OUC

The *Reliable* One®

2025 WATER QUALITY REPORT

Este reporte incluye información importante sobre el agua potable.
Para asistencia en español, favor de llamar al telefono (407) 423-9018.

A WORD FROM OUR GENERAL MANAGER & CEO

Safe. Reliable. Carefully Protected.

From the time our water begins its journey deep within the Lower Floridan Aquifer – a naturally filtered underground reservoir located a quarter of a mile below the earth's surface – it moves through OUC's purification processes before reaching faucets across Central Florida. Throughout this process, OUC's Water Quality Lab carefully reviews its quality. In fact, the lab performs thousands of tests each year, monitoring more than 135 substances at multiple points in our system to ensure the water you receive is clean, safe, reliable, and great tasting.

Our skilled and passionate teams ensure we comply fully with all Environmental Protection Agency (EPA) and Florida Department of Environmental Protection (FDEP) regulations, including monitoring for six types of perfluoroalkyl and polyfluoroalkyl substances (PFAS) in drinking water.

In 2025, OUC began participating in a proactive program to test drinking water for lead at accredited childcare centers and schools, aligning with the EPA's Lead and Copper Rule Improvements.

OUC's water is lead-free, and our system contains no lead service lines. However, once water reaches the meter and leaves our system, it may encounter plumbing or fixtures inside customers' buildings where lead may still be present. To help identify these in-building sources, OUC is offering voluntary water testing at eligible facilities over the next four years, with follow-up testing based on initial results to support customers' decisions about replacing plumbing components. Results are available at **OUC.com/lcp.**

Fluoride also occurs naturally in water, though typically at low levels. As of July 2025, OUC stopped adding additional fluoride in accordance with direction from the state of Florida.

Looking Ahead – With Intention.

Central Florida is growing, and with more families and businesses comes an increased demand for water. Meeting this demand requires foresight and action.

To support the region's growth, OUC is drilling wells at our future reverse osmosis (RO) water treatment plant near Lake Nona. These deeper wells will access brackish water for RO treatment, expanding our water supply options and supporting long-term sustainability. With regional projections indicating water demand may increase 40% by 2045, investments like this help ensure our community has the reliable water supply it will need for decades to come.

We're also collaborating with fellow regional utilities, water management districts, and other stakeholders as part of the Central Florida Water Initiative to take a coordinated, regional approach to protecting and sustaining Central Florida's limited water resources.

A Promise You Can Count On.

As you review this report, I trust you feel confident not only in the quality of your water, but also in the care and commitment of the teams who work every day to protect and deliver it.

At OUC, we're proud to be known as The *Reliable* One. And when it comes to water, that promise runs deep – in every sense of the word.

Clint Bullock

Clint Bullock
OUC General Manager & CEO

SAFE, RELIABLE DRINKING WATER FOR GENERATIONS TO COME

A Naturally Clean Water Source

OUC's water comes from the Lower Floridan aquifer, an underground reservoir that, in many places, is a quarter-mile below parts of the Earth's surface. The aquifer is fed by rainwater that goes through a filtration process as it seeps through hundreds of feet of sand and rock. OUC pumps water from the aquifer to facilities where it's treated to meet standards that ensure the water is safe to drink.

Promoting Water Conservation

OUC works year-round to educate the community about the importance of protecting such a precious – and limited – natural resource. From water-conservation themed events, campaigns and student projects to proactive social media outreach during times of low rainfall or drought, we are committed to helping our customers understand the vital role water plays in everyday life and how crucial their role is in protecting and conserving our most vital resources.

OUC also offers services that help customers become water-wise consumers. Our conservation team conducts water audits to search for potential sources of water loss and make recommendations for water efficiency. Some recommended upgrades may be eligible for OUC rebates, including EPA WaterSense labeled smart irrigation controllers, high-efficiency toilets, and the installation of water cisterns. Customers also have online access to water conservation tips and information covering such topics as leak detection, water-wise landscaping, smart irrigation guidelines, and more. For additional information, visit **OUC.com/water.**

Ozone Process Produces Great-Tasting Tap Water

OUC uses ozone treatment at our seven water-service plants as part of a process to produce high-quality, great-tasting tap water we call H_2OUC. Ozone oxidizes hydrogen sulfide to improve taste, eliminate odor and reduce the amount of chlorine that's added to water. By law, we are required to add chlorine to our water to maintain its high quality as it flows through pipes to customers' taps. Sodium hypochlorite, a chlorine-based disinfectant, is used to maintain microbiological safety throughout the distribution system. Due to the system's natural water chemistry, finished water pH remains within optimal range, minimizing corrosion and reducing the potential for copper and lead to leach from customers' household plumbing, the primary source of these elements.

