

If you see a leak, please report it as soon as possible. We need our customers to be our eyes in the community.

1. In person, at our Business Office located at 1540 Sutton Bridge Road
2. Mail: P O Box 680, Gadsden, AL 35902
3. Drop box located in the front side of our office building.
4. Automatic bank draft
5. Automatic Credit/Debit card
6. Online at www.rbcwater.net. Please do not use Doxo.com

HOW CAN YOU PAY YOUR BILL

We have several options available for our customers. Payments may be made by cash, check, money order or credit/debit card.

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 radioactive materials, and it can pick up substances resulting from the presence of animals or from human activities.

CONTAMINANTS IN DRINKING WATER

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 Protections Agency's Safe Drinking Water Hotline at (800) 426-4791.

The Utilities Board of Rainbow City routinely completes a water storage facility inspection plan, utilizes a Bacteriological Monitoring Plan and a Cross Connection Policy to ensure good, safe drinking water. The results in the tables are the maximum values detected from Odenville Utilities Board and The Utilities Board of Rainbow City tests. Thank you for allowing us to provide you with clean, quality water. In order to maintain a safe and dependable water supply we sometimes need to make improvements that will benefit all of our customers. These improvements are sometimes reflected as rate structure adjustments. Thank you for your understanding. We at the Utilities Board of Rainbow City work around the clock to provide top quality water to every tap.

SPECIAL HEALTH INFORMATION

Water
QUALITY REPORT
Reporting Year 2020

Presented By:
The Utilities Board of Rainbow City
PWS ID #000588

Alabama has more than 132,000 miles of river and stream channels, 3,627,600 acres of wetland and 563,000 acres of ponds, lakes, and reservoirs.

- 33.5 trillion gallons of water are withdrawn annually from streams, rivers, and reservoirs to supply drinking water to 56% of the population in Alabama.
- There are 16 hydroelectric power dams and 16 navigational dams (5 of which are also hydroelectric) in Alabama.
- The Southeastern United States has the world's greatest diversity of temperate freshwater fishes. Alabama has 303 freshwater species of fish, 20 of which are endemic to Alabama.
- Alabama's rivers are among the most biologically diverse waterways in the world. 38% of North America's fish species, 43% of its freshwater gill-breathing snails, 51% of its freshwater turtle species, and 60% of its freshwater mussel species are native to Alabama's rivers.
- Consider the economic value of clean waters. The Alabama Fisheries Association estimates that Alabama's water based recreation industry brings over \$1 billion per year into the state's economy.

ALABAMA WATER FACTS

On November 30, 2011, the Odenville Utilities Board began purchasing a portion of our water supply from the Coosa Valley Water Supply District. The Odenville System has the capacity to produce 8.5 million gallons per day of groundwater and has access to purchase up to an additional 2.5 million gallons per day. Additional information regarding these sources is available at the Odenville Utilities Board Office located at 14292 US Highway 411, Odenville, AL 35120.

In September, 2016, we began purchasing our water from Odenville Utilities Board. The Odenville Utilities Board obtains our water from groundwater sources consisting of eight (8) wells. These wells draw water from four (4) primary aquifers contained within the underground rock formations such as Tuscumbia Limestone/Fort Payne Chert (Well #3), Hartselle Sandstone (Well # 7), Floyd Shale and Bangor Limestone (Wells # 4, 5, 8, & 9). Wells #10 & 11 are developed in the Know Group in the Valley and Ridge Province in Alabama. Wells #10 & 11 are the primary sources for the Northeastern portion of the system including Rainbow City.

WHERE DOES MY WATER COME FROM?

FOR MORE INFORMATION ABOUT THIS REPORT, OR ANY QUESTIONS RELATING TO YOUR DRINKING WATER, PLEASE CALL OUR BUSINESS OFFICE AT 256-442-2553.

QUESTIONS?

