Holley-Navarre Water System, Inc.

**Contact Information:**
Emerald McDaniel
PH: (850) 939-2427
Email: execassist@hnws-fl.com

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# Holley Navarre Water System (HNWS) Reassures Community on Water Quality, Provides Clarity on Recent Concerns and Updates

Navarre, FL – [December 31, 2024] – Holley Navarre Water System (HNWS) is committed to providing its members with safe and reliable drinking water. Recent concerns about water quality following a pipeline break have raised questions within the community. HNWS would like to take this opportunity to address these concerns, clarify any misunderstandings, and provide members with transparent and accurate information.

Transparency and Communication Efforts

HNWS recognizes the importance of clear, timely, and accurate communication, especially during events that affect the water system. Since the pipeline break on December 20, Fairpoint Regional Utility System (FRUS) and HNWS has been actively working to address the situation, and members were promptly informed through official channels. Updates were provided on December 22 and December 30, and media coverage has been shared with local outlets, including Navarre Press and WEAR 3.

"We are committed to keeping our community informed with clear, accurate, and timely updates. Our priority is to ensure the safety and quality of the water we provide," said Jeff Crigler, CEO of Holley Navarre Water System and Executive Director of Fairpoint Regional Utility System. "We encourage all members to sign up for alerts on our Member Portal or directly at www.hnws-fl.com to receive the latest information."

Addressing Water Quality Concerns

1. **What are the allowable amounts of various nutrients/chemicals, such as chlorine, sulfate, phosphorus, in drinking water? Bath water?**
   HNWS publishes an annual water quality report called the Consumer Confidence Report (CCR). I would start there for a description of the regulatory framework and required sampling/constituents. Specifically, the limit for chlorine is 4.0 ppm and the limit for sulfate is 250 ppm. There is no regulatory requirement to test for phosphorus. The CCR is available on our website, https://www.hnws-fl.com/documents/ccr_(consumer_confidence_report).php
2. **What have daily measurements of these chemicals and materials in HNWS' drinkable water been since the main break on Dec. 20?**
   Chlorine is checked daily. Readings in the system have shown chlorine levels between 1.5 to 2.0 ppm. The west end, mostly served by Well 4, was around 2.0 and was adjusted yesterday as a response to feedback from members. All other constituents follow the FDEP and NWFWMD sampling schedules. As an example, sulfate is required to be tested quarterly.
3. **How often is potable water quality tested for HNWS and FRUS?**
   HNWS performs water quality tests periodically at each well site – mandated by FDEP and NWFWMD. Different constituents have different sampling frequencies. For example, bacteriological monitoring is required monthly at the well sites and in the distribution system.

4. **What kind of testing does HNWS do to ensure water quality? How does that compare with a pool testing kit?**
   HNWS uses certified laboratories for the testing required by FDEP. For some of the daily/routine testing, HNWS tests chlorine and pH levels daily with specialized equipment. HNWS cannot comment on the accuracy of a pool testing kit.
5. **A Dec. 30 update on the main break mentions the Florida Aquifer and the Sand and Gravel Aquifer. Can you please tell me how both are used (whether temporarily or on a permanent basis) to serve members of HNWS and why HNWS wells draw from the Floridan versus the Sand and Gravel?**
   FRUS was created to reduce dependence on the coastal Floridan Aquifer, which began experiencing saltwater intrusion. HNWS wells are all Floridan aquifer wells, except for Well #5 on Shannon Road. The FRUS wells located in East Milton pump out of the Sand and Gravel aquifer. Typically, the three FRUS members (HNWS, Midway, and City of Gulf Breeze) and Navarre Beach receive over 90% of their daily demand from FRUS and therefore the Sand and Gravel aquifer. HNWS still supplements that supply with water from the Floridan aquifer. The Northwest Florida Water Management District regulates water supply and limits the use of the coastal Floridan wells through its permitting process.
6. **Does bath water used by HNWS members come from the same source as potable (drinking) water used by those members? If there is a difference in water quality or how they are prepared before going to members, please let me know.**
   Yes, bath water comes from the same potable water supply that meets all regulatory standards.
7. **What accounts for the smell some members have noticed?**
   Some areas may experience a hydrogen sulfide smell, especially on the west end of the system, as some of the wells do have hydrogen sulfide present at low levels, which can produce a “rotten egg” smell. This is naturally occurring and is not a health concern.
8. **What accounts for the skin irritation mentioned by some members using bath water in the System?**
   There is no definitive evidence linking skin irritation to HNWS water. Our water meets all FDEP guidelines for safety.
9. **How many complaints have been made directly to HNWS or FRUS regarding the water quality following the break? Was there an increase from before the break (Dec. 20, 2024)?**
   HNWS doesn’t track the volume of calls received on a daily basis. There was an increase in calls received after 12/20/24, as is common whenever there is an event that affects the system (fire hydrant flushing, wells turning on/off, main breaks, etc.).
10. **Why has there not been more communication with members regarding the issue of water quality despite complaints? (Some have complained of “little communication.”)**
    We strive to provide clear and accurate communication to our community, especially during events that affect our water system. Following the FRUS main break, we issued updates as information became available, including notices on Dec. 22 and Dec. 30, along with media coverage via Navarre Press and WEAR 3. The notification stated that there are locations in the franchise area that would likely notice a change in taste/smell/temperature. The break occurred on the FRUS system, and HNWS wells continued supplying water that meets all FDEP standards. We are committed to keeping members informed and will continue to provide updates as we receive them.
11. **Why has there not been a boil water notice issued because of the main break?**
    The FRUS main break did not result in pressure dropping below 20 psi, and the connection to FRUS was closed immediately upon discovery. HNWS wells maintained system pressure and demand. FDEP did not require a boil water notice.
12. **What is the threshold for HNWS (or FairPoint) to issue a boil water notice?**
    Precautionary boil water notices must be issued in cases of water main breaks, or planned distribution system interruptions, which are deemed an imminent public health threat by the DOH state health office, local county health department or DEP district office, or will affect the bacteriological quality

of the drinking water unless the public water system can demonstrate, by sound engineering judgment that the integrity of the water system has been maintained. They are also required if the system drops below 20 psi.

13. **The FRUS update on Dec. 30 mentioned a 3–5-week timeline for a replacement pipeline. What should HNWS members who have concerns over water quality or who have made some of the complaints do about it in the meantime?**
    All water meets current FDEP guidelines, including water from both FRUS and HNWS wells. There is no additional action required by HNWS at this time. We encourage members to stay informed by signing up for alerts via the Member Portal or directly on our website at www.hnws-fl.com. This will ensure you receive the latest updates and information as it becomes available.
14. **Does the board of directors play any role in the release of information regarding this issue?**
    The Board of Directors sets policy, while day-to-day operations, including emergency responses and member communications, are managed by staff. The Board is kept informed throughout the process.

Staying Informed

HNWS remains committed to ensuring the highest water quality standards and providing transparent communication to its members. For more information and to sign up for alerts, members are encouraged to visit www.hnws-fl.com.

Holley Navarre Water System, Inc. is a member-owned, not-for-profit corporation that provides water and wastewater treatment services to members in the Holley-Navarre area, and includes Hidden Creek Golf Club and Municipal Engineering Services, Inc. HNWS is also the operating member of Fairpoint Regional Utility System, Inc., Inc. For more information, visit our website at www.hnws-fl.com.

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