JEA

Building Community

2025

WATER QUALITY REPORT

This 2025 Annual Water Quality Report provides an overview of our water treatment systems, water quality test results, updates on related projects, and answers to common questions about your water supply. At JEA, we remain dedicated to delivering high-quality, reliable drinking water.

Ensuring a Sustainable Water Future

As a municipal utility, JEA is dedicated to providing clean and reliable drinking water to our customers. We deliver more than **120 million gallons of water** each day and perform an average of **45,000 water tests** each year. JEA makes substantial investments in our water system to ensure the reliability and safety of our water, and we continually inspect, maintain, and upgrade our existing infrastructure to meet the growing demands of the community we serve.

WATER

407,161
Water Customers

120 Million Gallons
of water are provided each day

139
Artesian Wells

39
Treatment Plants

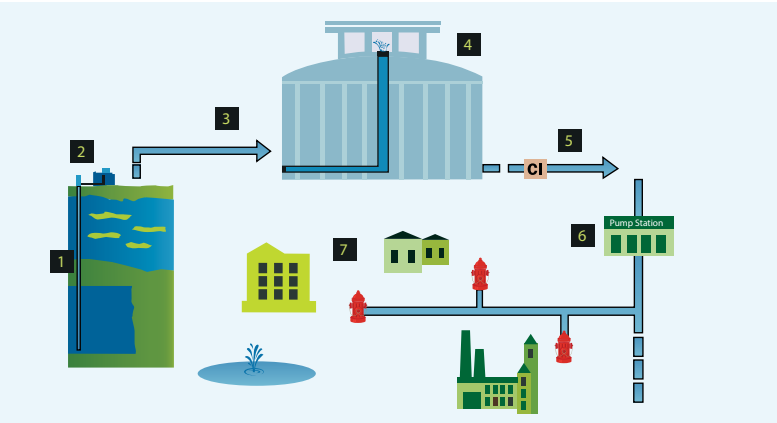
5,244 Miles
of potable water distribution lines

JEA's operations network, Supervisory Control and Data Acquisition (SCADA), enables us to monitor our water supply system and provide customers with an uninterrupted supply of fresh, clean water. SCADA is a technology that allows us to remotely control and monitor conditions such as pressure, flow, reservoir levels, chlorine level, and pH at our water plants 24 hours a day.

By investing in infrastructure, advanced treatment technologies, and conservation programs, we protect our water resources, support environmental stewardship, and help ensure a sustainable future for generations to come.

Water System Process

The JEA drinking water system consists of wells, water treatment plants, distribution pipelines, and customer meters. Our wells withdraw water from the Floridan aquifer, about 1,000 feet below land surface, and pump it from the well fields to water treatment plants, where it flows through an aerator to remove the sulfur odor. The water leaves the reservoirs and is disinfected with chlorine per health regulations before it enters our water lines for distribution to our customers. Ozone is also utilized at two plants for sulfide removal and to improve taste and odors.



