



Ocoee Utility District

Water Quality Report for 2025



Is my drinking water safe?

Yes, our water meets all of EPA's health standards. We have conducted numerous tests for over 80 contaminants that may be in drinking water. As you will see in the chart on the back, we only detected 11 of these contaminants. We found all of these contaminants at safe levels.

What is the source of my water?

Your water, which is ground water, comes from wells at the Carpenter Spring, and the spring and wells at Wildwood Spring. A small portion is purchased from Cleveland Utilities and Eastside Utility District. Our goal is to protect our water from contaminants, and we are working with the State to determine the vulnerability of our water source to **potential** contamination. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving water to this water system. The SWAP Report assesses the susceptibility of untreated water sources to **potential** contamination. To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as highly susceptible, reasonably susceptible, moderately susceptible or slightly susceptible based on geologic factors and human activities in the vicinity of the water source. The Ocoee Utility District water sources rated as follows in terms of potential contamination: Carpenter Springs has not yet been rated. Wildwood Springs rated as highly susceptible. Cleveland Utilities rated as highly susceptible. Eastside Utility District rated as reasonably susceptible. A wellhead protection plan is available for your review by contacting Tim Lawson or Ben Witt at the Ocoee Utility District between 8:00 A.M. and 4:30 P.M. weekdays.

An explanation of Tennessee's Source Water Assessment Program, the Source Water Assessment summaries, susceptibility scorings, and the overall TDEC report to EPA can be viewed online at <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html>

Why are there contaminants in my water?

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. Community water systems are required to disclose the detection of contaminants; however, bottled water companies are not required to comply with this regulation. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

How can I get involved?

Our Board of Commissioners meets on the fourth Monday of each month at 1:00 P.M. at the Ocoee Utility District office. Please contact the office at 423-559-8505 if you wish to participate in these meetings.

The Commissioners of the Ocoee Utility District serve four year terms. Vacancies on the Board of Commissioners are filled by appointment by the Bradley County Mayor /Polk County Executive from a list of three nominees certified by the Board of Commissioners to the Bradley County Mayor/Polk County Executive. Decisions by the Board of Commissioners on customer complaints brought before the Board under the District's customer complaint policy may be reviewed by the Tennessee Board of Utility Review pursuant to Section 7-82-702(7) of Tennessee Code Annotated.

Is our water system meeting other rules that govern our operations?

The State and EPA require us to test and report on our water on a regular basis to ensure its safety. We have met all of these requirements. Results of unregulated contaminant analysis are available upon request. We want you to know that we pay attention to all the rules.

Other Information

Due to all water containing dissolved contaminants, occasionally your water may exhibit slight discoloration. We strive to maintain the standards to prevent this. We at Ocoee Utility District work 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.

Contaminants that may be present in source water:

- 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, are by-products of industrial processes and petroleum production, or can also come from gas stations, urban stormwater runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

Do I Need To Take Special Precautions?

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 under-gone 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 not only their drinking water, but food preparation, personal hygiene, and precautions in handling infants and pets from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Lead Service Line Inventory

Ocoee Utility District has a Lead Service Line Inventory available for viewing located in the main office (5631 Waterlevel Hwy). Please ask one of the front desk personnel to view it. If you have any questions about the LSLI feel free to email alyssaoud@gmail.com or call us at (423)-559-8505.

Lead in Drinking Water

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. Ocoee Utility District 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 Ocoee Utility District at (423)-559-8505. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at: <https://www.epa.gov/safewater/lead>.

Lead Exposure Health Effects

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

What's New at the Ocoee Utility District?

At the Ocoee Utility District, we are committed to providing our customers with the best service and highest quality of water 365 days per year. The Ocoee Utility District has made several upgrades to our website and payment portal system. Our new website and portal can be found at <https://ocoeutilitydistrict.org/>. Registering for our new online portal will open a new line of communication between you and the District. We can contact you directly regarding water outages or billing issues as soon as they happen. Our new portal is fast, convenient, and will save you time when paying your bill. The Ocoee Utility District utilizes most popular social media platforms to inform you of any information regarding outages or utility updates in your area. Give us a follow on our social media platforms!

