

# ANNUAL WATER QUALITY REPORT

REPORTING YEAR 2018

*Presented By*



## Our Mission Continues

We are once again pleased to present our annual water quality report covering all testing performed between January 1 and December 31, 2018. Over the years, we have dedicated ourselves to producing drinking water that meets all state and federal standards. We continually strive to adopt new methods for delivering the best-quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

Please remember that we are always available should you ever have any questions or concerns about your water.

## Annual Meeting

Davidson Water, Inc.'s annual meeting is held on the second Monday in March. A notice with a proxy statement is mailed prior to the meeting. The annual meeting this year was held on Monday, March 11, 2019, at 7:30 p.m. at DCCC Rittling Conference Center. President Lee Comer presided. Reid Smith, Secretary, read the minutes from the 2018 meeting. Craig Adcock from Turlington & Company went over the financial statements and year-end audit. Mr. Adcock stated the company was in sound financial shape. Ron Sink, CEO, General Manager, reported on operations and maintenance of the water system along with capital improvements to the system.

The following people were elected to serve three-year terms on the Board of Directors of Davidson Water, Inc.:

Kent Phillips	Zone 1	Dow Craver	Zone 4
Chad Young	Zone 2	James Louya	At Large
Theresa Matthews	Zone 3		

## Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as those with cancer undergoing chemotherapy, those 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. EPA/CDC (Centers for Disease Control and Prevention) 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

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 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). 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. The assessment findings are summarized in the table below:

SUSCEPTIBILITY OF SOURCES TO POTENTIAL CONTAMINANT SOURCES (PCSs)	
<b>Source Name:</b>	Yadkin River
<b>Susceptibility Rating:</b>	Higher
<b>SWAP Report Date:</b>	September 5, 2017

The complete SWAP Assessment report may be viewed on the Web at <https://www.ncwater.org/?page=600>. 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](mailto:swap@ncdenr.gov). Please indicate your system name and 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.



## 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 that 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.

## QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please call Brandon Garner, Water Plant Superintendent, or Craig Koonts, Assistant Water Plant Superintendent, at (336) 731-5584.

## Where Does My Water Come From?

The Gregg W. Stabler Treatment Plant is located on Koontz Road near Highway 64 West, Lexington, NC. Our source water is the Yadkin River.

The Yadkin River begins in Blowing Rock, where it starts out as a small stream, follows along Highway 321 and then along State Road 268, deepening as other tributaries feed into the Yadkin. The Yadkin then feeds into the W. Kerr Scott Dam Reservoir. The W. Kerr Scott Dam is an earthen dam built in 1960 by the Army Corps of Engineers for flood control. The reservoir has 125 miles of shoreline that holds up to 112,000 acre-feet of water, or 36.5 billion gallons. (An acre-foot is one acre of water one foot deep, or 325,000 gallons.) A minimum flow must be released through the dam to keep a constant supply of water flowing down the Yadkin.

During 2018, Davidson Water, Inc., purchased water from the City of Winston-Salem and the City of Archdale to supplement peak usage or emergency needs. To obtain a Water Quality Report from the City of Winston-Salem or the City of Archdale, please contact them:

- City of Winston-Salem: (336) 727-8000
- City of Archdale: (336) 434-7364

## 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 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 at (800) 426-4791 or at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

# Annual Meeting - Report to the Membership

March 11, 2019

I am pleased to report to the membership that Davidson Water, Inc., has 62,174 total connections and 55,487 active meters. That is an increase of 783 active taps from the prior year. We added 503 new water taps in the past year. That is a decrease of 32 over the prior year, but the trend is certainly up over the low of 211 new taps back in 2013. Currently, we have 71 full-time employees and 3 part-time employees.