Protecting Our Water Facilities

Because the safety of your water is of the utmost importance, OUC goes to great lengths to keep our water treatment facilities secure. All OUC water plants are equipped with state-of-the-art security, including intrusion-detection systems, alarms, cameras and fences around the perimeter of properties. Armed security guards and law enforcement officers regularly patrol the facilities.

MAKING WATER CONSERVATION A FUN LEARNING EXPERIENCE

Through water-conservation-themed classroom programs, OUC is teaching public school students about the importance of preserving and protecting Florida's water supply. Since 2006, more than 184,000 local students have participated in OUC's Water Color Project and Project AWESOME in 2009 (Alternative Water & Energy Supply, Observation, Methods and Education). The Water Color Project encourages Orange County students to use their artistic talents to promote conservation. Fourth- and fifth-graders compete to have their artwork featured in OUC's annual Water Conservation Calendar while middle and high school students paint water-themed rain barrels for judging.

Project AWESOME delivers an interactive lab to fifth graders in Orange and Osceola counties. For water efficiency, students gain an understanding of how water is supplied by community water systems and learn the importance of water conservation. For renewable energy, students discover how to harness Florida's natural resource, the sun, to its greatest advantage.

OUC's efforts to spread the word on water conservation go beyond the classroom. Everyone can help save water by following a few simple tips:

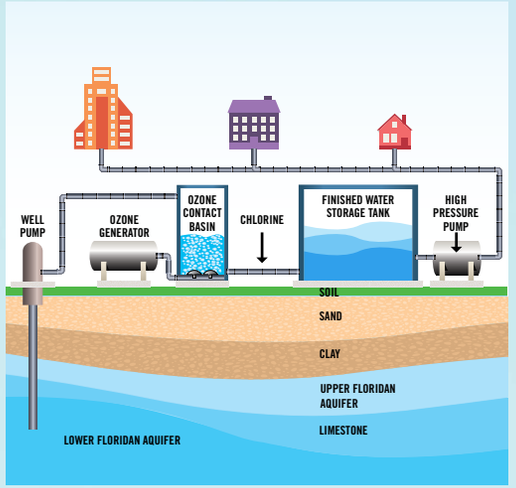
- Water only as needed and then water only a maximum of once per week in cooler months and twice per week in warmer months in accordance with the SJRWMD watering restrictions at **www.sjrwmd.com/wateringrestrictions**.
- Water your lawn before 10 a.m. or after 4 p.m. to minimize the amount lost to evaporation.
- Water your lawn only as needed and just for 35-45 minutes to provide no more than 1/2"-3/4" of water per zone per day. Turn off your irrigation system if it has rained or install a smart irrigation controller.
- Repair leaking faucets and toilets immediately.
- Install EPA WaterSense labeled shower heads and take shorter showers.

For more ways to save water, visit **www.ouc.com/waterconservation.**

As part of OUC's Water Color Project, elementary school students created the artwork (below), which is featured in the 2026 Water Conservation Calendar. Local middle and high school students painted the rain barrels (right).

WHERE DOES YOUR WATER COME FROM?

Well pumps at OUC's water treatment plants draw water from a natural underground reservoir called the Lower Floridan aquifer. After being sent through ozone contact basins, the water is treated with sodium hypochlorite, a chloride-based disinfectant. The water is then pumped into a finished water storage tank and distributed to residential, commercial and industrial customers. OUC pumps about 31.7 billion gallons of water per year to customers across a 200-square-mile service area.



The History of Orlando's Water

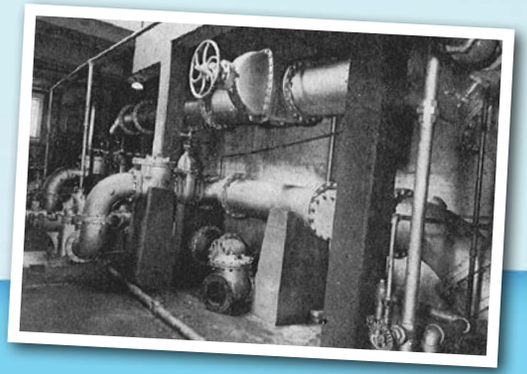
The foundation for what would eventually become the Orlando Utilities Commission was laid even before the 20th century began. Through much of the 1800s, the community's only source of water was a town well located next to the Orange County Court House at the corner of Central and Main.