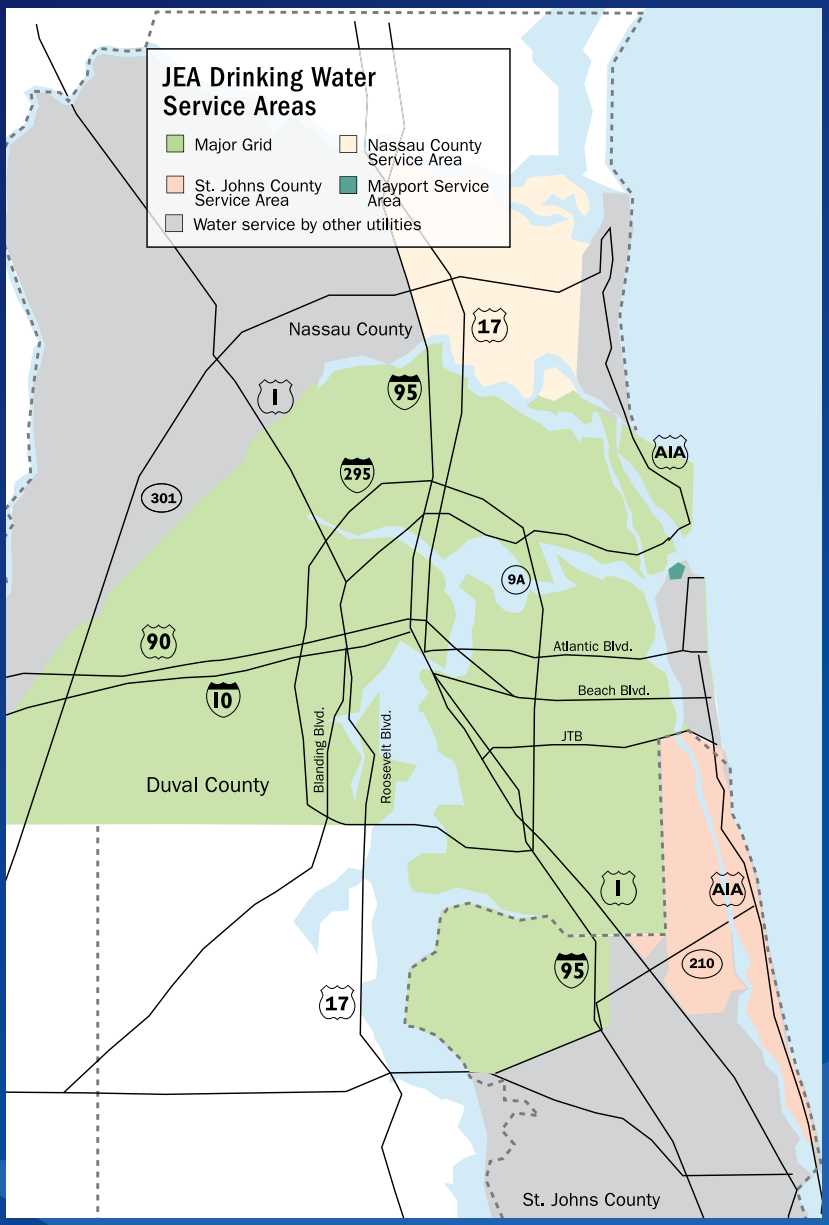
1. The Floridan Aquifer is the source of water in Northeast Florida. JEA utilizes this source to provide potable (drinking) water to our customers. The aquifer is a gigantic undeground river that courses through limestone formations many hundreds of feet underground. 2. Deep Well Turbine Pumps are used to draw the water from the aquifer and deliver it through 3. Well Headers to the 4. Water Treatment Plant. At the plant, the water is aerated and stored until there is demand for the water. As needed, the water is chlorinated and pumped into the system by the plant's service pumps. 5. Transmission Mains carry the potable water throughout the many miles of service area and ultimately deliver the water through 6. Distribution Mains, service connections, and water meters to 7. Our Customers.

FDEP Source Water Assessments

In 2025, the Florida Department of Environmental Protection performed Source Water Assessments to identify potential sources of contamination in the vicinity of JEA wells. Potential contamination sources include landfills, fuel storage tanks, dry cleaning facilities, and wastewater disposal areas.

Visit prodapps.dep.state.fl.us/swapp/ to view assessment results online.

System	# of Potential Sources	Susceptibility Level
Major Grid	173	Low-Moderate
Mayport	2	Low
Lofton Oaks Grid	11	Low
Ponte Vedra Grid	2	Low
Ponce de Leon Grid	4	Low



Jacksonville's Water Grid

JEA's Major Grid supplies water to most of Duval County and the northwest part of St. Johns County. JEA also provides water to the Yulee area, Mayport, and from Ponte Vedra south to Vilano Beach along A1A. Additionally, along the Intracoastal Waterway in Palm Valley, a small area receives water through an interconnection with the St. Johns County Utility Department. Our grid system ensures reliable water service backup when needed, especially during emergencies or routine plant maintenance shutdowns.

Water Hardness Levels

Water is described as "hard" when it contains high levels of dissolved minerals—primarily calcium and magnesium. While these naturally occurring compounds can leave spots on dishes and windows (easily removed with white vinegar), they do not present a health risk. In fact, both calcium and magnesium are commonly taken as health supplements.

The table indicating the total hardness found in all JEA-serviced zip codes can be found at **jea.com/hardness**.