## Water Treatment Plant and Water Quality – Highlights of 2018

- The Gregg W. Stabler Plant and the C.O. Pickle Plant ran an average of 9.75 million gallons per day (MGD).
- 14.573 MGD was peak flow during the month of July.
- Gregg W. Stabler Water Plant received North Carolina Division of Water Resources prestigious North Carolina Area Wide Optimization Award, given each year to systems that demonstrate outstanding turbidity removal, a key test in drinking water quality.
- Began recycling water into Reservoir #2, while maintaining monitoring requirements of our NDPES (National Pollutant Discharge Elimination System) permit.
- Power load shared 38.5 hours with the plant generator for a cost savings on electricity.
- Began UCMR4 (Unregulated Contaminant Monitoring Rule - 4th round) monitoring required by EPA every five years for unregulated contaminants.
- C.O. Pickle Plant filter upgrade project was completed with a 12-filter rehab.
- Engineers Black and Veatch conducted a study of alternative disinfectants and subsequently were hired to begin a sodium hypochlorite conversion project based on the findings of the study.
- Sponsored an Intern from Yadkin Valley Academy.
- Sponsored a C-Surface Operator School for NCRWA (North Carolina Rural Water Association), including providing instructors for much of the coursework.



Our distribution system saw line upgrades, line extensions, and pipe relocation of 11.63 miles, with nearly half of that being large 24" and 12" transmission lines that feed the new Hargrave Road Pump Station. Projects included upgraded replacement pipe on Harvey Teague Road, Peace Road, Broken Oak Road, Mountain View Road, Snider Road, and Grant Road; DOT bridge relocations; business fire lines; and 12 subdivisions. Hargrave Road Pump Station was nearly completed and will be put in service soon. This pump station upgrade along with the aforementioned transmission lines will serve the I-85 Corporate Center and major tenant Egger Wood Products as well as provide future water to the south end of Davidson County.

Our meter department installed 3,292 radio read meters, bringing the total number in our system to 50,267. We plan to have all meters replaced with AMR (Automatic Meter Read) technology by the end of 2019. These meters are very accurate, have a 10-year warranty, and are the best value for the company to measure and bill for water.

Customer Service, Cybersecurity, and IT: The past year continues the trend of increased online activity. We sent just over 660,000 bills to our customers, with nearly 90,000 of those bills being emailed as opposed to being mailed through the USPS. This was an increase of 1.5% emailed over the previous year, making a total of 13.5% of customer bills being sent via email.

## USDA is an equal opportunity provider, employer, and lender.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the form, call (866) 632-9992. Submit your completed form or letter to USDA by mail to U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410, by fax (202) 690-7442, or by email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

## Water Treatment Process

The treatment process consists of a series of steps. First, raw water is drawn from our water source and sent through a series of three reservoirs to allow natural settling of silt and particulate matter. The water then goes to a mixing tank where ferric sulfate and pH-adjusting chemicals are added. The addition of these substances causes small particles to adhere to one another (called floc), making them heavy enough to be removed from the water in a set of clarifiers. Chlorine is then added for disinfection. At this point, the water is filtered through layers of fine coal and silicate sand. As smaller, suspended particles are removed, turbidity disappears and clear water emerges.

Chlorine is added again as a precaution against any bacteria that may still be present. (We carefully monitor the amount of chlorine, adding the lowest quantity necessary to protect the safety of your water without compromising taste.) Seasonally, a portion of filtered water is processed through Granular Activated Carbon filters to polish the water, removing taste- and odor-causing compounds, as well as reducing potential disinfection by-products. Finally, caustic soda (to adjust the final pH and alkalinity), fluoride (to prevent tooth decay), and a corrosion inhibitor (to protect distribution system pipes) are added before the water is pumped to clearwells, water towers, and into your home or business.

## Count on Us

Delivering high-quality drinking water to our customers involves far more than just pushing water through pipes. Water treatment is a complex, time-consuming process. Because tap water is highly regulated by state and federal laws, water treatment plant and system operators must be licensed and are required to commit to long-term, on-the-job training before becoming fully qualified. Our licensed water professionals have a basic understanding of a wide range of subjects, including mathematics, biology, chemistry, and physics. Some of the tasks they complete on a regular basis include:

- Operating and maintaining equipment to purify and clarify water;
- Monitoring and inspecting machinery, meters, gauges, and operating conditions;
- Conducting tests and inspections on water and evaluating the results;
- Maintaining optimal water chemistry;
- Applying data to formulas that determine treatment requirements, flow levels, and concentration levels;
- Documenting and reporting test results and system operations to regulatory agencies; and
- Serving our community through customer support, education, and outreach.