ServLine Leak Adjustment Program

The Ocoee Utility District also has partnered with ServLine Leak Adjustment Program since 2015 to provide our residential and commercial water and sewer customers coverage for high bills due to qualifying leaks. Details concerning the program can be found on The ServLine website and by calling (423)303-3275.

Paperless Billing and Bank Draft Options

Trying to save paper? Sign up for paperless billing when registering on our new portal! We also offer an in house bank draft option. This is a secure safe way to make sure your payment is made on time every month and keeps your information safe. Visit our website at <https://ocoeutilitydistrict.org/forms/> to get more information. Contact us at (423)559-8505 for more information.

Water System Security

Following the events of September 2001, we realize that our customers are concerned about the security of their drinking water. We urge the public to report any suspicious activities at any utility facilities, including treatment plants, tanks, fire hydrants, etc. to 423-559-8505.

Think before you flush!

Flushing unused or expired medicines can be harmful to your drinking water. Properly disposing of unused or expired medication helps protect you and the environment. Keep medications out of Tennessee's waterways by disposing in one of our permanent pharmaceutical take back bins. There are many take back bins located across the community, to find a convenient location please visit: <http://tdeconline.tn.gov/rxtakeback/>

Water Quality Data

What does this chart mean?

- **MCLG** - Maximum Contaminant Level Goal, or 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.
 - **MCL** - Maximum Contaminant Level, or 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. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 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.
 - **MRDL**: Maximum Residual Disinfectant Level or MRDL: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for the control of microbial contaminants.
 - **MRDLG**: Maximum residual disinfectant level goal. The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
 - **CU = Cleveland Utilities, EU = Eastside Utility District**
 - ***e = Exceedance(s) in the Action Level**
- Discretionary language regarding the use of averages to report levels of some contamination**
- **AL** - Action Level, or the concentration of a contaminant which, when exceeded, triggers treatment or other requirements which a water system must follow.
 - **Parts per million (ppm) or Milligrams per liter (mg/l)** – explained as a relation to time and money as 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** - explained as a relation to time and money as one part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.
 - **Nephelometric Turbidity Unit (NTU)** - nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
 - **TT** - Treatment Technique, or a required process intended to reduce the level of a contaminant in drinking water.

Ocoee Utility District Results

Contaminant	Violation Yes/No	Level Detected	Range of Detections	Date of Sample	Unit Measurement	MCLG	MCL	Likely Source of Contamination
Total Coliform Bacteria	N	0	0	2025	Colonies Per 100ml	0	TT Trigger	Naturally present in the environment
Turbidity	N	1.00	0.01-1.00	Daily 2025	NTU	N/A	TT	Soil runoff
Nitrate	N	1.21	0.64-1.21	2025	ppm	10	10	Runoff from fertilizer use; Leaching from septic tanks,sewage; Erosion of natural deposits.
Copper	N	90 th =0.087	0.0036-0.443	2024 30 Samples	ppm	1.3	AL=1.3	Corrosion of household plumbing Systems; erosion of natural deposits; leaching from wood preservatives. 30 Households were tested in 2024.
Lead	N	90 th =0.8	0.1-33.8	2024 30 Samples	ppb	0	AL=15.0 1 EXCEEDED	Corrosion of household plumbing Systems; erosion of natural deposits. 30 Households were tested in 2024.
Trihalo-Methanes *	N	103.0	0.5-103.0	2025	ppb	N/A	80	By-product of drinking water Chlorination.
Total Haloacetic Acids	N	42.0	1.0-42.0	2025	ppb	N/A	60	By-product of drinking water Chlorination.
Fluoride	N	N/A	N/A	2025	ppm	4.0	4.0	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Chlorine	N	1.7 Avg.	0.8 To 2.3	Daily 2025	ppm	MRDLG =4	MRDL= 4	Water additive used to control Microbes.
Sodium	N	5.76	4.2-5.76	2025	ppm	N/A	N/A	Erosion of natural deposits; used in water treatment
Total Organic Carbons**	N	0.722 Avg.	0.722	Quarterly 2025	ppm	TT	TT	Naturally present in the environment

* While your drinking water meets EPA's standards for trihalomethanes, it does contain low levels. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.
Please note: Turbidity does not present any risk to your health. We monitor turbidity, which is a measure of the cloudiness of water, because it is a good indicator that our filtration system is functioning properly.

