

What North Miami Community members need to know about their water service.

We encourage you to share this report with members of your household.



2024 WATER QUALITY REPORT



An Kreyol - Si ou ta vlé résévwa enfomasyon sa an kréyòl, rélé niméwo
téléfon sa 305-895-9830.

En Español - Si usted quiere recibir este folleto en Español, por favor
llame al teléfono 305-895-9830.

Message from the Director

Welcome to this year's edition of the City of North Miami's annual Consumer Confidence Report (CCR), also known as the City of North Miami's Water Quality Report. The United States Environmental Protection Agency (USEPA) requires every community water supplier to provide a CCR to its customers. The CCR provides important facts about the source and quality of our drinking water and can help you understand how your drinking water affects your health. This edition of the CCR includes testing results on the City of North Miami's water system from 2024.

The City of North Miami continues to provide drinking water that meets and/or exceeds all local, state, and federal requirements. Updating our plans and policies, designing and building infrastructure, and promoting conservation ensures a sustainable and resilient water supply that addresses our current and future needs. This year, we continue to take steps toward enhancing our water utility infrastructure by undertaking water main improvement projects and to build a new Water Plant.

We value your input and would like to hear from you. Please feel free to complete our customer service feedback survey so we can continue to improve services and meet your expectations.

The survey can be completed by visiting:

<https://www.northmiamifl.gov/FormCenter/Public-Works-13/Customer-Service-Feedback-Survey-58>

If you have any questions or concerns, please feel free to contact us by email at publicworks@NorthMiamiFL.gov or call us at **305-895-9830**.

Thank you for taking the time to read the latest edition of the CCR.

Kerrith Fiddler
Public Works Director
City of North Miami



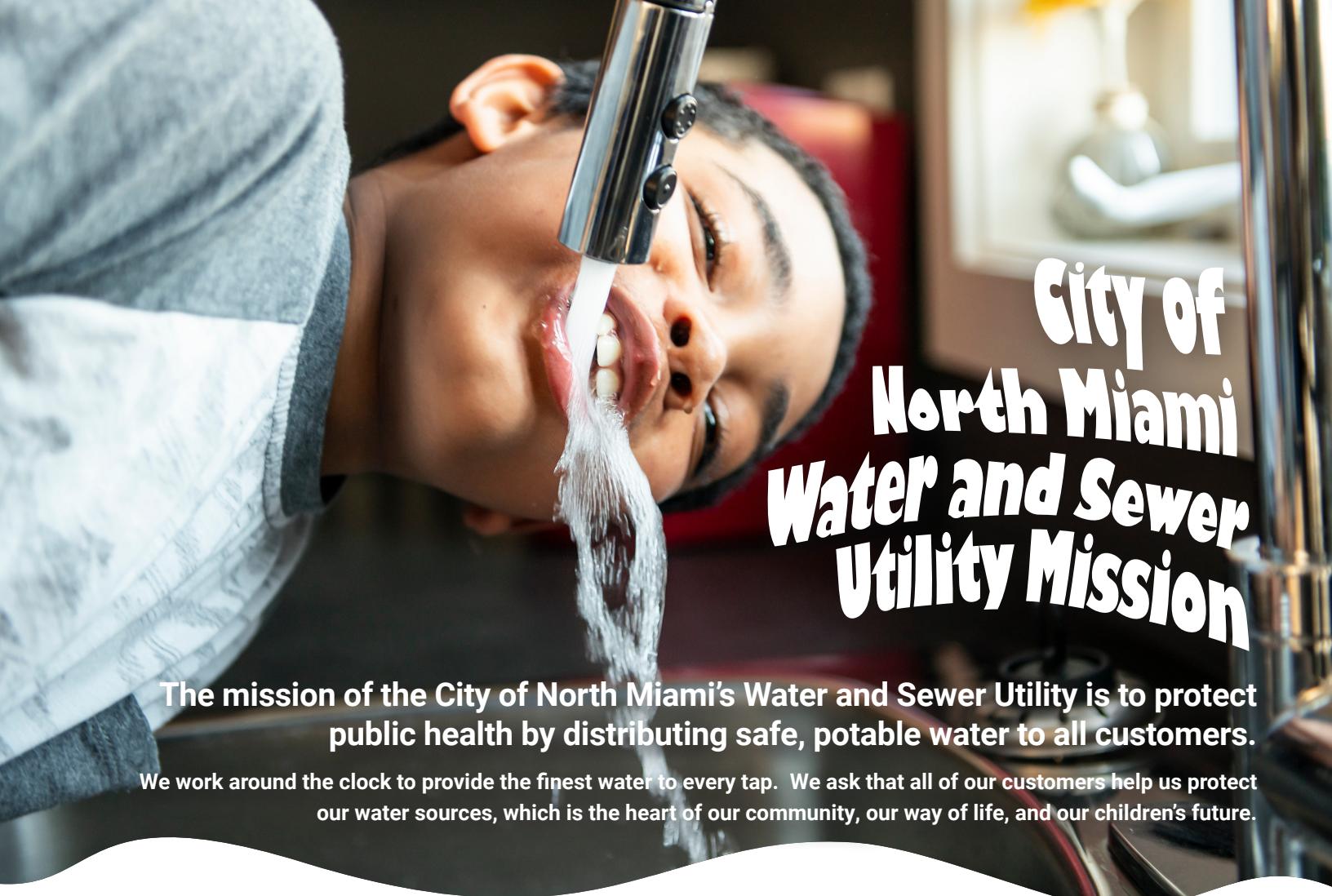
Stay up-to-date with the City of North Miami's Public Works Department