The Orlando Water Company was formed in 1886 and consisted of a plant and distribution system, which used Lake Highland as its source. In 1889, additional water mains – including about 13.5 miles of pipe – were laid to serve many areas of Orlando with a safe domestic supply and fire protection.

Four years later, a foreclosure resulted in a new corporation, the Orlando Water and Sewerage Company, which was purchased within a year to form the Orlando Water & Light Company (OWLC). Using an additional water supply, Lake Concord, OWLC boosted the system to 23 miles of mains and pipes, covering every part of the City and more than 100 fire hydrants.

In 1917, the first filtrated treatment facilities were built to begin treating lake water before passing it into the city mains.

In 1922, the City of Orlando purchased OWLC to form the Orlando Utilities Commission. OUC – The *Reliable* One, as you know us today, pumps water from the pristine Lower Floridan aquifer to provide safe, clean, great-tasting water to the residents of Orlando and parts of unincorporated Orange County.

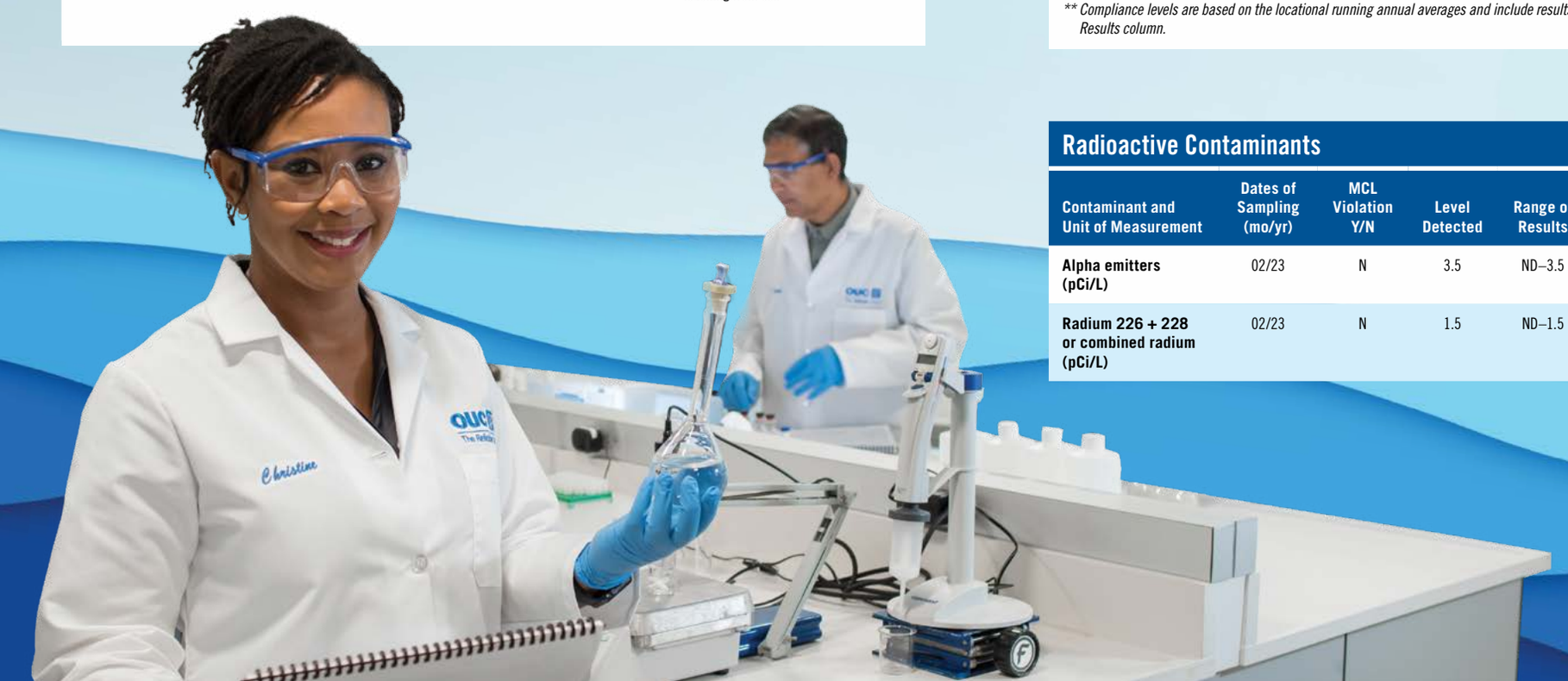


WATER QUALITY TEST RESULTS

As shown in the following tables, OUC routinely monitors for contaminants in your drinking water according to Federal and State laws, rules, and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1 to December 31, 2025. Data obtained before January 1, 2025, and presented in this report is from the most recent testing done in accordance with the laws, rules, and regulations.