WATER QUALITY MONITORING RESULTS

System	Major Grid			Mayport			Lofton Oaks Grid			Ponce de Leon Grid			Ponte Vedra Grid			Palm Valley						
Contaminant & Unit of Measure	Sample Date	Level Detected	Range of Results	Sample Date	Level Detected	Range of Results	Sample Date	Level Detected	Range of Results	Sample Date	Level Detected	Range of Results	Sample Date	Level Detected	Range of Results	Sample Date	Level Detected	Range of Results	Violation Y/N	MCLG or MRDLG	MCL or MRDL	Likely Sources of Contamination
Radioactive Contaminants																						
Alpha emitters (pCi/L)	05/25-11/25	6.18	ND-6.18	ND	ND	ND	ND	ND	ND	01/24-12/24	7.24	ND-7.24	ND	ND	ND	ND	ND	ND	N	0	15	Erosion of natural deposits
Radium 226+228 or combined radium (pCi/L)	05/25-11/25	2.56	ND-2.56	ND	ND	ND	05/23-05/24	1.91	ND-1.91	01/24-12/24	2.27	ND-2.27	ND	ND	ND	ND	ND	ND	N	0	5	Erosion of natural deposits
Inorganic Contaminants																						
Antimony (ppb)	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	05/23	0.53	ND-0.53	ND	ND	ND	N	6	6	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
Arsenic (ppb)	05/23	0.9	ND - 0.9	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	N	0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	05/23	0.038	0.015-0.038	05/24	0.027	NA	05/23-05/24	0.033	0.030-0.033	05/24	0.0196	0.016-0.0196	05/23	0.037	0.021-0.037	05/23	0.023	0.021-0.023	N	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium (ppb)	05/23	0.893	ND-0.893	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	N	100	100	Discharge from steel and pulp mills; erosion of natural deposits
Cyanide (ppb)	05/23	11	ND-11	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	N	200	200	Discharge from steel/metal factories; discharge from plastic and fertilizer factories
Fluoride (ppm)	05/23	1.06	ND-1.06	05/24	0.88	N/A	05/23-05/24	0.96	0.73-0.96	05/24	1.25	1.22-1.25	05/23	0.96	0.95-0.96	05/23	0.84	0.68-0.84	N	4	4.0	Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at the optimum level of 0.7 ppm
Lead (point of entry) (ppb)	05/23	2.65	ND-2.65	ND	ND	ND	ND	ND	ND	05/24	0.1	ND-0.1	ND	ND	ND	ND	ND	ND	N	0	15	Residue from man-made pollution such as auto emissions and paint; lead pipe, casing, and solder
Nitrate (as Nitrogen) (ppm)	05/25	0.107	ND-0.107	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	N	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	05/23	6.16	ND-6.16	ND	ND	ND	ND	ND	ND	ND	ND	ND	05/23	3.61	ND-3.61	ND	ND	ND	N	50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)	05/23	126.43	8.18-126.43	05/24	13.074	N/A	05/23-05/24	27.10	21.12-27.10	05/24	67.30	35.84-67.30	05/23	71.56	21.89-71.56	05/23	25.0	21.0-25.0	N	N/A	160	Salt water intrusion, leaching from soil
Stage 1 Disinfectants and Disinfection Byproducts**																						
Chlorine (ppm)	01/25-12/25	0.95	0.2-2.04	01/25-12/25	0.64	0.2-1.25	01/25-12/25	0.95	0.21-1.97	01/25-12/25	0.76	0.29-1.84	01/25-12/25	0.83	0.22-1.69	01/25-12/25	1.4	0.31-1.98	N	4	4.0	Water additive used to control microbes
Stage 2 Disinfectants and Disinfection Byproducts**																						
Haloacetic Acids (five) (HAA5) (ppb)	01/25-12/25	22.55	7.00-25.70	04/25	20.20	N/A	01/25-12/25	16.93	9.90-19.50	01/25-10/25	14.10	9.42-14.10	07/25	13.80	7.50-13.80	10/25	24.50	18.20-24.50	N	N/A	60	By-product of drinking water disinfection
TTHM [Total Trihalomethanes] (ppb)	01/25-12/25	70.78	29.20-82.26*	04/25	62.87	N/A	01/25-12/25	66.12	34.00-77.20	01/25-10/25	67.53	36.60-67.53	07/25	64.39	28.89-64.39	10/25	67.90	43.27-67.90	N	N/A	80	By-product of drinking water disinfection

* Although the MCL value was exceeded, the annual average results were below the MCL.
**Level Detected for Disinfectants and Disinfection Byproducts is the highest locational running annual average of monthly/quarterly averages if sampled monthly/quarterly, or the highest result if sampled annually.