Sign-up to receive email and/or text message notifications on water and sewer matters, storm preparation, fleet services, and more.

To subscribe today, simply scan the QR code or visit
<https://www.NorthMiamiFL.gov/list.aspx>



www.northmiamifl.gov/PWFeedbackSurvey



City of North Miami Water and Sewer Utility Mission

The mission of the City of North Miami's Water and Sewer Utility is to protect public health by distributing safe, potable water to all customers.

We work around the clock to provide the finest water to every tap. We ask that all of our customers help us protect our water sources, which is the heart of our community, our way of life, and our children's future.

Keep our NoMi Sewers Clean! Stop the Clog & Can the Grease.

Last year clogged pipes,
cost customers **\$500,000**
in repairs.

Do not flush...
Wet Wipes
Baby Wipes
Make-up Wipes
Cleaning Wipes

The solution starts with you.

- 1. Cool it.**
- 2. Can it.**
- 3. Trash it.**

We must share the responsibility of costly pump repair, residential backups and mainline sewer overflow

After cooking with oil, follow these steps:

1. Let it cool down.
2. Pour grease into a metal can.
3. Then, throw the can into the regular trash.

Never pour grease or cooking oil down the drains

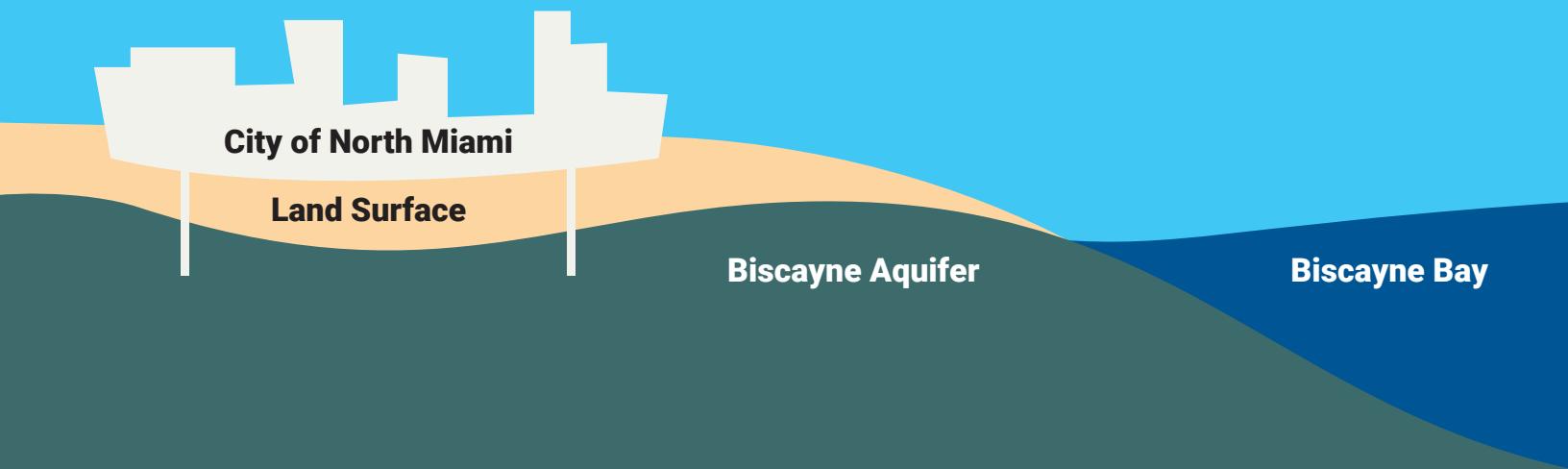


Facts About the Water We Drink

The Source of Our Water

The goal of North Miami's Water Utility is to provide our water customers with a safe and dependable supply of drinking water every day. North Miami's water source is groundwater from the Biscayne Aquifer, pumped from eight service wells. To provide water service to our entire City and surrounding communities, water is also purchased from Miami-Dade County, which is treated groundwater from the Biscayne Aquifer.

