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Winston-Salem • Forsyth County
City/County Utilities
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Water Quality Report for 2014

To customers of the City/County Utility Commission:

The Utility Commission operates three water treatment facilities drawing water from both the Yadkin River and Salem Lake. The Neilson and Swann water plants can treat 48 and 25 million gallons per day, respectively, from the Yadkin River. The Thomas Water Plant treats 18 million gallons per day from Salem Lake and the Yadkin River. These facilities have a combined capacity of 91 million gallons per day and will ensure sufficient capacity to meet water demand for the next 25 years.

For 2014, as in previous years, these treatment facilities have met or exceeded all state and federal standards for drinking water quality. This accomplishment reflects the quality and dedication of the employees who work year-round to provide adequate supplies of safe drinking water.

This page includes details about where your drinking water comes from, how it is treated, what it contains, and exactly how it compares to state and federal standards. The Utility Commission is providing this information to you because it is committed to delivering a quality product for its customers. This report is produced annually and is updated on a regular basis.

Thank you for taking time to read the 2014 Water Quality Report.
 Ron Hargrove, Director
 City/County Utilities

Cryptosporidium sp.

Cryptosporidium sp. is a microscopic organism that, when ingested, can cause diarrhea, fever and other gastrointestinal symptoms. The organism occurs naturally in surface waters (lakes & streams) and comes from animal waste. Cryptosporidium sp. is eliminated by an effective treatment combination of coagulation, sedimentation, filtration, and disinfection. Both of the city's water sources are currently being tested monthly for Cryptosporidium sp. and to date it has not been detected. Cryptosporidium sp. has never been detected in our treated drinking water.

Special Concerns

Some people may be more vulnerable to contaminants in drinking water than the general population. People whose immune systems have been compromised – such as people 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 for infections. These people should seek advice about drinking water from their health care providers. Environmental Protection Agency and Centers for Disease Control guidelines on appropriate means to lessen risk of infection by Cryptosporidium sp. and other microbiological contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

Physical & Mineral Characteristics

Constituent	Annual Range Detected	Annual Average
Alkalinity, ppm	11.0 - 48.0	24.82
Aluminum, ppm	0.004 - 0.111	0.012
Calcium, ppm	2.60 - 6.70	3.88
Carbon Dioxide, ppm	1.0 - 7.0	3.82
Chloride, ppm	5.21 - 17.48	7.67
Chlorine, ppm	0.87 - 1.90	1.43
Chromium, ppm	ND - 0.004	<0.001
Conductivity, micromhos/cm	88.1 - 174.3	112.2
Copper, ppm	ND - 0.003	0.001
Hardness, ppm	11.0 - 36.0	20.3
Iron, ppm	ND - 0.035	0.004
Magnesium, ppm	1.2 - 3.6	2.02
Manganese, ppm	ND - 0.014	0.001
Nickel, ppm	ND - 0.002	<0.001
pH, Standard Units	6.8 - 8.8	7.49
Phosphate, ppm	0.060 - 1.42	0.81
Potassium, ppm	1.30 - 3.80	2.41
Silica, ppm	7.03 - 14.75	11.20
Silver, ppm	ND - 0.004	<0.001
Sodium, ppm	7.80 - 57.7	16.24
Temperature, Deg. C	5.7 - 27.3	16.5
Zinc, ppm	0.028 - 0.250	0.170

ND* - Not detected.

Treated Water Quality

The following substances were detected in the Winston-Salem/Forsyth County public water supply during the 2014 calendar year.

Substance	Highest Level Allowed (EPA's MCL)	Ideal Goals (EPA's MCLG)	Range of Detections	Average Level Detected	Source
Barium, ppb	2000	2000	7.0 - 27.0	15.0	Natural geology; drilling operations; metal refinery wastes
Fluoride, ppm	4.0*	4.0	0.33 - 0.99	0.60	Erosion of natural deposits; Water additive; promotes strong teeth
Nitrate, ppm	10.0	10.0	ND - 0.87	0.51	Erosion of natural deposits; fertilizer run-off; leaching from septic tanks
Orthophosphate, ppm	0.5 - 5.0	1.0	0.05 - 1.05	0.69	Water treatment additive to prevent pipe corrosion
Total Organic Carbon	Treatment Technique*	n/a	0.97 - 2.26	1.44	Naturally present in the environment
Turbidity, NTU	Treatment Technique*	n/a	0.02 - 0.14	0.06	Soil erosion