Inorganic 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
Barium (ppm)	02/23	N	0.036	0.010–0.036	2	2	Erosion of natural deposits
Fluoride (ppm)	02/23	N	0.89	0.56–0.89	4	4	Erosion of natural deposits; water additive that promotes strong teeth when at the optimum level of 0.7 ppm
Nickel (ppb)	02/23	N	2	ND–2	N/A	100	Natural occurrence in soil
Nitrate (as Nitrogen) (ppm)	02/25	N	0.22	ND-0.22	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	02/23	N	12.6	7.27–12.6	N/A	160	Salt water 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	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Bromate (ppb)	01/25-12/25	N	3.7	ND-10.0	MCLG = 0	MCL = 10	By-product of drinking water disinfection
Chlorine (ppm)	01/25-12/25	N	1.2	0.2-2.2	MRDLG = 4	MRDL = 4	Water additive used to control microbes

For bromate and chlorine, the level detected is the highest running annual average (RAA), computed quarterly, of monthly averages of all samples collected. The range of results is the range of results of all the individual samples collected during the past year.

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)	02/25-11/25	N	39.76**	6.64 - 37.98	N/A	60	By-product of drinking water disinfection
Total Trihalomethanes (TTHM) (ppb)	02/25-11/25	N	72.17**	25.68 - 78.30	N/A	80	By-product of drinking water disinfection

*** Compliance levels are based on the locational running annual averages and include results from previous quarters not reported under the Range of Results column.*

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)	02/23	N	3.5	ND–3.5	0	15	Erosion of natural deposits
Radium 226 + 228 or combined radium (pCi/L)	02/23	N	1.5	ND–1.5	0	5	Erosion of natural deposits

RESULTS OF COPPER AND LEAD SAMPLING AT CUSTOMER TAPS

The following results are from tests conducted in July 2023 (the most recent available in accordance with FDEP regulations). The tests confirm that the levels of lead and copper in tap water sampled in homes were below the Action Level (AL).

Contaminant and Unit of Measurement	Dates of sampling (mo/yr)	AL Exceeded (Y/N)*	90th Percentile Result	Number of sampling sites exceeding the AL	Range of Tap Sample Results	MCLG	AL	Likely Source of Contamination
Copper (tap water) (ppm)	07/23	N	0.5	1	0.0-1.4	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppb)	07/23	N	2	0	ND-10	0	15	Corrosion of household plumbing systems; erosion of natural deposits

** The Action Level (AL) is exceeded if the concentration in more than 10% of the tap samples (90th Percentile Result) is greater than the established AL.*

Unregulated Contaminants UCMR5

There were no detectable quantities of lithium or any of the 29 per- and polyfluoroalkyl (PFAS) substances during the October 2024 and April 2025 monitoring periods. The 1996 Safe Drinking Water Act (SDWA) amendments require that once every five years the Environmental Protection Agency (EPA) issues a new list of no more than 30 unregulated contaminants to be monitored by public water systems (PWSs). The fifth Unregulated Contaminant Monitoring Rule (UCMR5) was published in the Federal Register on December 27, 2021. UCMR5 required two rounds of monitoring for 29 per- and polyfluoroalkyl substances (PFAS) and lithium during a 12-month period between 2023 and 2025. If you would like more information on EPA's Unregulated Contaminants Monitoring Rule, please call the Safe Drinking Water Hotline at 1-800-426-4791 or visit http://www.epa.gov/dwucmr. To learn more or for the complete report, call our Water Quality Laboratory at 407-434-2549.