The Biscayne Aquifer, named after Biscayne Bay, is a shallow layer of highly permeable limestone under a portion of South Florida. It underlies approximately 4,000 square miles (10,000 km²) throughout Monroe, Miami-Dade, Broward and Palm Beach counties. This water is often referred to as groundwater or the water table and provides virtually all of the water that is used by the residents of South Florida. The water travels slowly in an east-southeasterly direction at a rate of approximately two feet per day. This process provides for natural filtration and results in generally clean water.



Treating Your Water

The City of North Miami's Norman Winson Water Treatment Plant, at Sunkist Grove, uses a lime softening process to treat water drawn from the Biscayne Aquifer (groundwater) to ultimately provide the highest quality drinking water to your home or business. While the Biscayne Aquifer provides ample water, it also contains elevated levels of minerals, including calcium and magnesium. Treatment is necessary to reduce mineral levels and to prevent buildup in piping and discoloration of household fixtures.

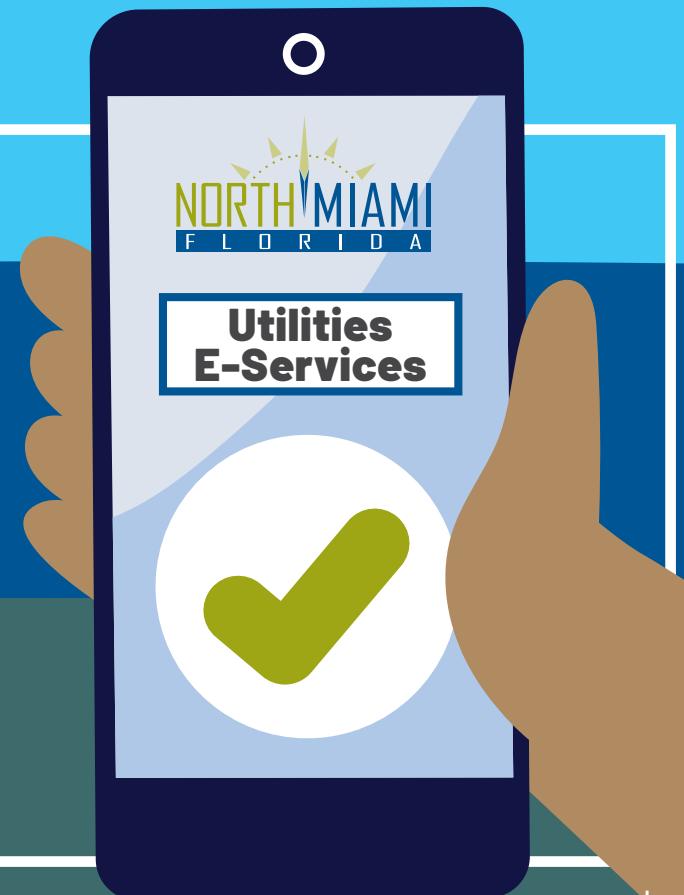
The first step of the water treatment process is aeration, which removes unwanted elements such as carbon dioxide and hydrogen sulfide that can lead to taste and odor issues. In the next step, sodium-hypochlorite (liquid chlorine) and lime are added to the water to destroy bacteria and remove minerals, such as iron. The removal of iron is critical because it prevents staining of plumbing fixtures and sinks. The next process involves the water flowing through anthracite coal filters to remove any remaining fine particles. After the filtration process, a mixture of sodium-hypochlorite and ammonia is added to the water. This mixture helps maintain adequate levels of disinfection and ensures that the drinking water remains free of bacteria as it makes its way through the distribution system. Quality assurance testing is performed every hour by state-licensed water treatment operators to ensure that the water leaving our water plant meets and/or exceeds all federal, state, and local regulations, as well as the City's quality standards. City of North Miami employees are committed and take great pride in ensuring that every drop of water delivered to our utility customers is safe drinking water.

Water Service Area

90,000 + Consumers

The City's water distribution system consists of more than 300 miles of water lines that transport treated water to your home or business and serves a population of over 90,000 people in a 13 square-mile area. Utility customers are located within the City of North Miami, as well as portions of unincorporated Miami-Dade County, Miami Shores, and Biscayne Park. We also provide an emergency interconnect with the City of North Miami Beach.

The City also purchases water from Miami-Dade County's water system through several metered interconnects throughout the City's distribution system.



You can now pay your North Miami utility bill online by visiting NorthMiamiFL.gov/UtilityBill and select the "New User" tab to create your online account. The system will give you the total amount of your payment due, obtain approval of the charge, as well as issue an on-screen confirmation number.

Utility billing customers can access information for multiple accounts such as payment history and account summaries. Water service customers can track their water consumption and set up paperless statements, which helps to reduce the environmental impact of our operations.

Community Conservation: Use Water Wisely

Water: A Precious Resource

Here in South Florida, as throughout the southeastern United States, permanent watering restrictions have become a way of life due to drought conditions. We encourage you to conserve water whenever possible. For more information on water use restrictions, conservation and rebates, visit the South Florida Water Management District's website at www.SFWMD.gov or Miami-Dade County's website at [www.MiamiDade.gov/Water Conservation](http://www.MiamiDade.gov/WaterConservation).