Lead and Copper (Tap Water)																		
System	Major Grid			Mayport			Lofton Oaks Grid			Ponce de Leon Grid			Ponte Vedra Grid			Palm Valley						Likely Sources of Contamination
Contaminant & Unit of Measure	Sample Date	90th Percentile	# Exceeding AL	Sample Date	90th Percentile	# Exceeding AL	Sample Date	90th Percentile	# Exceeding AL	Sample Date	90th Percentile	# Exceeding AL	Sample Date	90th Percentile	# Exceeding AL	Sample Date	90th Percentile	# Exceeding AL	Violation Y/N	MCLG or MRDLG	AL (Action Level)	
Copper (ppm)	07/23	0.08	0 of 86	07/23-08/23	1.04	1 of 12	06/23-08/23	0.02	0 of 34	07/23	0.12	0 of 11	06/23-07/23	0.12	0 of 31	06/23-07/23	0.11	0 of 14	N	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb)	07/23	1.50	0 of 86	07/23-08/23	0.60	0 of 12	06/23-08/23	0.60	0 of 34	07/23	3.19	0 of 11	06/23-07/23	s0.84	0 of 31	06/23-07/23	ND	0 of 14	N	0	15	Corrosion of household plumbing systems; erosion of natural deposits
Secondary Contaminants																		
System	Major Grid			Mayport			Lofton Oaks Grid			Ponce de Leon Grid			Ponte Vedra Grid			Palm Valley						Likely Sources of Contamination
Contaminant & Unit of Measure	Sample Date	Level Detected	Range of Results	Sample Date	Level Detected	Range of Results	Sample Date	Level Detected	Range of Results	Sample Date	Level Detected	Range of Results	Sample Date	Level Detected	Range of Results	Sample Date	Level Detected	Range of Results	Violation Y/N	MCLG or MRDLG	MCL or MRDL	
Chloride (ppm)	05/23-06/23	319	9.14-319	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR	Y***	N/A	250	Natural occurrence from soil leaching
Odor (threshold odor number)	05/23-07/23	44.7	ND-44.7	05/24-07/24	10	ND-10	05/23-08/24	56.6	2.83-56.6	05/24-07/24	56.6	4-56.6	05/23-06/23	12.6	2.83-12.6	NR	NR	NR	Y***	N/A	3	Naturally occurring organics
Sulfate (ppm)	NR	NR	NR	NR	NR	NR	NR	NR	NR	05/24-07/24	278	162-278	NR	NR	NR	NR	NR	NR	Y***	N/A	250	Natural occurrence from soil leaching
Total Dissolved Solids (ppm)	05/23-06/23	864	153-864	NR	NR	NR	NR	NR	NR	05/24-07/24	666	543-666	05/23	640	401-640	NR	NR	NR	Y***	N/A	500	Natural occurrence from soil leaching

***Florida Source water is naturally high in dissolved minerals and some Secondary Contaminants exceeded the MCL. The concentration found in our water only affects the aesthetic quality (look, smell, taste) and is not associated with any adverse health effects. Note: St. Johns Forest WTP (Major Grid) has a FDEP waiver for Sulfate levels not to exceed 500 mg/L.

IMPORTANT INFORMATION

The Water Quality Report is provided to all customers of community water systems on an annual basis as required by the Environmental Protection Agency (EPA) under the 1996 Safe Drinking Water Act Amendments.

JEA 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 are from the most recent testing done in accordance with the laws, rules, and regulations. Out of more than 100 contaminants for which JEA routinely tests, only those that have been detected appear in the tables.

