

ANNUAL WATER QUALITY REPORT

Reporting Year 2023



Presented By





Our Commitment

We are pleased to present to you this year's annual water quality report. This report is a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2023. Included are details about your sources of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and providing you with this information because informed customers are our best allies.

Safeguard Your Drinking Water

Protection of drinking water is everyone's responsibility. You can help protect your community's drinking water source in several ways:

- Eliminate excess use of lawn and garden fertilizers and pesticides – they contain hazardous chemicals that can reach your drinking water source.
- Pick up after your pets.
- If you have your own septic system, properly maintain it to reduce leaching to water sources, or consider connecting to a public water system.
- Dispose of chemicals properly; take used motor oil to a recycling center.
- Volunteer in your community. Find a watershed or wellhead protection organization in your community and volunteer to help. If there are no active groups, consider starting one. Use U.S. EPA's Adopt Your Watershed to locate groups in your community.
- Organize a storm drain stenciling project with others in your neighborhood. Stencil a message next to the street drain reminding people "Dump No Waste – Drains to River" or "Protect Your Water." Produce and distribute a flyer for households to remind residents that storm drains dump directly into your local water body.



“When the well is dry, we know the worth of water.”

—Benjamin Franklin

Community Participation

You are invited to participate in our public forum and voice your concerns about your drinking water. We meet once a month, and our meeting dates are posted on www.newnanutilities.org.



Water Conservation Tips

You can play a role in conserving water and save yourself money in the process by becoming conscious of the amount of water your household is using and looking for ways to use less whenever you can. It is not hard to conserve water. Here are a few tips:

- Automatic dishwashers use four to six gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- Turn off the tap when brushing your teeth.
- Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.
- Check your toilets for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from an invisible toilet leak. Fix it and you save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water-using appliances. Then check the meter after 15 minutes. If it moved, you have a leak.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. Environmental Protection Agency (EPA)/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or <http://water.epa.gov/drink/hotline>.



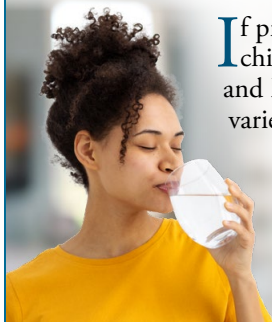
Source Water Assessment

A source water assessment has been completed for our system. The purpose of the assessment is to determine the susceptibility of each drinking water source to potential contaminant sources. The report includes background information and a relative susceptibility rating of higher, moderate, or lower. It is important to understand that a higher susceptibility rating does not imply poor water quality, only the system's potential to become contaminated within the assessment area. The assessment findings are summarized in the table below:

SUSCEPTIBILITY OF SOURCES TO POTENTIAL CONTAMINANT SOURCES		
SOURCE NAME	SUSCEPTIBILITY RATING	SWAP REPORT DATE
Line Creek Watershed	Medium	January 2020
White Oak Creek Watershed	Medium	January 2020
Brown/Sandy Creek Watershed	Low	January 2020

If you would like a copy of our assessment, please feel free to contact our office during regular business hours at (770) 683-5516.

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 for 30 seconds to two 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.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the 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. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the 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, in some cases radioactive material, and substances resulting from the presence of animals or from human activity. 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.

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 our waterways by disposing of them responsibly. To find a convenient drop-off location near you, please visit <https://bit.ly/3IeRyXy>.

Where Does My Water Come From?

All our source water is surface water from streams and lakes. It is pumped from Line Creek, Sandy and Brown Creek, and White Oak Creek into storage reservoirs adjacent to the treatment plant. Our storage capacity is approximately two billion gallons. The watershed area is fenced and patrolled to prevent activities which might contaminate our sources.

QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please call George Lee, Water Treatment Operations Manager, at (770) 683-5516.

Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels. We are pleased to report that your drinking water meets or exceeds all federal and state requirements.

The state recommends monitoring for 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.