Water Conservation Incentive Programs

Commercial Restaurant Spray Valve Exchange Program

Restaurants in North Miami can also reduce water consumption by exchanging existing sink spray valves with Power Rinser low-flow pre-rinse valves provided by the City. These valves can reduce water usage by up to 80% and save your business up to \$1,300 per year. The Power Rinser spray valves are interchangeable with all brands and come with a five-year manufacturer's warranty.

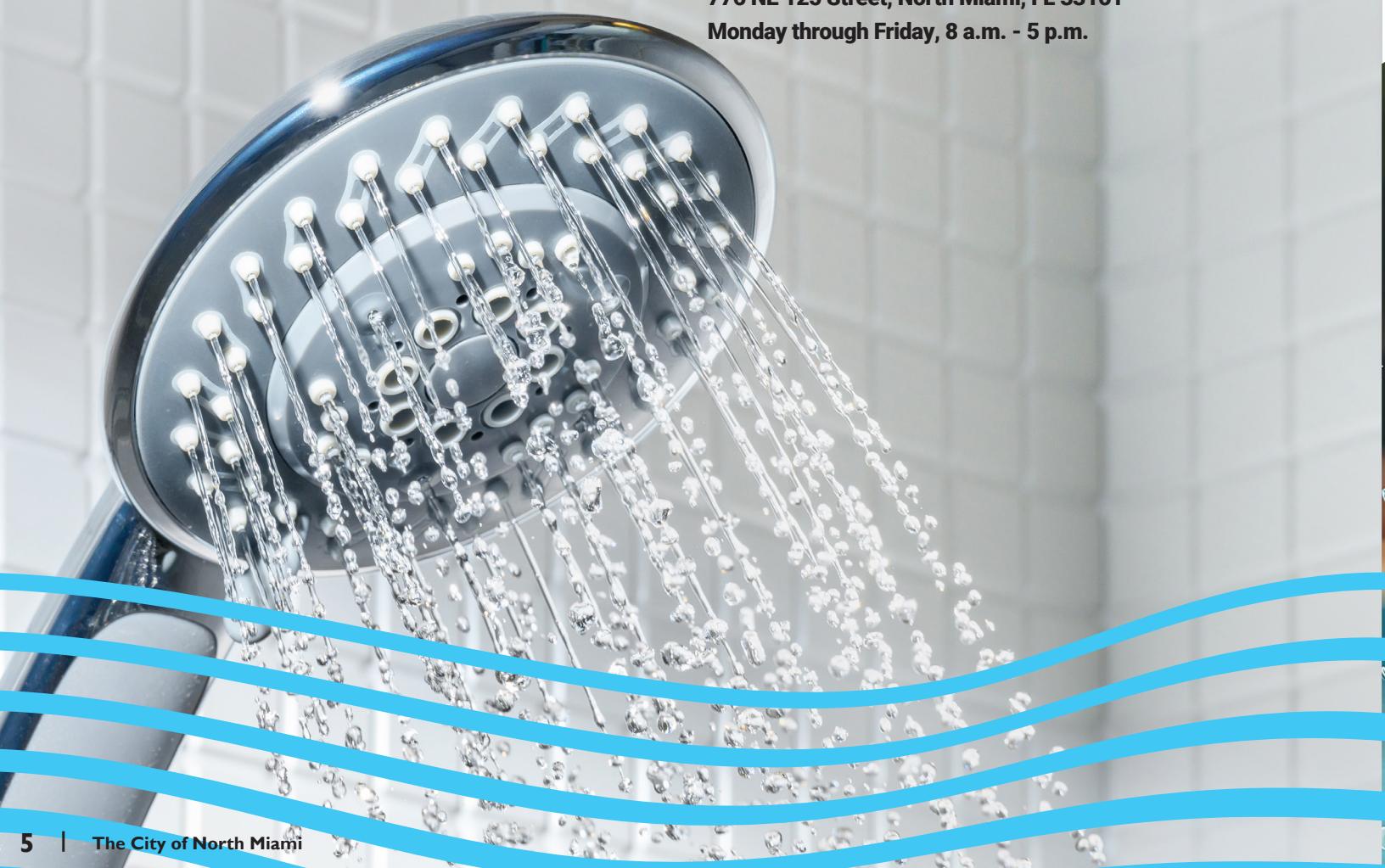
Residential Showerhead Exchange Program

The City of North Miami also offers a showerhead exchange program for its residents. Replacing your existing showerheads with a new high-efficiency showerhead has the potential to reduce your water use by half.

