

2013 Annual Drinking Water Quality Report

Town of Troutman

Water System Number: NC 01-49-030

We are pleased to present to you this year's Annual Drinking Water Quality Report. This report is a snapshot of last year's water quality. Included are details about your source(s) 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 to providing you with this information because informed customers are our best allies. **If you have any questions about this report or concerning your water, please contact Adam Lippard at 704-528-7616. We want our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled meetings. They are held at the Troutman Town Hall on the second Thursday of each month at 7:00 PM.**

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 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).

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 about drinking water from their health care providers. EPA/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 (800-426-4791).

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 Town of Troutman is responsible for providing high quality drinking water, but 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 2 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 or at <http://www.epa.gov/safewater/lead>.

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

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

When You Turn on Your Tap, Consider the Source

The water that is used by this system comes from Energy United Water Corporation which purchases water from the City of Newton. The City of Newton has 2 water sources, the City Lake and the Jacobs Fork River.

Source Water Assessment Program (SWAP) Results

The North Carolina Department of Environment and Natural Resources (DENR), Public Water Supply (PWS) Section, Source Water Assessment Program (SWAP) conducted assessments for all drinking water sources across North Carolina. The purpose of the assessments was to determine the susceptibility of each drinking water source (well or surface water intake) to Potential Contaminant Sources (PCSs). The results of the assessment are available in SWAP Assessment Reports that include maps, background information and a relative susceptibility rating of Higher, Moderate or Lower.

The relative susceptibility rating of each source for TOWN OF TROUTMAN was determined by combining the contaminant rating (number and location of PCSs within the assessment area) and the inherent vulnerability rating (i.e., characteristics or existing conditions of the well or watershed and its delineated assessment area). The assessment findings are summarized in the table below:

Susceptibility of Sources to Potential Contaminant Sources (PCSs)

Source Name	Susceptibility Rating	SWAP Report Date
City of Newton City Lake and Jacob Fork River	Moderate	March 2010

The complete SWAP Assessment report for TOWN OF TROUTMAN may be viewed on the Web at: www.ncwater.org/pws/swap. Note that because SWAP results and reports are periodically updated by the PWS Section, the results available on this web site may differ from the results that were available at the time this CCR was prepared. If you are unable to access your SWAP report on the web, you may mail a written request for a printed copy to: Source Water Assessment Program – Report Request, 1634 Mail Service Center, Raleigh, NC 27699-1634, or email requests to swap@ncdenr.gov. Please indicate your Town of Troutman, number, and provide your name, mailing address and phone number. If you have any questions about the SWAP report please contact the Source Water Assessment staff by phone at 919-707-9098.

It is important to understand that a susceptibility rating of “higher” does not imply poor water quality, only the system’s potential to become contaminated by PCSs in the assessment area.

Violations that Your Water System Received for the Report Year

- 1) The Town of Troutman failed to analyze for DBPs in the designated month of the 3rd Quarter of 2013. The designated month was November but the samples were collected and analyzed in December.

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Violation Awareness Date: February 19, 2014_

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the compliance period specified in the table below, we did not complete all monitoring or testing for the contaminants listed and therefore cannot be sure of the quality of your drinking water during that time.

CONTAMINANT GROUP**	FACILITY ID NO./ SAMPLE POINT ID	COMPLIANCE PERIOD BEGIN DATE	NUMBER OF SAMPLES/ SAMPLING FREQUENCY	WHEN SAMPLES WERE TAKEN (Returned to Compliance)
DBPS	01-49-030	October 1, 2013	2/Quarter	December 2013

What should I do? There is nothing you need to do at this time.

What is being done? Sample was mistakenly taken in the wrong month of the quarter. Samples will be taken at appropriate times in the future.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information about this violation, please contact the responsible person listed in the first paragraph of this report.

- 2) The Town of Troutman failed to analyze for Lead and Copper in the designated months (June to September) between January 1, 2011 and December 31, 2013. The samples were collected and analyzed on October 2, 2013.

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Violation Awareness Date: March 27, 2014_

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the compliance period specified in the table below, we did not complete all monitoring or testing for the contaminants listed and therefore cannot be sure of the quality of your drinking water during that time.

