.

Microbiological Contaminants:

(1) Total Coliform. Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.

We are required to monitor your drinking water for specific contaminants on a monthly basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. In an effort to ensure systems complete all monitoring requirements, MSDH now notifies systems of any missing samples prior to the end of the compliance period.

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. Our water system 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. Please contact 601.576.7582 if you wish to have your water tested.

Significant Deficiencies

Monitoring and Reporting of Compliance Data Violations:

During a sanitary survey conducted on 3/12/2018, the Mississippi State Department of Health cited the following significant deficiency(s):

Inadequate Internal Cleaning/Maintenance of Storage Tanks

Corrective Actions: This deficiency is within its initial 120 day deadline for completion or a compliance plan by 7/23/2018. This problem has been resolved.

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 chemicals and radioactive substances. 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 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.

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 means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline 1.800.426.4791.

The Franklin County Water Association works around the clock to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future.

2017 Annual Drinking Water Quality Report
 Franklin County Water Association, Inc.
 PWS# 0190008, 0190009, 0190010, 0190014 & 0190015
 April 2018

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The source water assessment has been completed for our public water system to determine the overall susceptibility of its drinking water supply to identify potential sources of contamination. A report containing detailed information on how the susceptibility determinations were made has been furnished to our public water system and is available for viewing upon request. The wells for the Franklin County Water Association have received a lower ranking in terms of susceptibility to contamination.

If you have any questions about this report or concerning your water utility, please contact Deany Sullivan at 601.560.7874. We want our valued customers to be informed about their water utility. If you want to learn more, please join us at any of our regularly scheduled meetings. They are held on the first Monday of the month at 8:30 PM at 135 HWY 96 E, Sula, MS 38650.

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Maximum Contaminant Level Goal (MCLG) - The "Goal" (MCLG) is 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 microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG) - The level of a drinking water disinfectant below which there is no known or expected risk of health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

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.

PWS ID# 0190008								
TEST RESULTS								
Contaminant	Violation Y/N	Date Collected	Level Detected	Range of Detects or # of Samples Exceeding MCL/ACTION	Unit Measure -mwt	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants								
10. Barium	N	2014*	.0010	No Range	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
13. Chromium	N	2014*	5.8	No Range	ppb	100	100	Discharge from steel and pulp mills; erosion of natural deposits
14. Copper	N	2018/17	.1	0	ppm	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
16. Fluoride	N	2014*	.331	No Range	ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
17. Lead	N	2018/17	2	0	ppb	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits
Disinfection By-Products								
81. HAA5	N	2014*	34	No Range	ppb	0	80	By-Product of drinking water disinfection
82. THM (Total Trihalomethanes)	N	2014*	40	No Range	ppb	0	80	By-product of drinking water disinfection
Chlorine	N	2017	1.7	1 - 3	mg/l	0	MRDL = 4	Water additive used to control microbes

PWS ID# 0190009								
TEST RESULTS								
Contaminant	Violation Y/N	Date Collected	Level Detected	Range of Detects or # of Samples Exceeding MCL/ACTION	Unit Measure -mwt	MCLG	MCL	Likely Source of Contamination
Microbiological Contaminants								
1. Total Coliform Bacteria	N	February	Positive	1	NA	0	0	presence of coliform bacteria in 5% of monthly samples
Inorganic Contaminants								
10. Barium	N	2014*	.0029	No Range	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
13. Chromium	N	2014*	4	No Range	ppb	100	100	Discharge from steel and pulp mills; erosion of natural deposits
14. Copper	N	2018/17	2	0	ppm	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
16. Fluoride	N	2014*	.573	No Range	ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
17. Lead	N	2018/17	1	0	ppb	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits

PWS ID# 0190010		TEST RESULTS						
Contaminant	Violation Y/N	Date Collected	Level Detected	Range of Detects or # of Samples Exceeding MCL/AL/AR/DL	Unit Measure -max	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants								
10. Barium	N	2014*	.0481	No Range	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
13. Chromium	N	2014*	1.5	No Range	ppb	100	100	Discharge from steel and pulp mills; erosion of natural deposits
17. Lead	N	2016/17	0	0	ppb	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits
19. Nitrate (as Nitrogen)	N	2017	2	No Range	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Disinfection By-Products								
52. THM (Total trihalomethanes)	N	2014*	5.77	No Range	ppb	0	80	By-product of drinking water chlorination.
Chlorine	N	2017	1.5	1-2.7	mg/l	0	MRDL = 4	Water additive used to control microbes

PWS ID# 0190014		TEST RESULTS						
Contaminant	Violation Y/N	Date Collected	Level Detected	Range of Detects or # of Samples Exceeding MCL/AL/AR/DL	Unit Measure -max	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants								
8. Arsenic	N	2014*	.5	No Range	ppb	n/a	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
10. Barium	N	2014*	.074	No Range	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
13. Chromium	N	2014*	2.7	No Range	ppb	100	100	Discharge from steel and pulp mills; erosion of natural deposits
Disinfection By-Products								
52. THM (Total trihalomethanes)	N	2014*	4.45	No Range	ppb	0	80	By-product of drinking water chlorination.
Chlorine	N	2017	1.8	1-2.5	mg/l	0	MRDL = 4	Water additive used to control microbes

PWS ID# 0190015		TEST RESULTS						
Contaminant	Violation Y/N	Date Collected	Level Detected	Range of Detects or # of Samples Exceeding MCL/AL/AR/DL	Unit Measure -max	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants								
8. Arsenic	N	2014*	1.5	No Range	ppb	n/a	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
10. Barium	N	2014*	.0585	No Range	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
13. Chromium	N	2014*	4.5	No Range	ppb	100	100	Discharge from steel and pulp mills; erosion of natural deposits
14. Copper	N	2016*	.1	0	ppm	1.5	AL=1.5	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
17. Lead	N	2016*	2	0	ppb	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits
Disinfection By-Products								
51. HAA5	N	2017	1	No Range	ppb	0	80	By-Product of drinking water chlorination.
52. THM (Total trihalomethanes)	N	2017	4.45	No Range	ppb	0	80	By-product of drinking water chlorination.
Chlorine	N	2017	1.5	1-1.5	mg/l	0	MRDL = 4	Water additive used to control microbes

Table 10.3.1
 Bacteria are naturally present in the environment and are used as an indicator that other, potentially harmful, bacteria may be present in water samples that exceed the allowed and this was a warning of potential problems.

We are required to monitor your drinking water for specific contaminants on a monthly basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. In an effort to ensure systems complete all monitoring requirements, MSDH now notifies systems of any missing samples prior to the end of the compliance period.

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. Our water system 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/leadinwater>. The Mississippi State Department of Health Public Health Laboratory offers lead testing. Please contact 601.576.7552 if you wish to have your water tested.

Significant Deficiencies
Monitoring and Reporting of Compliance Data Violations:
 During a sanitary survey conducted on 3/12/2018, the Mississippi State Department of Health cited the following significant deficiency(ies):
Inadequate Internal Cleaning/Maintenance of Storage Tanks
Corrective Action: This deficiency is within its initial 120 day deadline for completion or a compliance plan by 7/23/2018. This problem has been resolved.

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The Franklin County Water Association works around the clock to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future.