WATER FACTS AND TIPS

- Every day in the United States, we drink about 110 million gallons of water.
- Showering and bathing are the largest indoor uses (27%) of water domestically.
- The average American uses 140-170 gallons of water per day.
- A leaky faucet can waste 100 gallons a day.
- One flush of the toilet uses 6 ½ gallons of water.
- An average bath requires 37 gallons of water.
- An average family of four uses 881 gallons of water per week just by flushing the toilet.
- The average 5-minute shower takes 15-25 gallons of water--around 40 gallons are used in 10 minutes.
- You use about 5 gallons of water if you leave the water running while brushing your teeth.
- Water your lawn only when it needs it. If you step on the grass and it springs back up when you move, it doesn't need water. If it stays flat, it does need water.
- Run your dishwasher and washing machine only when they are full.
- When washing a car, use soap and water from a bucket. Use a hose with a shut-off nozzle for rinsing.
- Avoid flushing the toilet unnecessarily. Dispose of tissues, insects and other such waste in the trash rather than the toilet.
- Check for toilet leaks by adding food coloring to the tank. If the toilet is leaking, color will appear in the bowl within 15 minutes.
- Repair dripping faucets and showerheads. A drip rate of one drip per second can waste more than 300 gallons per year.

COMMUNITY PARTICIPATION

You are invited to participate in our public meeting and voice your concerns about your drinking water. The board meets the first and third Monday of each month at our Business Office, located at 1540 Sutton Bridge Road, Rainbow City. Board meetings start at 4:00 p.m.

Board Members:

- John Edward Silvey, Chairman
- Andy C Dennis, Secretary/Treasurer
- Nicholas C. Hall, Member
- Anita Bedwell, Member
- J. Keith Raines, Member

1540 Sutton Bridge Road
Rainbow City, AL 35906
Phone: (256) 442-2553

The Utilities Board of Rainbow City

If you have any questions or need information, please contact us at:

DEDICATED TO QUALITY SERVICE

SUBSTANCES IN DRINKING WATER

To ensure that tap water is safe to drink, U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. 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 water poses a health risk. 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 radioactive materials, and it can pick up substances resulting from the presence of animals or from human activities. Substances 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, or wildlife;

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may 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 may also come from gas stations, urban stormwater runoff, and septic systems;

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

SAMPLING RESULTS

During the past year, hundreds of water samples have been taken to determine the presence of any radioactive, biological, inorganic, volatile organic or synthetic organic contaminants. The table below shows only those contaminants that were detected in the water. The state requires us to monitor certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

Based on a study conducted by ADEM with the approval of the EPA, a statewide waiver for the monitoring of asbestos and dioxin was issued; thus, monitoring for these contaminants was not required.

REGULATED SUBSTANCES		Odenville Water Board			
Substance (Units)	Year Sampled	Amount Detected	Range Low-High	Violation	Typical Source
Chlorine (ppm)	2020	1.58	1.55-1.61	No	Water additive used to control microbes
Fecal Coliform and E Coli (# positive samples)	2020	0	NA	No	Human and animal fecal waste
Barium (ppm)	2020	0.09	0.07-0.11	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Nitrate (ppm)	2020	0.22	<.10-0.25	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Total Coliform Bacteria (% positive samples)	2020	0	0-0	No	Naturally present in the environment
Total Organic Carbon (ppm)	2020	0.15	0.1-0.2	No	Naturally present in the environment
Turbidity ¹ (NTU)	2020	0.12	0.11-0.13	No	Soil runoff
Copper	2020	0.02	0.01-0.02	No	Naturally present in the environment
Alpha Emitters (pCi/l)	2020	1.85	1.70-2.00	No	Naturally present in the environment
Combined Radium (pCi/l)	2020	<0.7	<0.7-<0.8	No	Naturally present in the environment
SECONDARY SUBSTANCES					
Substance (Units)	Year Sampled	Amount Detected	Range Low-High	Violation	Typical Source
Chloride (ppm)	2020	2.69	2.53-2.85	No	Run-off/leaching from natural deposits
Sodium	2020	0.56	0.00-1.11	No	Naturally occurring organic materials
pH (s.u.)	2020	7.32	7.18-7.46	No	Naturally present in the environment
Hardness (ppm)	2020	110.5	105-116	No	Naturally present in the environment
Iron (ppb)	2020	NA	NA	No	Leaching from natural deposits; Industrial wastes
Sulfate (ppm)	2020	0.6	0.32-0.88	No	Run-off/leaching from natural deposits; Industrial wastes
Total Dissolved Solids [TDS] (ppm)	2020	126	114-138	No	Run-off/leaching from natural deposits
Zinc (ppm)	2020	0.21	0.03-0.39	No	Run-off/leaching from natural deposits; Industrial wastes