So, the next time you turn on your faucet, think of the skilled professionals who stand behind each drop.

## Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule. Also, the water we deliver must meet specific health standards. Here, we show only 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. The state recommends monitoring for certain substances less often 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.

During June of 2018, we did not take the required number of bacteriological samples from the distribution system due to an accounting error. A total of 122 samples were taken. However, only 119 of these samples were counted towards the required 120 samples to be taken each month. We do not believe that missing this monitoring requirement had any impact on public health and safety. We have already taken the steps to ensure that adequate monitoring and reporting will be performed in the future so that this oversight will not be repeated.

We participated in the 4th stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR4) program by performing additional tests on our drinking water. UCMR4 sampling benefits the environment and public health by providing the EPA with data on the occurrence of contaminants suspected to be in drinking water, in order to determine if the EPA needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data are available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

### REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Chlorine Dioxide (ppb)	2018	[800]	[800]	480	0.0–480	No	Water additive used to control microbes
Chlorine (ppm)	2018	[4]	[4]	3.0	1.7–3.0	No	Water additive used to control microbes
Chlorite (ppm)	2018	1	0.8	0.71	0.0–0.71	No	By-product of drinking water disinfection
Haloacetic Acids [HAAs] (ppb)	2017	60	NA	33.9	17.0–41.0	No	By-product of drinking water disinfection
TTHMs [Total Trihalomethanes] <sup>1</sup> (ppb)	2017	80	NA	51.5	12.0–88.0	No	By-product of drinking water disinfection
Total Organic Carbon [TOC] <sup>2</sup> (ppm)	2017	TT	NA	1.16	0–1.16	No	Naturally present in the environment
Turbidity <sup>3</sup> (NTU)	2018	TT = 1 NTU	NA	0.77	0.03–0.77	No	Soil runoff
Turbidity (Lowest monthly percent of samples meeting limit)	2018	TT = 95% of samples meet the limit	NA	99.95%	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)	2016	1.3	1.3	0.086	0/50	No	Corrosion of household plumbing systems; Erosion of natural deposits

### SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Fluoride (ppm)	2018	2.0	NA	1.32	0.07–1.32	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
pH (Units)	2018	6.5–8.5	NA	7.4	6.7–7.4	No	Naturally occurring
Sulfate (ppm)	2018	250	NA	19	19–19	No	Runoff/leaching from natural deposits; Industrial wastes

### UNREGULATED SUBSTANCES<sup>4</sup>

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Sodium (ppm)	2018	14.9	NA	Naturally occurring

### UNREGULATED CONTAMINANT MONITORING RULE - PART 4 (UCMR4)<sup>4</sup>

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
HAA5 (ppb)	2018	50	18–50	Disinfection by-product
HAA9 (ppb)	2018	59	21–59	Disinfection by-product
Manganese (ppb)	2018	4.6	0–4.6	Naturally occurring

<sup>1</sup> Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their livers, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

<sup>2</sup> Depending on the TOC in our source water, the system MUST have a certain percentage removal of TOC or must achieve alternative compliance criteria. If we do not achieve that percentage removal, there is an alternative percentage removal. If we fail to meet the alternative percentage removal, we are in violation of a Treatment Technique.

<sup>3</sup> Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. The turbidity rule requires that 95% or more of the monthly samples must be less than or equal to 0.3 NTU.

<sup>4</sup> Unregulated contaminants are those for which the U.S. EPA has not established drinking water standards. The purpose of monitoring unregulated contaminants is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulations are warranted.

## 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 that, if exceeded, triggers treatment or other requirements that a water system must follow.

**LRAA (Locational Running Annual Average):** The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters under the Stage 2 Disinfectants and Disinfection By-products Rule.