To participate in these programs, please bring in your old commercial restaurant spray or showerhead to North Miami City Hall

Fixtures can be exchanged at:

**North Miami City Hall – 1st Floor, Utility Billing Office
776 NE 125 Street, North Miami, FL 33161
Monday through Friday, 8 a.m. - 5 p.m.**



Health and Safety Standards

We are pleased to report that our drinking water meets all federal, state, and local regulations and continues to exceed the quality standards set forth by the City.

The United States Environmental Protection Agency (USEPA) and the Florida Department of Environmental Protection (FDEP) are responsible for setting both primary and secondary water standards to ensure the safety of the public's drinking water supply. Primary standards protect the public's health against substances that may be harmful to humans if consumed extensively. Secondary standards control the aesthetic qualities of the water such as taste, odor, and clarity, but do not impact the public's health. <https://www.epa.gov/ground-water-and-drinking-water>.

The City of North Miami regularly monitors our drinking water supply for contaminants according to all federal and state laws, rules and regulations. This report is based on the results of our monitoring period from January 1, 2024 to December 31, 2024. Data obtained before January 1, 2025, and presented in this report are from the most recent testing done following federal water quality regulations.

What Should You Know About Certain Contaminants

The presence of certain contaminants in drinking water does not necessarily pose a health risk. Some people may be more vulnerable to the effects of certain contaminants in drinking water than the general population. Immunocompromised persons such as cancer patients undergoing chemotherapy, persons with organ transplants, individuals with HIV/AIDS or other immune system disorders, certain members of the elderly community, and infants may be at risk for infections. Anyone who falls into these categories should seek advice about drinking water from their healthcare providers.

Guidelines established by the EPA and The Center for Disease Control (CDC) on appropriate means to lessen the risk of infection by Cryptosporidium¹ and other microbial contaminants are available by calling the Safe Drinking Water Hotline at **1-800-426-4791**.

Cryptosporidium¹ is associated primarily with surface water sources; however, North Miami's drinking water is from a groundwater source.

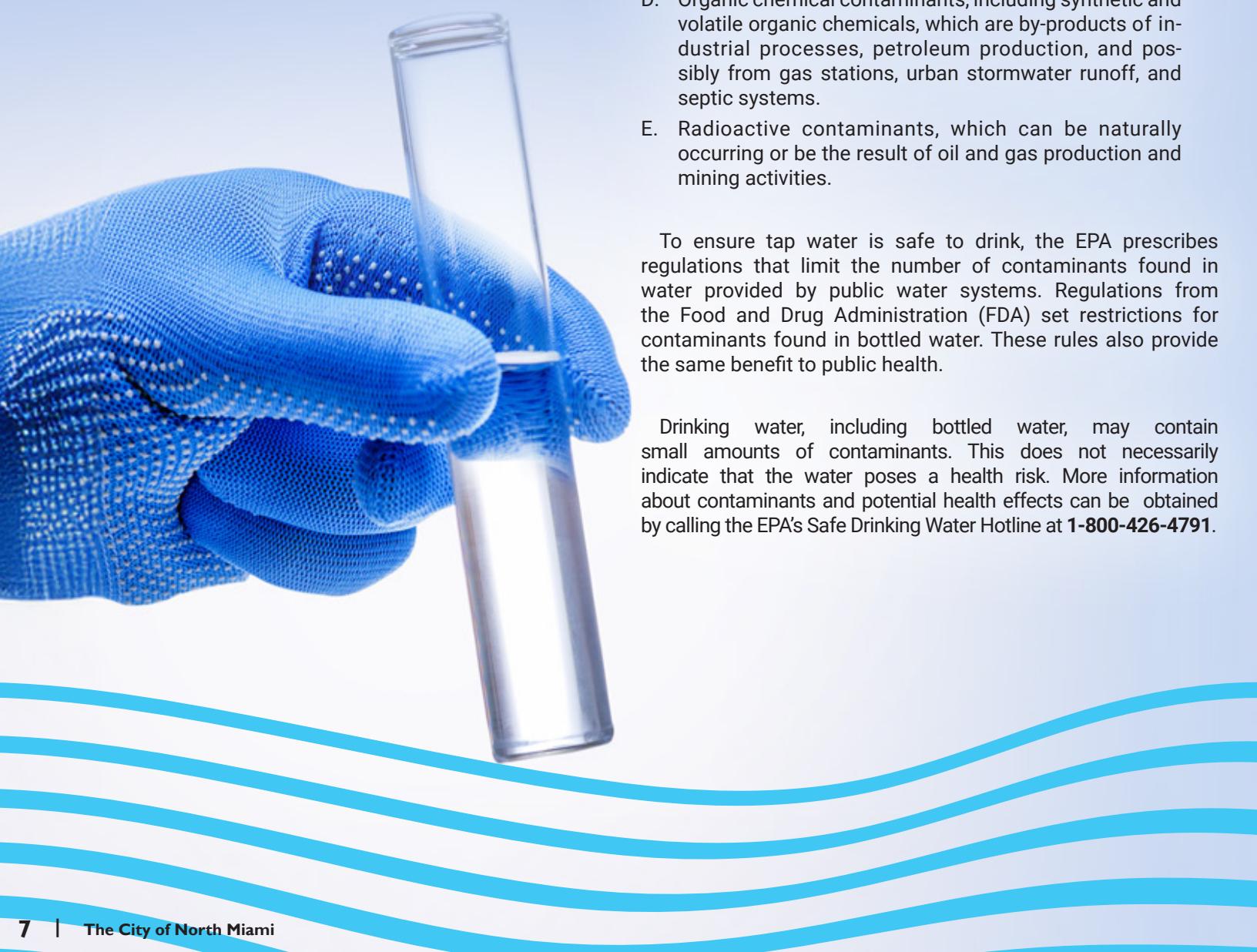
¹ Cryptosporidium is a microscopic organism that, when ingested, can result in diarrhea and other gastrointestinal symptoms.