REGULATED SUBSTANCES BY THE UTILITIES BOARD OF RAINBOW CITY PWSID - AL0000588 Report for the Disinfectants & Disinfection Byproducts Rule							
Substance (Units)	Year Sampled	MCL	MCLG	Amount Detected	Range Low-High	Violation	Typical Source
Halooacetic Acid (HAAs) (ppb)	2020	60	NA	4.7*	0 - 6.7	No	By-product of drinking water disinfection
TTHMs (ppb) (Total Trihalomethanes)	2020	80	NA	12.1*	0 - 44.0	No	By-product of drinking water disinfection
Total Coliform Bacteria	2020	0	0	0	NA	No	Naturally present in the environment
Substance (Units)	Year Sampled	Action Level	MCLG	Amount Detected (90th %tile)	Homes above Action Level	Violation	Typical Source
Copper (ppm)	2020	1.3	1.3	0.18	0	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2020	15	0	<.005	0	No	Corrosion of household plumbing

*Highest LRAA

LEAD IN HOME PLUMBING

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. We are responsible for providing high-quality drinking water, but we 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 thirty (30) seconds to two (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 at (800) 426-4791 or at www.epa.gov/safewater/lead.

RAINBOW CITY'S WASTEWATER TREATMENT FACILITY

The Utility Board of Rainbow City is operating a 2 – 4 million gallon a day Aqua Aerobics Sequencing Batch Reactor (SBR) wastewater treatment facility. Our wastewater treatment facility, along with our Business Office is located at 1540 Sutton Bridge Road. The wastewater treatment facility allows us the capacity to meet the discharge requirements set forth by the Alabama Department of Environmental Management (ADEM) and the Environmental Protection Agency (EPA).

THE UTILITIES BOARD OF RAINBOW CITY SUPPORTS EDUCATION

We all agree that one of the most important things in the lives of our children is education; however, funding is not always available to meet many of the needs facing our schools.

In an effort to help our children, with educational needs, the Utilities Board of Rainbow City has adopted a plan to help our local schools. All of our customers are allowed to participate in this program by donating \$.25 a month (\$3.00 per year). Participating customers find this \$.25 on their water bill each month, and contributions are disbursed annually to the schools in Rainbow City. Each school was awarded \$3,621.93 in the fiscal year 2020.

This is a volunteer program, and customers may opt out at any time. An itemized statement is proof of a tax exempt donation.

**IF YOU SEE A LEAK, PLEASE REPORT IT AS SOON AS POSSIBLE.
WE NEED OUR CUSTOMERS TO BE OUR EYES IN THE COMMUNITY.**

DEFINITIONS

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

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.

NA: Not applicable

NTU (Nephelometric Turbidity Units): Measurement of the clarity or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

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

UMHOS: The unit of measurement for conductivity is expressed in either microSiemens (uS/cm) or micromhos (umho/cm) which is the reciprocal of the unit of resistance, the ohm. The prefix "micro" means that it is measured in millionths of a mho. MicroSiemens and micromhos are equivalent units.