KEYS TO ABBREVIATIONS

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 in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.	**AL: Action Level.** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
ppm: Parts Per Million. One part by weight of analyte to 1 million parts by weight of the water sample.	**ppb: Parts Per Billion.** One part by weight of analyte to 1 billion parts by weight of the water sample.	**LRAA: Locational Running Annual Average.** The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.
RAA: Running Annual Average. The average of results computed quarterly, of monthly averages of all samples collected during the previous four calendar quarters.	**N/A: Not applicable.**	**ND: Not Detected.** Indicates that the substance was not found by laboratory analysis.
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.	**MRDL: Maximum Residual Disinfectant Level.** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.	**pCi/L: Picocurie per liter.** Measure of the radioactivity in water.

More About Lead and Copper

The primary source of lead and copper in tap water is customer's plumbing. These elements can possibly leach into the water from a building's plumbing through corrosion if the water has been standing in the pipes for several hours. OUC implements system-wide corrosion control through water chemistry management and treatment practices. Sodium hypochlorite is used for disinfection and finished water pH remains within the regulatory compliance range to help minimize corrosion and reduce the potential for copper and lead to leach from plumbing materials.

Buildings at risk for lead or copper in the water are those that have lead services or that have lead solder in copper pipes.

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. Orlando Utilities Commission 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 requiring 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 OUC Water Quality Laboratory at 407-434-2549. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at **www.epa.gov/safewater/lead.**

OUC has completed a comprehensive inventory of its water distribution system and found no lead service lines. This inventory has been published online and can be accessed at: **www.ouc.com/lead.**

Constantly Testing Your Water

OUC's Water Quality Laboratory is certified by the Florida Department of Health (FDOH) and is accredited to perform a wide scope of analyses. Certification is maintained through an on-site assessment every two years and performance of proficiency testing twice a year. Chemists at OUC's Water Quality Laboratory perform thousands of chemical and bacteriological tests annually to ensure that your drinking water meets or exceeds all state and federal regulations. Customers can continue to enjoy OUC's water knowing that it is tested regularly and surpasses the highest quality standards.
For more information about OUC's drinking water, call our Water Quality Laboratory at 407-434-2549 to talk to a water quality professional. Information is also available online at **www.ouc.com.**

Source Water Assessment

In 2025 the Florida Department of Environmental Protection performed a Source Water Assessment on our system. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells. There are 54 unique potential sources of contamination identified for this system with low to high susceptibility levels. The results of the Source Water Assessment are not a reflection of our treated water quality, but rather a rating of susceptibility of contamination under guidelines of the Florida DEP SWAPP program. The latest Source Water Assessment was completed in 2025 and the report is available online at **prodapps.dep.state.fl.us/swapp.**

EPA STATEMENT ABOUT WATER RESOURCES, CONTAMINANTS

Sources of drinking water (both tap and bottled) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of land or through the ground, it dissolves naturally occurring, and, in some cases, radioactive materials. But it also picks up substances related to animals or human activity. Contaminants that may be present in source water include:

- **Microbial contaminants,** such as viruses and bacteria, which 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 stormwater 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 stormwater 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 come from gas stations, urban stormwater runoff and septic systems.
- **Radioactive contaminants,** which can be naturally occurring or the result of oil and gas production, and mining activities.

In order to ensure that tap water provided by public water systems is safe to drink, the EPA prescribes regulations that limit the amounts of certain contaminants in water. Meanwhile, the U.S. Food and Drug Administration regulates limits for contaminants in bottled water, which must provide the same protection for public health.

All drinking water, including bottled water, may be reasonably expected to contain minute amounts of some contaminants. The presence of contaminants in water does not necessarily pose health risks. More information about contaminants and potential health effects can be obtained by calling the EPA Safe Drinking Water Hotline at **1-800-426-4791.**

WHAT THE EPA SAYS ABOUT MCLs AND HEALTH EFFECTS

The Maximum Contaminant Levels (MCLs) established by the EPA are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink two 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 people, such as those with cancer who are undergoing chemotherapy, those who have undergone organ transplants, those with HIV/AIDS or other immune system disorders, and some elderly and infants, can be particularly at risk for infections. These people should consult with their healthcare providers about drinking water. EPA and Center for Disease Control and Prevention guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the **EPA Safe Drinking Water Hotline at 1-800-426-4791.**

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2026 COMMISSION MEETING SCHEDULE

March 3	August 11
April 7	September 15
May 12	October *(no meeting)*
June *(no meeting)*	November 10
July 7	December 15

Dates, times and locations subject to change.

For ways to attend an OUC Commission Meeting, please visit ***ouc.com/commission***