Source Water Assessment (SWA)

The Florida Department of Environmental Protection (FDEP) conducts ongoing assessments of public drinking water systems throughout the state. FDEP identifies and assesses any potential sources of contamination in the vicinity of the City's water supply. North Miami's water system was assessed in 2024.

A report for the City's water system is available on the **FDEP SWAPP** website, <https://prodapps.dep.state.fl.us/swapp/>, where you can search by county and water utility provider.



Contaminants

The sources of drinking water for 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 absorbs naturally occurring minerals and, in some cases, radioactive materials. The flowing water can also contain substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A. Microbial contaminants, such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B. Inorganic contaminants, such as salts and metals, can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C. Pesticides and herbicides may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- D. Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes, petroleum production, and possibly from gas stations, urban stormwater runoff, and septic systems.
- E. Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

To ensure tap water is safe to drink, the EPA prescribes regulations that limit the number of contaminants found in water provided by public water systems. Regulations from the Food and Drug Administration (FDA) set restrictions for contaminants found in bottled water. These rules also provide the same benefit to public health.

Drinking water, including bottled water, may contain small amounts of contaminants. This 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 EPA's Safe Drinking Water Hotline at **1-800-426-4791**.

Lead Contaminants

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. The City of North Miami's Water Utility is responsible for providing high-quality drinking water but cannot control the variety of materials used in plumbing components. When your water is not being used for several hours, you can minimize the potential for lead exposure by flushing your tap for thirty seconds to two minutes before using the water for drinking or cooking. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure are available at www.epa.gov/safewater/lead.

You may find unfamiliar terms and abbreviations in this report. To help you better understand these terms, below you can find a few definitions:

- Action Level (AL) The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- Maximum Contaminant Level Goal (MCLG) The level of a contaminant in drinking water below which there is no known or expected health risk. MCLGs allow for a margin of error.
- Maximum Contaminant Level (MCL) The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as possible using the finest available treatment technology.
- Maximum Residual Disinfectant Level Goal (MRDLG) The level of a drinking water disinfectant below which there is no known or expected health risk. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- Maximum Residual Disinfectant Level (MRDL) The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for the control of microbial contaminants.
- Not Detected (ND) Indicates that the substance was not found by laboratory analysis.
- Parts per million (ppm) or Milligrams per liter (mg/l) One part by weight of analyte to 1 million parts by weight of the water sample.
- Parts per billion (ppb) or Micrograms per liter ($\mu\text{g/l}$) One part by weight of analyte to 1 billion parts by weight of the water sample.
- Picocurie per liter (pCi/L) Measure of the radioactivity in water.

The City continues to voluntarily sample, test, and submit results to FDEP and Department of Health (DOH) to ensure our community receives high quality and safe drinking water. The most current water quality results can be found in the table above.

The Environmental Protection Agency (EPA) passed the Lead and Copper Rule Revisions (LCRR) effective December 16, 2021 with a compliance deadline of October 16, 2024. The LCRR main goal is to further reduce the risk of lead exposure in all communities within the United States. The LCRR main components include the development of a water service line inventory, lead service line replacement plan, and an updated compliance sample plan, which includes schools and childcare facilities. The water service line inventory includes both public and private side and shall be made available to the public via a website.

Identifying out-of-date materials, including lead, is the first step toward eliminating them from the distribution system.