**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

**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).

**SMCL (Secondary Maximum Contaminant Level):** These standards are developed to protect aesthetic qualities of drinking water and are not health based.

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

# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Davidson Water, Inc. HAS NOT MET MONITORING REQUIREMENTS

*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 monitor or test’ or ‘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 OR WILL BE TAKEN (Water System to Complete)
TOTAL COLIFORM AND DISINFECTANT RESIDUAL	D01	JUNE 1, 2018	120/MONTHLY	July 2018

\*\* See back of this notice for further information on contaminants.

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

**What is being done?** [Describe corrective action.]

*Extra samples taken in July 2018  
Improved accounting to ensure all required samples are taken*

**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, please contact:

Responsible Person Ron Sink	System Name Davidson Water, Inc	System Address (Street) 7040 Old Hwy 52
Phone Number 336 731-2341	System Number NC 02-29-025	System Address (City/State/Zip) Lexington, NC 27295

Violation Awareness Date: Aug 2, 2018 \_\_\_

Date Notice Distributed: May 28, 2019 \_\_\_ Method of Distribution: Consumer Confidence Report

### Public Notification Certification:

The public water system named above hereby affirms that public notification has been provided to its consumers in accordance with all delivery, content, format, and deadline requirements specified in 15A NCAC 18C .1523.

Owner/Operator: \_\_\_\_\_  
(Signature) (Print Name) (Date)

## Contaminant Group List

**(AS) Asbestos** - includes testing for Chrysotile, Amphibole and Total Asbestos.

**(BA) Total Coliform Bacteria** – includes testing for Total Coliform bacteria and Fecal/*E.coli* bacteria. Testing for Fecal/*E.coli* bacteria is required if total coliform is present in the sample.

**(BB) Bromate/Bromide** – includes testing for Bromate and/or Bromide.

**(CD) Chlorine Dioxide/Chlorite** – includes testing for Chlorine Dioxide and/or Chlorite.

**(DI) Disinfectant Residual** must be tested with the collection of each compliance bacteriological sample, at the same time and site.

**Fecal Indicators** – includes *E.coli*, enterococci or coliphage.

**(HAA5)- Haloacetic Acids** - include Monochloroacetic Acid, Dichloroacetic Acid, Trichloroacetic Acid, Monobromoacetic Acid, Dibromoacetic Acid.

**(IOC) Inorganic chemicals** - include Antimony, Arsenic, Barium, Beryllium, Cadmium, Chromium, Cyanide, Fluoride, Iron, Manganese, Mercury, Nickel, pH, Selenium, Sodium, Sulfate, and Thallium.

**(LC) Lead and Copper** are tested by collecting the required number of samples and testing each of the samples for both lead and copper.

**(NT) Nitrate/ (NI) Nitrite** – includes testing for nitrate and/or nitrite.

**(RA) Radionuclides** - includes Gross Alpha, Radon, Uranium, Combined Radium, Radium 226, Radium 228, Potassium 40 (Total), Gross Beta, Tritium, Strontium 89, Strontium 90, Iodine 131, and Cesium 134.

**(SOC) – Synthetic Organic Chemicals/Pesticides** – include 2,4-D, 2,4,5-TP (Silvex), Alachlor, Atrazine, Benzo(a)pyrene, Carbofuran, Chlordane, Dalapon, Di(2-ethylhexyl)adipate, Di(2-ethylhexyl)phthalate, Dibromochloropropane (DBCP), Dinoseb, Endrin, Ethylene dibromide (EDB), Heptachlor, Heptachlor Epoxide, Hexachlorobenzene, Hexachlorocyclopentadiene, Lindane, Methoxychlor, Oxamyl(vydate), PCBs, Pentachlorophenol, Picloram, Simazine, Toxaphene.

**(TOC) - Total Organic Carbon** - includes testing for Alkalinity, Dissolved Organic Carbon (DOC), Total Organic Carbon (TOC) and Ultraviolet Absorption 254 (UV254). Source water samples must be tested for both TOC and Alkalinity. Treated water samples must be tested for TOC. Source water samples and treated water samples must be collected on the same day.