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, in some cases, radioactive material, and can pick up 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, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
(B) 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.
(C) Pesticides and herbicides, which 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 and petroleum production, and can also come 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 that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

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

TERMS & ABBREVIATIONS

In the table above, you may find unfamiliar terms and abbreviations. To help you better understand these terms, we've provided the following definitions:

Action Level (AL) –The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
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 feasible using the best available treatment technology.
Maximum Contaminant Level Goal (MCLG) –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.
Maximum Residual Disinfectant Level (MRDL) –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.
Maximum Residual Disinfectant Level Goal (MRDLG) –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.
Non-Detect (ND) – This means not detected and indicates that the substance was not found by laboratory analysis.
Not Required (NR) – Secondary contaminants with sample results below the MCL are not required to be reported.
Parts per billion (ppb) or Micrograms per liter (µg/l) – One part by weight of analyte to 1 billion parts by weight of the water sample.
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.
Picocurie per liter (pCi/L) – The measure of the radioactivity in water.
Variances and Exemptions – State or EPA permission not to meet an MCL under certain conditions.

Note: MCLs are set at 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 for a lifetime to have a one-in-a-million chance of having the described effect.

ADDITIONAL INFORMATION

Lead: We are required to periodically sample water from customer taps to determine lead and copper levels. EPA sets the lead action level at 15 ppb. For a water system to be in compliance, at least 90% of tap water samples must have lead levels below this limit. This report contains the 90th percentile and range of our most recent sampling. The individual results for each location sampled can be reviewed by requesting the information from JEA's Water Quality line at **(904) 665-4521** or **WaterQuality@jea.com**.

In accordance with EPA rules, JEA completed an initial inventory of all the water service lines in our territory. That inventory is available on our website at **jea.com/lcrr**. You can check your service line materials by entering your address into the map section. If the Private Side Material is listed as Unknown and you know what your line is made of, please follow the steps on that webpage to complete a self-verification or email the information to **WaterQuality@jea.com**.

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. JEA 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 washing 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 JEA's Water Quality line at **(904) 665-4521** or **WaterQuality@jea.com**. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at **epa.gov/safewater/lead**.

TTHM [Total Trihalomethanes]: The following sample during 2025 exceeded the TTHM MCL of 80 ppb. However, the system did not incur an MCL violation because all annual average results at all sites were below the MCL. 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.

Major Grid: 172 Wandering Woods Way: 82.26 (Apr)

IMMUNO-COMPROMISED PERSONS

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 undergone 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 from their health care providers about drinking water. 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**.

Committed to Conserving Our Water Supply

JEA is dedicated to protecting and sustaining the natural resources, like the pristine Floridan aquifer, of the communities we serve. While the aquifer continues to meet the water needs of our growing community, it is not unlimited. As we work to meet the growing needs of our community, we know that conserving this precious resource is the best way to ensure it lasts.

That's why we demonstrate environmental leadership by investing in solutions and promoting programs to conserve. While we have already implemented robust conservation initiatives and an expansive reclaimed water system, our H2.0® program is shaping a sustainable water future for all of Northeast Florida.

H2.0 Purification Program

A solution for a sustainable water future.

Employing state-of-the-art technology, our H2.0 program is transforming water purification. The multi-barrier purification process cleans the water our customers use, further purifying reclaimed water to drinking water quality, so it can be used to replenish the aquifer.

As part of this initiative, we are opening the H2.0 Purification Center that will showcase purification technology and engage the public through a visitor education and experience area. The Center will also serve as a training facility for JEA staff and industry leaders, while offering visitors a chance to watch firsthand as our center purifies 1 million gallons of water every day, replenishing our aquifer in an accelerated, sustainable way.

By replenishing the aquifer, we are:

- Maximizing the use of our available water resources
- Deploying the most economical supply option
- Sustainably protecting the aquifer
- Increasing the quantity and improving the quality of the aquifer supply
- Directly reducing unused water conveyed to the river as required by state law

Connect with us

For more information on JEA's water quality tests or to request a report, please contact us.

Phone: (904) 665-6000
Email: WaterQuality@jea.com
Online: jea.com/WQR2025

By mail: JEA Water Quality
1002 N. Main St.
Jacksonville, FL 32206

In person: Printed copies are available at JEA's Downtown Customer Service Center and at every branch of the Jacksonville Public Library. JEA's board meetings are held 8 times per year at JEA's downtown offices, located at 225 N. Pearl Street, Jacksonville. The schedule is available at jea.com. The public is invited to attend.