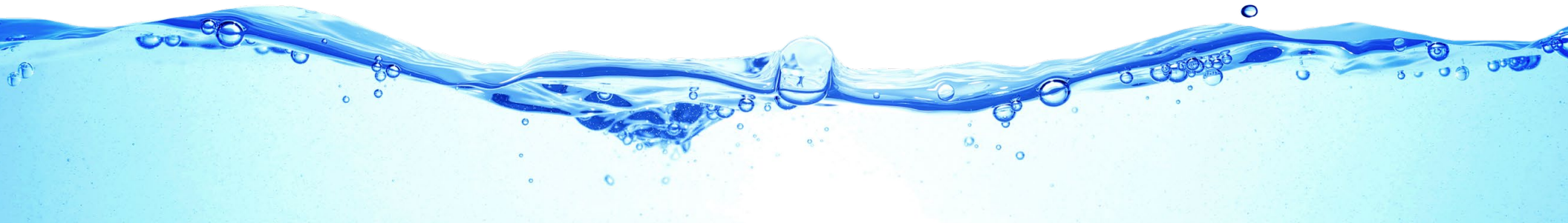
REGULATED SUBSTANCES							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Chlorine (ppm)	2023	[4]	[4]	0.89	0.30 - 1.5	No	Water additive used to control microbes
Chlorine Dioxide (ppb)	2023	[800]	[800]	70	ND - 140	No	Water additive used to control microbes
Chlorite (ppm)	2023	1	0.8	.32	.067 - .32	No	By-product of drinking water disinfection
Fluoride (ppm)	2023	4	4	0.77	0.64 - 0.91	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Haloacetic Acids [HAAs]—Stage 2 (ppb)	2023	60	NA	20	11.19 - 24	No	By-product of drinking water disinfection
Nitrate (ppm)	2023	10	10	ND	NA	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Total Coliform Bacteria (positive samples)	2023	TT	NA	0	NA	No	Naturally present in the environment
Total Organic Carbon (removal ratio)	2023	TT ¹	NA	1.16	1.04 - 1.30	No	Naturally present in the environment
TTHMs [total trihalomethanes]—Stage 2 (ppb)	2023	80	NA	46	24.4 - 62.6	No	By-product of drinking water disinfection
Turbidity ² (NTU)	2023	TT	NA	0.05	ND - 0.05	No	Soil runoff
Turbidity (lowest monthly percent of samples meeting limit)	2023	TT = 95% of samples meet the limit	NA	100	NA	No	Soil runoff

Tap water samples were collected for lead and copper analyses from sample sites throughout the community

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH %ILE)	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2022	1.3	1.3	0.15	0	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2022	15	0	2.8	2	No	Lead service lines; Corrosion of household plumbing systems, including fittings and fixtures; Erosion of natural deposits

¹The value reported under Amount Detected for TOC is the lowest ratio between percentage of TOC actually removed and percentage of TOC required to be removed. A value of greater than 1 indicates that the water system is in compliance with TOC removal requirements. A value of less than 1 indicates a violation of the TOC removal requirements.

²Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system.



BY THE NUMBERS

 **5.1** TRILLION

The dollar value needed to keep water, wastewater, and stormwater systems in good repair.

 **12** THOUSAND

The average amount in gallons of water used to produce one megawatt-hour of electricity.

 **2**

How often in minutes a water main breaks.

 **47.5** TRILLION

The amount in gallons of water used to meet U.S. electric power needs in 2020.


 **1.7** TRILLION

The gallons of drinking water lost each year to faulty, aging, or leaky pipes.

 **33**

The percentage of water sector employees who will be eligible to retire in 2033.

Table Talk

 Get the most out of the Testing Results data table with this simple suggestion. In less than a minute, you will know all there is to know about your water:

For each substance listed, compare the value in the Amount Detected column against the value in the MCL (or AL, SMCL) column. If the Amount Detected value is smaller, your water meets the health and safety standards set for the substance.

Other Table Information Worth Noting

Verify that there were no violations of the state and/or federal standards in the Violation column. If there was a violation, you will see a detailed description of the event in this report.

If there is an ND or a less-than symbol (<), that means that the substance was not detected (i.e., below the detectable limits of the testing equipment).

The Range column displays the lowest and highest sample readings. If there is an NA showing, that means only a single sample was taken to test for the substance (assuming there is a reported value in the Amount Detected column).

If there is sufficient evidence to indicate from where the substance originates, it will be listed under Typical Source.

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

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.

MRDL (Maximum Residual Disinfectant Level): 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.

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.

NA: Not applicable.

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

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 a contaminant in drinking water.