Eastside Utility District Results

Contaminant	Violation Yes/No	Level Detected	Range of Detections	Date of Sample	Unit Measurement	MCLG	MCL	Likely Source of Contamination
Total Coliform Bacteria	N	0	0	Daily 2025	Colonies Per 100ml	0	TT Trigger	Naturally present in the environment
Turbidity	N	0.05 Avg.	0.02-0.05	Daily 2025	NTU	N/A	TT	Soil runoff
Nitrate	N	0.272	0.272	2025	ppm	10	10	Runoff from fertilizer use; Leaching from septic tanks,sewage; Erosion of natural deposits.
Copper	N	90 th = 0.0848	0.00756-0.158	2023 30 Samples	ppm	1.3	AL=1.3	Corrosion of household plumbing Systems; erosion of natural deposits; leaching from wood preservatives
Lead	N	90 th = 2.32	<2.0-9.10	2023 30 Samples	ppb	0	AL=15	Corrosion of household plumbing Systems; erosion of natural deposits.
Trihalo-Methanes *	N	49.87	15.50 – 50.80	2025	ppb	N/A	80	By-product of drinking water Chlorination.
Total Haloacetic Acids	N	24.80	8.99 – 31.70	2025	ppb	N/A	60	By-product of drinking water Chlorination.
Fluoride	N	0.68 Avg.	0.52-0.77	Quarterly 2025	ppm	4.0	4.0	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Chlorine	N	1.89 Avg.	0.96 – 2.48	2025	ppm	MRDLG =4	MRDL= 4	Water additive used to control Microbes.
Sodium	N	8.38	8.38	2025	ppm	N/A	N/A	Erosion of natural deposits; used in water treatment
Total Organic Carbons**	N	1.17 Avg.	1.05 – 1.38	Quarterly 2025	ppm	TT	TT	Naturally present in the environment

* While your drinking water meets EPA's standards for trihalomethanes, it does contain low levels. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.
Please note: Turbidity does not present any risk to your health. We monitor turbidity, which is a measure of the cloudiness of water, because it is a good indicator that our filtration system is functioning properly.

Cleveland Utilities Results

Contaminant	Violation Yes/No	Level Detected	Range of Detections	Date of Sample	Unit Measurement	MCLG	MCL	Likely Source of Contamination
Total Coliform Bacteria	N	0	0	2025	Colonies Per 100ml	0	TT Trigger	Naturally present in the environment
Turbidity	N	0.33	0.01-0.33	Daily 2025	NTU	N/A	TT	Soil runoff

Nitrate	N	0.907	0.266-0.907	2025	ppm	10	10	Runoff from fertilizer use; Leaching from septic tanks,sewage; Erosion of natural deposits.
Copper	N	90 th %= 0.092	0.001-0.00422	2023	ppm	1.3	AL=1.3	Corrosion of household plumbing Systems; erosion of natural deposits; leaching from wood preservatives
Lead	N	90 th = <2.0	<2.0	2023	ppb	0	AL=15	Corrosion of household plumbing Systems; erosion of natural deposits.
Trihalo-Methanes *	N	58.9	2.6-75.1	2025	ppb	N/A	80	By-product of drinking water Chlorination.
Total Haloacetic Acids	N	48.2	1.0-83.4	2025	ppb	N/A	60	By-product of drinking water Chlorination.
Fluoride	N	0.26	<0.15-0.28	2025	ppm	4.0	4.0	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Chlorine	N	1.6 Avg.	0.3-2.2	Daily 2025	ppm	MRDLG =4	MRDL= 4	Water additive used to control Microbes.
Sodium	N	6.95	2.29 (2023)	2025	ppm	N/A	N/A	Erosion of natural deposits; used in water treatment
Total Organic Carbons**	N	0.89 Avg.	0.68-1.13	Quarterly 2025	ppm	TT	TT	Naturally present in the environment

* While your drinking water meets EPA's standards for trihalomethanes, it does contain low levels. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.
Please note: Turbidity does not present any risk to your health. We monitor turbidity, which is a measure of the cloudiness of water, because it is a good indicator that our filtration system is functioning properly.