See link below to access the City of North Miami Service Line. <https://northmiamifl.gov/1347/Lead-and-Copper-Rules-Revision-Project>

See link below to access the Lead and Copper Rules Revision Project www.northmiamifl.gov/LCR



PARAMETERS	FEDERAL MCL (a)	FEDERAL GOAL (b)	STATE MCL	NORTH MIAMI YEAR TESTED (g)	NORTH MIAMI WATER SYSTEM	NORTH MIAMI MCL VIOL Y/N	MIAMI-DADE YEAR TESTED	MIAMI-DADE WATERMAIN SYSTEM	MIAMI-DADE MCL VIOL Y/N	MAJOR SOURCE										
MICROBIOLOGICAL CONTAMINANTS																				
Total Coliform Bacteria (c)	TT	0	TT	24	0	NO	24	0	NO	Naturally present in the environment										
Total Trihalomethanes (ppb) (d)	80	N/A	80	24	31 (7-54)	NO	24	51 (10-59)	NO	Byproduct of drinking water chlorination										
Halogenated Acid (ppb) (d)	60	N/A	60	24	32 (8-75)	NO	24	44 (3-81)	NO	Byproduct of drinking water chlorination										
DISINFECTION																				
Chloramines (ppm) (e)	MRDL = 4	MRDL G = 4	MRDL = 4	24	2.0 (10-34)	NO	24	2.7 (0.1-4.0)	NO	Water additive used to control microbes										
INORGANIC CONTAMINANTS																				
Antimony (ppb)	6	6	6	24	ND	NO	24	0.1 (0.05-0.1)	NO	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder										
Arsenic (ppb)	10	0	10	24	0.51	NO	24	0.2 (ND-0.2)	NO	Erosion of natural deposits										
Barium (ppm)	2	2	2	24	0.0051	NO	24	0.008 (0.005-0.008)	NO	Erosion of natural deposits										
Chromium (ppb)	100	100	100	24	ND	NO	24	2 (ND-2)	NO	Erosion of natural deposits										
Copper (ppm) (f) at tap	AL= 1.3	1.3	AL=1.3	23	0.050.0 out of 30 homes (0%) exceeded AL	NO	23	0.07.0 homes out of 102 (0%) exceeded AL	NO	Corrosion of household plumbing										
Fluoride (ppm)	4	4	4	24(h)	0.72 (0.2-1.1)	NO	24	1 (0.5-1)	NO	Erosion of natural deposits; water additive which promotes strong teeth										
Lead (ppb) (g) at POE	15	15	15	24	ND	NO	24	ND	NO	Erosion of natural deposits										
Lead (ppb) (f) at tap	AL= 15	0	AL = 15	23	1.8, 0 out of 30 homes (0%) exceeded AL	NO	23	3.2, 1 home out of 102 (1%) exceeded AL	NO	Corrosion of household plumbing										
Nitrate (as N) (ppm)	10	10	10	24	0.25	NO	24	0.3 (0.009-0.3)	NO	Erosion of natural deposits; Runoff from fertilizer										
Nitrite (as N) (ppm)	1	1	1	24	ND	NO	24	0.2 (ND-0.2)	NO	Erosion of natural deposits; Runoff from fertilizer										
Selenium (ppm)	50	50	50	24	ND	NO	24	0.7 (ND-0.7)	NO	Erosion of natural deposits										
Sodium (ppm)	NE	N/A	160	24	21.8	NO	24	33 (23-33)	NO	Erosion of natural deposits and sea water										
Thallium (ppb)	2	0.5	2	24	ND	NO	24	ND	NO	Leaching from oreprocessing sites; discharge from electronics, glass, and/or drug factories										
RADIOACTIVE CONTAMINANTS																				
Alpha Emitter (pCi/L)	15	0	15	24	ND	NO	24	ND	NO	Erosion of natural deposits										
Combined Radium (pCi/L)	5	0	5	24	ND	NO	24	ND	NO	Erosion of natural deposits										
Uranium (ug/L)	30	0	30	23	1.0	NO	24	0.6 (ND-0.6)	NO	Erosion of natural deposits										
Radon (pCi/L)	NE	NE	NE	N/A	ND	NO	24	197 (ND-197)	NO	Erosion of natural deposits										
2024 ADDITIONAL CONTAMINANTS MONITORING**																				
Hazard Index PFAS (HFPO-DA, PFBS, PFOaS, and PFNA) (unitless)	1	1	1	24	0.9	N/A	24	1.1 (0.2-1.3)	N/A											
Perfluorooctane sulfonate (PFOS) (ppt)	4	0	4	24	45	N/A	24	31 (7-31)	N/A	Discharge from manufacturing and industrial facilities, use of certain consumer products, occupational exposures, and certain firefighting activities										
Perfluorooctanoic acid (PFOa) (ppt)	4	0	4	24	12	N/A	24	16 (3-16)	N/A											
Perfluorooctanoic acid (PFNA) (ppt)	10	10	10	24	ND	N/A	24	5 (ND-5)	N/A											
Perfluorohexanesulfonic acid (PFHxS) (ppt)	10	10	10	24	8.6	N/A	24	10 (1-10)	N/A											
ABBREVIATIONS & NOTES																				
A ₁ = action level																				
MRDL = maximum residual disinfection level																				
MRDLG = maximum residual disinfection level goal																				
N/A = not applicable																				
ND = none detected																				
NE = none established																				
POCUL = picocuries per liter																				
POE = point of entry to the distribution system																				
PPM = parts per million or milligrams per liter (mg/L)																				
PPB = parts per billion or micrograms per liter (ug/L)																				
TT = treatment technique																				
(c) Total Coliform positive samples should only be reported if there is an accompanying TT (Treatment Technique) violation. A minimum of 80 samples for Total Coliform Bacteria testing are collected each month from the distribution system, in compliance with state regulation.																				
(d) North Miami's total of 16 samples for Total Trihalomethane and 16 samples for Halogenated Acid Miami Dades Water System total of 32 samples for Total Trihalomethane and 32 samples for Halogenated Acid testing per year from the distribution. Compliance is based on a locational running annual average; this is the value which precedes the parentheses.																				
(e) Compliance is based on a running annual average; computed quarterly from monthly (f) 9th percentile value reported. If the 90th percentile value does not exceed the AL (i.e., less than 10% of the homes have levels above the AL) the system is in compliance and is utilizing the prescribed corrosion control measures.																				
(g) The data presented is from the most recent years testing conducted for these parameters in accordance with regulations.																				
(h) Fluoride testing to demonstrate compliance with State regulations is required every three years in accordance with the State's monitoring framework. However, Fluoride levels are monitored daily at the treatment plants where fluoride is added to promote strong teeth.																				
**: This separate table contains contaminants which MDWASD tested voluntarily and which are not currently regulated.																				