CONTAMINANT GROUP**	FACILITY ID NO./ SAMPLE POINT ID	COMPLIANCE PERIOD BEGIN DATE	NUMBER OF SAMPLES/ SAMPLING FREQUENCY	WHEN SAMPLES WERE TAKEN (Returned to Compliance)
LEAD AND COPPER	01-49-030	January 1, 2011	20 samples/3 years	October 2013

What should I do? There is nothing you need to do at this time.

What is being done? Samples were not taken in the designated months in 2013. Sample will be collected and analyzed in the designated months in 2014 and in the future compliance periods.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information about this violation, please contact the responsible person listed in the first paragraph of this report.

We routinely monitor for over 150 contaminants in your drinking water according to Federal and State laws. The table below lists all the drinking water contaminants that we detected in the last round of sampling for the particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in this table is from testing done January 1 through December 31, 2013.** The EPA and the State allow us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old.

Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulations are warranted.

Not-Applicable (N/A) – Information not applicable/not required for that particular water system or for that particular rule.

Non-Detects (ND) - Laboratory analysis indicates that the contaminant is not present at the level of detection set for the particular methodology used.

Parts per million (ppm) or Milligrams per liter (mg/L) - 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 (ug/L) - One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

Parts per trillion (ppt) or Nanograms per liter (nanograms/L) - One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.

Parts per quadrillion (ppq) or Picograms per liter (picograms/L) - One part per quadrillion corresponds to one minute in 2,000,000,000 years or one penny in \$10,000,000,000,000.

Picocuries per liter (pCi/L) - Picocuries per liter is a measure of the radioactivity in water.

Million Fibers per Liter (MFL) - Million fibers per liter is a measure of the presence of asbestos fibers that are longer than 10 micrometers.

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.

Action Level (AL) - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Treatment Technique (TT) - A required process intended to reduce the level of a contaminant in drinking water.

Maximum Residual Disinfection 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.

Maximum Residual Disinfection 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 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.

Microbiological Contaminants in the Distribution System -

Contaminant (units)	MCL Violation Y/N	Your Water	MCLG	MCL	Likely Source of Contamination
Total Coliform Bacteria (presence or absence)	N	ND	0	one positive monthly sample	Naturally present in the environment
Fecal Coliform or <i>E. coli</i> (presence or absence)	N	ND	0	0 (Note: The MCL is exceeded if a routine sample and repeat sample are total coliform positive, and one is also fecal coliform or <i>E. coli</i> positive)	Human and animal fecal waste

Turbidity*

Contaminant (units)	Treatment Technique (TT) Violation Y/N	Your Water	Treatment Technique (TT) Violation if:	Likely Source of Contamination
Turbidity (NTU) - Highest single turbidity measurement	N	NTU Maximum 0.04 NTU	Turbidity > 1 NTU	Soil runoff

Inorganic Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range		MCL G	MCL	Likely Source of Contamination
				Low	High			
Barium (ppm)	1/17/2012	N	<0.4 mg/l	n/a		2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	1/28/13	N	0.85 mg/l	n/a		4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

Nitrate/Nitrite Contaminants

Contaminant (units)	MCL Violation Y/N	Your Water	Range		MCL G	MCL	Likely Source of Contamination
			Low	High			
Nitrate (as Nitrogen) (ppm)	N	0.35	N/A		10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

Unregulated Inorganic Contaminants

Contaminant (units)	Sample Date	Your Water	Range Low High	Secondary MCL
Sulfate (ppm)	1/8/13	7.7	n/a	250
Sodium	1/8/13	7.6	n/a	n/a
pH	1/8/13	7.05	n/a	6.5 to 8.5

Unregulated VOC Contaminants

Contaminant (units)	Sample Date	Your Water	Violation
Chloroform (ppb)	2012	0.040 ppm	No
Bromodichloromethane (ppb)	2012	0.006 ppm	No

Lead and Copper Contaminants

Contaminant (units)	Sample Date	Your Water	# of sites found above the AL	MCL G	AL	Likely Source of Contamination
Copper (ppm) (90 th percentile)	10/13	N/D	0	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90 th percentile)	10/13	N/D	0	0	AL=15	Corrosion of household plumbing systems, erosion of natural deposits

Total Organic Carbon (TOC)