Benton Water Works Results

Contaminant	Violation Yes/No	Level Detected	Range of Detections	Date of Sample	Unit Measurement	MCLG	MCL	Likely Source of Contamination
Total Coliform Bacteria	N	0	0	2025 2/Month	Colonies Per 100ml	0	TT Trigger	Naturally present in the environment
Turbidity	N	0.18	0.06-0.18	Daily 2025	NTU	N/A	TT	Soil runoff
Nitrate	N	0.105	0.105	2025	ppm	10	10	Runoff from fertilizer use; Leaching from septic tanks,sewage; Erosion of natural deposits.
Copper	N	90 th %= 0.227	0.132-0.446	2024 10 Samples	ppm	1.3	AL=1.3	Corrosion of household plumbing Systems; erosion of natural deposits; leaching from wood preservatives
Lead	N	90 th = <2.0	<2.0	2024 10 Samples	ppb	0	AL=15	Corrosion of household plumbing Systems; erosion of natural deposits.
Trihalo-Methanes *	N	<1.0		2024	ppb	N/A	80	By-product of drinking water Chlorination.
Total Haloacetic Acids	N	<1.0		2024	ppb	N/A	60	By-product of drinking water Chlorination.
Chlorine	N	2.0 Avg.	0.6-2.2	Daily 2025	ppm	MRDLG =4	MRDL= 4	Water additive used to control Microbes.
Sodium	N	4.21	4.21	2025	ppm	N/A	N/A	Erosion of natural deposits; used in water treatment

* While your drinking water meets EPA's standards for trihalomethanes, it does contain low levels. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

Please note: Turbidity does not present any risk to your health. We monitor turbidity, which is a measure of the cloudiness of water, because it is a good indicator that our filtration system is functioning properly.

Other Information

During the most recent round of Lead and Copper testing (2024), all but one of homes (30 samples at 30 different sites) that were tested were below the action level. There was one home that had an exceedance in the action level. This exceedance was for Lead. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing.

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home’s plumbing. If you are concerned about elevated lead levels in your home’s water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline (1-800-426-4791).

The Ocoee Utility District provides water to our customers primarily from our two ground water treatment plants. However, some customers source of water at least part of the time is from either Eastside Utility District or Cleveland Utilities. In reporting the water quality results on the chart included in this CCR, the levels of each contaminant listed may be from a source that does not provide water to your service, which means the maximum level reported may be much higher than what would have been recordable at your service.

⁵Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant you should ask advice from your health care provider.

The Ocoee Utility District does not fluoridate the water treated at our two water treatment facilities. All results listed herein for fluoride are data provided by Eastside Utility District and Cleveland Utilities. Approximately 15% of our customers receive fluoridated water as a result.

The Commissioners of the Ocoee Utility District serve four year terms. Vacancies on the Board of Commissioners are filled by appointment by either the Bradley County Mayor or the Polk County Executive from a list of three nominees certified by the Board of Commissioners to either the Bradley County Mayor or the Polk County Executive. Decisions by the Board of Commissioners on customer complaints brought before the Board of Commissioners under the District’s customer complaint policy may be reviewed by the Utility Management Review Board of the Tennessee Department of Environment and Conservation pursuant to Section 7-82-702(7) of Tennessee Code Annotated.

2016 Unregulated Contaminant	Average Level Detected ug/l	Range ug/l
Chromium	0.34	0.28 – 0.39
Cobalt	<1	<1
Molybdenum	<1	<1
Strontium	29	28-31
Vanadium	0.40	0.20 – 0.42
Chromium - 6	0.28	0.28
Chlorate	142.87	21.6 – 260

2023 Unregulated Contaminant UCMR 5	Distribution System Entry Point	Average Level Detected ug/l	Range ug/l
Perfluorobutane Sulfonic Acid (PFBS)	Carpenter Springs (Ground Water)	0.031	0.021-0.041
Perfluorobutane Sulfonic Acid	Wildwood Springs	0.024	0.021-0.0265

(PFBS)	(Ground Water)		
Perfluorooctane Sulfonic Acid (PFOS)	Wildwood Springs (Ground Water)	0.004	0.003-0.004
Perfluorooctanoic Acid (PFOA)	Wildwood Springs (Ground Water)	0.005	0.005-0.006

Unregulated Contaminants: Contaminants for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. For additional information call the Safe Drinking Water Hotline at (800)426-4791.