**(TTHM) - Total Trihalomethanes** - include Chloroform, Bromoform, Bromodichloromethane, and Dibromochloromethane.

**(VOC) - Volatile Organic Chemicals** - include 1,2,4-Trichlorobenzene, Cis-1,2-Dichloroethylene, Xylenes (Total), Dichloromethane, o-Dichlorobenzene, p-Dichlorobenzene, Vinyl Chloride, 1,1,-Dichloroethylene, Trans-1,2,-Dichloroethylene, 1,2-Dichloroethane, 1,1,1-Trichloroethane, Carbon Tetrachloride, 1,2-Dichloropropane, Trichloroethylene, 1,1,2-Trichloroethane, Tetrachloroethylene, Chlorobenzene, Benzene, Toluene, Ethylbenzene, and Styrene.

**(WQP) Water Quality Parameters** (for Lead and Copper Rule) - includes Calcium, Orthophosphate (as PO<sub>4</sub>), Silica, Conductivity, pH, Alkalinity and Water Temperature.

### Instructions for Completing the Notice/Certification Form & for Performing Public Notice for Tier 3 Monitoring Violations

1. **Complete ALL the missing information on the “Notice to the Public.”** (Note: Under the section of the notice entitled “What is being done?” describe corrective actions you took, or are taking. You may choose the appropriate language below, or develop your own:
  - We have since taken the required samples, as described in the last column of the table above. The sample results showed we are meeting drinking water standards.
  - We have since taken the required samples, as described in the last column of the table above. The sample for [contaminant] exceeded the limit. [Describe corrective action; use information from public notice prepared for violating the limit.]
  - We plan to take the required samples soon, as described in the last column of the table above.
  
2. **Provide public notification to your customers as soon as reasonably possible after you learn of the violation as follows:**

<p><b>Community systems</b> must use one of the following:</p> <ul style="list-style-type: none"> <li>• Hand or direct delivery</li> <li>• Mail, as a separate notice or included with the bill</li> </ul> <p><b>For community systems</b>, this notice is appropriate for insertion in an annual notice or the Consumer Confidence Report (CCR), as long as public notification timing and delivery requirements are met [CFR 141.204(d)].</p>	<p><b>Non-community systems</b> must use one of the following:</p> <ul style="list-style-type: none"> <li>• Posting in conspicuous locations</li> <li>• Hand delivery</li> <li>• Mail</li> </ul> <p><b>For non-community systems</b>, if you post the notice, it must remain posted as long as the violation or situation persists; in no case should the notice be posted less than 7 days, even if the violation is resolved. [CFR 141.204(b)].</p>
<p>(Note: <b>Both</b> community and non-community systems must use <i>another</i> method reasonably calculated to reach others <b>IF</b> they would not be reached by one of the <u>required</u> methods listed above [CFR 141.204(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations.</p>	

  - **Both sides of this public notice/certification MUST be delivered to the persons served by the water system** in order for your customers to have access to the required **Contaminant Group List**.
  - If you mail, post, or hand deliver, print your notice on letterhead, if available.
  - Notify new billing customers or units prior to or at the time their service begins.
  - Provide multi-lingual notifications if 30% of the residents served are non-English speaking.
  - Should you decide not to use this enclosed notice and develop your own version instead, the mandatory language in ***bold italics*** may not be altered and you **MUST** include the ten required elements listed in CFR 141.205. A separate Public Notification Certification Form that is available on our web site or the certification located at the bottom of the sample notice provided **MUST** also be submitted.
  
3. **After issuing the “Notice to the Public” to your customers, sign and date the “Public Notification Certification” at the bottom of the notice. Mail the completed public notice/certification form to the Public Water Supply Section, ATTN: Public Notification Rule Manager, 1634 Mail Service Center, Raleigh, NC 27699-1634 within ten days after issuing the notice [CFR 141.31(d)]. Keep a copy for your files.**