Contaminant (units)	TT Violation Y/N	Your Water (RAA Removal Ratio)	Range Monthly Removal Ratio Low - High	M C L G	TT	Likely Source of Contamination	Compliance Method (Step 1 or ACC#_)
Total Organic Carbon (removal ratio) (TOC)-TREATED	N	2.04	1.00 to 2.86	N/A	TT	Naturally present in the environment	ACC2

Disinfectants and Disinfection Byproducts Contaminants

Stage 1

Contaminant (units)	MCL/MR DL Violation Y/N	Your Water RAA (Stage 1)	Range Low High	MCL G	MCL	Likely Source of Contamination
TTHM (ppb) [Total Trihalomethanes]	No	47.2	19.4 to 92.5	N/A	80	By-product of drinking water chlorination
HAA5 (ppb) [Total Haloacetic Acids]	No	43.6	6.8 to 94.1	N/A	60	By-product of drinking water disinfection

Stage 2

	Your Water	Range Low High	MCLG	MCL
Stage 2 TTHM	Highest LRAA	34 to 80.6	N/A	80
Stage 2 HAA5	Highest LRAA	21.6 to 46.3	N/A	60

For TTHM: *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.*

For HAA5: *Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.*

Consumer Confidence Report Certification Form

**Water Town of
Troutman:** _____

Water System No.: ___ - ___ - _____ **Report Year:** _____ **Population Served:**

The Community Water System (CWS) named above hereby confirms that all provisions under 40 CFR parts 141 and 142 requiring the development of, distribution of, and notification of a consumer confidence report have been executed. Further, the CWS certifies the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency by their NC certified laboratory. In addition, if this report is being used to meet Tier 3 Public Notification requirements, as denoted by the checked box below, the CWS certifies that public notification has been provided to its consumers in accordance with the requirements of 40 CFR 141.204(d).

Certified by: **Name:** _____ **Title:** _____

Signature: _____ **Phone #:** _____

Delivery Achieved Date: _____ **Date Reported to
State:** _____

X - The CCR includes text which provides mandated Public Notice for 2 monitoring violations (check box, if yes)

Check **all** methods used for distribution (see instructions on back for delivery requirements and methods):

- Paper copy to all
- Notification of Availability of Paper Copy (other than in the CCR itself)
Notification Method _____ (i.e. US Mail, door

hanger)

- Notification of CCR URL URL: _____

Notification Method _____ (i.e. on bill, bill stuffer, separate mailing, email)

- Direct email delivery of CCR (attached? ___ or embedded? ___)

Notification Method _____ (i.e. on bill, bill stuffer, separate mailing)

- Newspaper (attach copy) What Paper? _____ Date Published: _____

Notification Method _____ (i.e. US Mail, on bill,

Mail – notification that CCR is available on web site via a direct URL	CWS mails to each bill-paying customer a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed. A URL that navigates to a web page that requires a customer to search for the CCR or enter other information does not meet the “directly deliver” requirement. The mail method for the notification may be, but is not limited to, a water bill insert, statement on the water bill or community newsletter. See Figure 1 in the Appendix.
Email – direct URL to CCR	CWS emails to each bill-paying customer a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet. A URL that navigates to a web page that requires a customer to search for the CCR or enter other information does not meet the “directly deliver” requirement. This method may only be used for customers when a CWS has a valid email address to deliver the CCR electronically. See Figure 2 in the Appendix.
Email – CCR sent as an attachment to email	CWS emails the CCR as an electronic file email attachment [e.g., portable document format (PDF)]. This method may only be used for customers when a CWS has a valid email address to deliver the CCR electronically. See Figure 3 in the Appendix.
Email – CCR sent as an embedded image in an email	CWS emails the CCR text and tables inserted into the body of an email (not as an attachment.) This method may only be used for customers when a CWS has a valid email address to deliver the CCR electronically. See Figure 4 in the Appendix.
Additional electronic delivery that meets “otherwise directly deliver” requirement	CWS delivers CCR through a method that “otherwise directly delivers” to each bill-paying customer and in coordination with the primacy agency. This category is intended to encompass methods or technologies not included above. CWSs and primacy agencies considering new methods or technologies should consult with the EPA to ensure it meets the intent of “otherwise directly deliver.”