Regulated in the Distribution System

Substance	Highest Level Allowed (EPA's MCL)	Ideal Goals (EPA's MCLG)	Range of Detections	Average Level Detected	Source
Total Trihalomethanes, ppb	80 LRAA*	0.0	9.0 - 93.0	38.6	Byproducts of drinking water disinfection
Total Haloacetic Acids, ppb	60 LRAA	0.0	10.3 - 40.9	24.3	Byproducts of drinking water disinfection
Asbestos, MFL**	7	0.0	n/a	0.39	Erosion of natural deposits; decay of asbestos cement water mains
Chlorine, ppm	4.0	4.0	<0.10 - 2.0	0.94	Water treatment additive for disinfection
Orthophosphate, ppm	0.25 - 1.5	1.0	0.41 - 0.92	0.67	Water treatment additive to prevent pipe corrosion
Alpha Emitters, pCi/L**	15	0.0	0.0	0.0	Erosion of natural deposits
Beta Emitters, pCi/L	50	0.0	0.0	0.0	Decay of natural and man-made deposits
Total Coliforms	Less than 5% positive	0.0	n/a	0.0	Naturally present in the environment

Unregulated Substances at the Treatment Plants

Substance	Highest Level Allowed (EPA's MCL)	Ideal Goals (EPA's MCLG)	Range of Detections	Average Level Detected	Source
Sulfate, ppm	500 proposed	Not Regulated	7.87 - 24.98	12.4	These compounds are being sampled under the Unregulated Contaminant Monitoring Rule 3 (UCMR 3). Every three years the EPA develops a list of compounds for potential regulation to determine their relative occurrence around the country. Based on this data the EPA will determine the relative health risks to average consumers and develop assessments of the health benefits vs costs associated with regulation.
Chlorate, ppb	Not Regulated	Not Regulated	88 - 230	144	
Chromium-6+, ppb	Not Regulated	Not Regulated	0.032 - 0.150	0.07	
Strontium, ppb	Not Regulated	Not Regulated	32 - 44	40.1	
Vanadium, ppb	Not Regulated	Not Regulated	0.26 - 1.0	0.82	

Unregulated Substances in the Distribution System

Substance	Highest Level Allowed (EPA's MCL)	Ideal Goals (EPA's MCLG)	Range of Detections	Average Level Detected	Source
Chlorate, ppb	500 proposed	Not Regulated	61 - 220	147.0	These compounds are being sampled under the Unregulated Contaminant Monitoring Rule 3 (UCMR 3). Every three years the EPA develops a list of compounds for potential regulation to determine their relative occurrence around the country. Based on this data the EPA will determine the relative health risks to average consumers and develop assessments of the health benefits vs costs associated with regulation.
Chromium-6+, ppb	Not Regulated	Not Regulated	0.035 - 0.071	0.052	
Strontium, ppb	Not Regulated	Not Regulated	39 - 77	51.0	
Vanadium, ppb	Not Regulated	Not Regulated	0.26 - 1.00	0.6	

Regulated at the Consumers Tap

Substance	Highest Level Allowed (EPA's MCL)	Ideal Goals (EPA's MCLG)	Number of Sites Sampled	Number of Sites Above the Action Level	90th Percentile Concentration, ppb	Source (both lead and copper)
Lead, ppb	15.0 (action level ¹)	0.0	50	0	< 3.0	Corrosion of household plumbing; Erosion of natural deposits.
Copper, ppb	1300.0 (action level ¹)	1300.0	50	0	< 50.0	

Definitions:

- ¹ **Maximum Contaminant Level (MCL)** - The highest level of a contaminant that is allowed in drinking water.
- ² **Maximum Contaminant Level Goal (MCLG)** - The level of a contaminant in drinking water below which there is no known or expected risk to health.
- ³ **ppb** - One part per billion. (For example, one penny in \$10,000,000.)
- ⁴ **ppm** - One part per million. (For example, one penny in \$10,000.)
- ⁵ The EPA's maximum contaminant level for fluoride is 4.0 mg/L, however the State of North Carolina has established a maximum contaminant level of 2.0 mg/L.
- ⁶ **Treatment technique** - Treatment technique for total organic carbon was complied with throughout 2014.

- taken in one month must be below 0.3 NTU.
- ⁷ **Locational running annual average** - average of last four quarters of samples collected at each location at 12 monitoring sites.
- ⁸ **MFL** - A measure of asbestos contamination as measured by millions of fibers per liter of water
- ⁹ **PC/L** - PicoCurie per liter is a measure of the radioactivity in water. A picocurie is 10⁻¹² curies and is the quantity of radioactive material producing 2.22 nuclear transformations per minute.
- ¹⁰ **Action Level** - The concentration of a contaminant that triggers treatment or other requirement that a water system must follow. Action levels are reported at the 90th percentile for homes at greatest risk.

Copies of this report are available under the [Stats and Reports](#) link at Utilities.CityofWS.org, or by calling CityLink 311.