If you have questions about the information provided in this brochure, please feel free to call any of the numbers listed below.

CITY OF NORTH MIAMI WINSON WATER PLANT AT SUNKIST GROVE OPERATES 24 HOURS/DAY.

Call 305-953-2854 to report after hours, City-related emergencies such as floods, burst pipes, backflow problems, etc.

North Miami Utility Operation Center 305-895-9838

Monday - Friday, 7:30 a.m. - 4:00 p.m.

North Miami Utility Billing 305-895-9880

Monday - Friday, 8:00 a.m. - 5:00 p.m. | Payment Hours 8:00 a.m. - 4:00 p.m.

(Credit cards now accepted with proper photo ID)

Miami-Dade County Environmental Health Office

(Local contact for Florida Dept. of Environmental Protection)

305-623-3500

Miami-Dade County Department of Environmental Resources Management (DERM) 305-372-6789

Miami-Dade County Regulatory and Economic Resources (RER) 305-372-6789

Florida Environmental Protection Agency (EPA) Water Resource Management 1-850-245-8336

EPA Safe Drinking Water Hotline 1-800-426-4791

City of North Miami Water and Sewer Rates

The following rates are currently in effect for residential water and sewer use.

SERVICE	Monthly 5,000 Gallons USE INSIDE CITY	Quarterly 15,000 Gallons USE INSIDE CITY	Quarterly 15,000 Gallons USE outside CITY
Water Base Charge (Flat Fee) (WT)	\$16.21	\$48.63	\$48.63
Sewer Base Charge (Flat Fee) (SR)	\$22.58	\$67.74	\$67.74
This example is based on a 5,000 gallon monthly or 15,000 quarterly gallon use.			
Rates are based on consumption, see "Residential Water Consumption Rates" Chart below.			
Water Consumption Charge (WT)	\$12.30	\$36.90	\$36.90
Sewer Consumption Charge (STR) (\$5.90 per 1,000 gallons x 85%)	\$25.08	\$75.23	\$75.23
County Service Fee (CSF) (6% of the total WT, SR, OWSS and STR) Miami-Dade County rates were effective October 1, 2017.	\$4.57	\$13.71	\$17.14
Outside City Water & Sewer Surcharge (OWSS) (25% of WT, SR and STR)	n/a	n/a	\$57.13
Sample Minimum Water & Sewer Bill (One Quarter)	\$80.74	\$242.21	\$302.77
Rates based on a 3/4" meter, with consumption up to 15,000 gallons every 3 months. All outside city customers may also have a utility tax imposed by their municipality, which is 10%. For City customers, the above reflects only the water and sewer portion of their utility bill. Other services such as stormwater, and sanitation are excluded for this presentation.			

Residential Water Consumption Rates

(per 1,000 gallons)

Monthly	Quarterly	Turn Off Fee, Illegal Turn On, or Return Check Charge	\$20 each
0 - 5,000	\$ 2.46	0 - 15,000	\$ 2.46
5,001 - 12,000	\$ 3.45	15,001 - 36,000	\$ 3.45
12,001 - 20,000	\$ 4.42	36,001 - 60,000	\$ 4.42
Above 20,000	\$ 4.92	Above 60,000	\$ 4.92
		Theft/ Illegal Device Used On Premises	\$450

Additional Service Fees

Activate your account online at NorthMiamiFL.gov under Online Services, Citizen ePortal.



North Miami City Hall
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North Miami, Florida 33161-5654

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2024 WATER QUALITY REPORT