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EN ESPAÑOL

Si desea recibir una copia de este reporte en Español o si tiene preguntas con respecto a la calidad del agua que consume, por favor comuníquese con el departamento de servicios públicos durante las horas de trabajo, el teléfono 311 es (336) 727-8000.

Protecting Our Water Sources

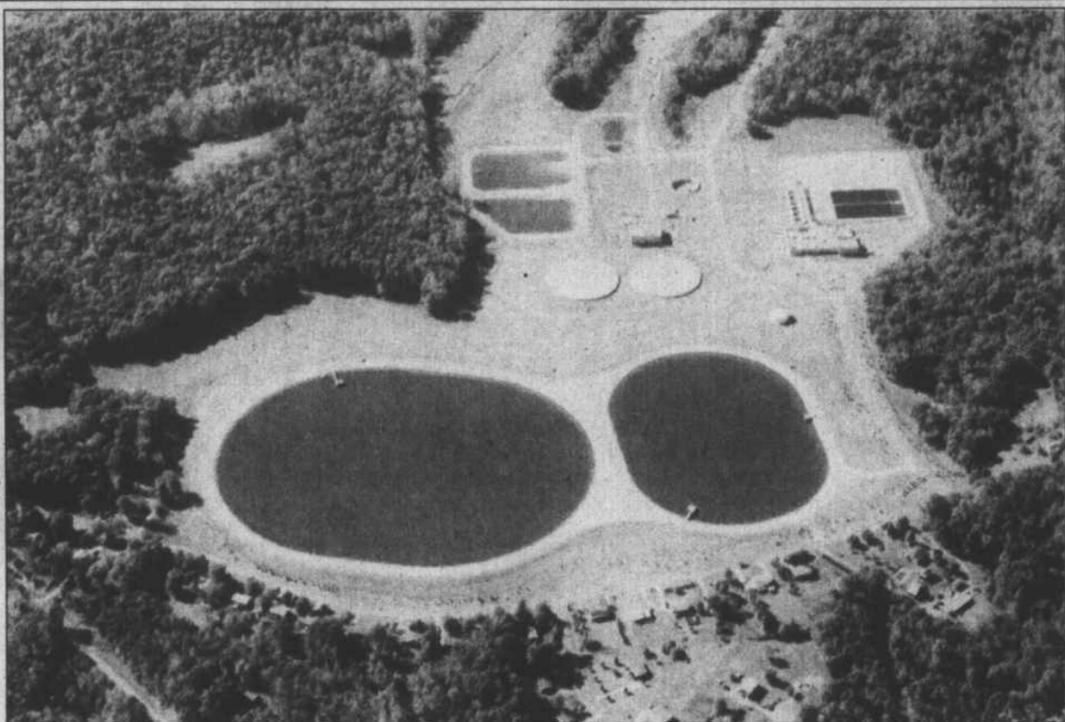
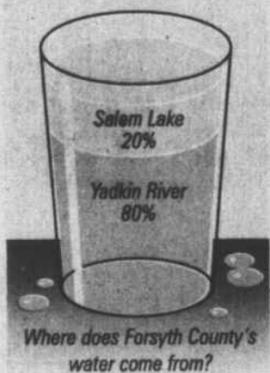
Sources of drinking water (both tap and bottled) include rivers, lakes, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the 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 storm water runoff, industrial or wastewater discharges, oil and gas productions, mining or farming.
- Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban storm water 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 come from gas stations, urban storm water runoff, and septic systems.
- Radioactive contaminants** which can be naturally occurring or the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, the Environmental Protection Agency limits the amount of certain contaminants in water provided by public water systems. 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 contaminants does not necessarily indicate 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 (800) 426-4791



The raw water reservoirs at the Swann Water Treatment Plant hold 150 million gallons – enough to keep the plant operating for six days. This gives plant operators the ability to avoid drawing water from the Yadkin River when it is filled with sediment from a storm. This reduces the cost of running the plant.

Lead Exposure From Water

Elevated levels of lead in drinking water can cause serious health problems, especially for pregnant women and young children. Lead in drinking water comes primarily from materials and components associated with service lines and home plumbing.

The City/County Utility Commission 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 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 and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at (800) 426-4791 or go online at www.epa.gov/safewater/lead.

The Winston-Salem/Forsyth County water system is operated by the City/County Utility Commission. The commission meets monthly the second Monday of each month at 2 p.m. in City Hall, Room 230, 101 N. Main Street, Winston-Salem, N.C. For questions about this report or the quality of our drinking water, call Utilities Administration at (336) 727-8000.

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 City Manager: Lee D. Garrity
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 Gloria D. Whisenand; Everette Witherspoon;
 County Manager: Dudley Watts, Jr.
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