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## Postal Customer

WATER IS A LIMITED RESOURCE. PLEASE CONSERVE.

### GET INVOLVED!

There are lots of ways to actively participate in water quality issues in this community. For additional information about this brochure or utilities questions please contact Maeneen Klein, Water Conservation Coordinator at 704-391-5144 or visit our website at [www.cmutilities.com](http://www.cmutilities.com).

#### For Additional Water Quality Information:

Charlotte-Mecklenburg Utilities  
5100 Brookshire Blvd.  
Charlotte, NC 28216  
704-399-2426  
[www.cmutilities.com](http://www.cmutilities.com)

#### North Carolina Department of Environment and Natural Resources

(DENR)  
919-733-2321  
[www.ehn.state.nc.us](http://www.ehn.state.nc.us)

#### Translation

La información contenida en este folleto es de gran importancia. Por favor de hablar con una persona que la entienda o llame por teléfono al número 704-336-7600 para pedir una copia de este folleto en español.

Trong tập tài liệu chỉ dẫn này có nhiều điều quan trọng. Xin quý vị nhờ người thông dịch hay nhờ bạn bè dịch lại để có thể được hiểu rõ ràng.

### Special Information for People with Health Concerns

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.

Environmental Protection Agency (EPA) and Center for Disease Control (CDC) guidelines on appropriate means to reduce the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at (800-426-4791).



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# WATER

QUALITY REPORT



CHARLOTTE  
CHARLOTTE-MECKLENBURG  
UTILITIES



GOOD NEWS ABOUT YOUR DRINKING WATER



## COMMITMENT

Our 6th annual Water Quality Report contains information about the quality of water we treated and distributed to the homes, businesses, organizations and facilities in our service area in 2003. A look at the test results shows once again that Charlotte-Mecklenburg Utilities is meeting its responsibility to provide the community with a safe, reliable, healthy product.

2003 tests revealed only 8 substances

in our water, from the more than 100 tested. The highest level detected did not exceed the limits set by any regulatory agency. In comparison, 2002 results detected 14 substances. Our state-certified water treatment operators and expertly trained chemists treat over 100 million gallons a day. The staff of Charlotte-Mecklenburg Utilities continues to provide the best water possible for over 700,000 Mecklenburg County residents.

## QUALITY

The source of drinking water for the Charlotte-Mecklenburg area is the surface waters of Lake Norman and Mountain Island Lake on the Catawba River. We are fortunate to have two reliable sources of good water to supply our community's needs. The water is treated at three plants; Franklin Water Treatment Plant in north-west Charlotte, Vest Water Treatment Plant in central Charlotte, and North Mecklenburg Water Treatment Plant in Huntersville. The three plants have a total treatment capacity of 242 million gallons per day.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some substances. The presence of these substances 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 (800 426 - 4791). As water passes over land surfaces or under ground, it dissolves

naturally occurring minerals and, in some cases, radioactive material and can pick up substances resulting from animals or human activity.

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

### Contaminants that may be present in raw (untreated) water include:

- Microbial** – viruses and bacteria from human, agricultural or wildlife sources.
- Inorganic** – salts and minerals naturally-occurring or result from urban runoff, industrial or domestic wastewater discharges, mining or farming.
- Pesticides and herbicides** – may come from agricultural runoff or residential use.
- Organic chemicals** – may come from industrial or domestic processes, oil and gas production, runoff and septic systems.
- Radioactive materials** – can occur naturally or result from mining or human activities.

## EXCELLENCE

We are required to test your water for numerous substances, many of which occur naturally in our environment. After testing for more than 100 contaminants, we listed only the substances our lab detected and the location of the treatment plant where samples were taken. You can see from the table of results, our system met all regulatory standards without a single violation in 2003. We are proud that your drinking water meets and exceeds all federal and state requirements.

### Glossary

**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 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 technology.

**Parts per million (ppm)** – one part per million (milligrams per liter) corresponds to one minute in two years, or a single penny in \$10,000.

**Parts per billion (ppb)** – one part per billion (micrograms per liter) corresponds to one minute in two thousand years, or one penny in \$10 million.

**Nephelometric Turbidity Unit (ntu)** – a measure of the cloudiness of the water. Turbidity over 5 ntu is just noticeable to the average person. It is a good indicator of the effectiveness of our filtration system.

**Turbidity %** - low levels are a goal for all substances except turbidity as a percentage. The turbidity rule requires that 95% or more of the monthly samples must be below 0.5 ntu.

**Action Level (AL)** – the concentration of a contaminant, which if exceeded, triggers treatment or other requirements, which a system must follow.

**TT** – a treatment technique is a required process intended to reduce the level of a contaminant in drinking water.



## 2003 TEST RESULTS

**How to Read This Chart:** This chart contains the name of each contaminant, the unit of measurement, the location, our test result, the goals and limits and the likely source of the contaminant. The units of measurement vary by substance and are noted on the chart as either milligrams per liter (mg/l) or micrograms per liter (ug/l).

### Regulated Contaminants

Contaminant Regulated	Meets Standard	Your Water Average	Range Detected	Goal (MCLG)	Limit (MCL)	Likely Source
Copper ppm (90th percentile)	✓	0.049 mg/l 0 sites above AL		1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead ppb (90th percentile)	✓	3.9 ug/l 0 sites above AL		0	AL = 15	Corrosion of household plumbing systems; erosion of natural deposits
THMs ppb Franklin Vest North Meck Distribution	✓	44.4 ug/l 44.8 ug/l 31.7 ug/l 54.1 ug/l	1.0-85.9	0	80	By product of drinking water chlorination
HAAs ppb Franklin Vest North Meck Distribution	✓	32.8 ug/l 35.5 ug/l 30.7 ug/l 31.5 ug/l	1.0-47.0	0	60	By product of drinking water chlorination
Turbidity ntu Franklin Vest North Meck	✓	0.16 ntu/100% 0.15 ntu/100% 0.13 ntu/100%		TT	TT=5 ntu  TT= % of samples < 0.5 ntu	Soil Runoff
Fluoride ppm Franklin Vest North Meck	✓	0.98 mg/l 0.96 mg/l 0.99 mg/l	0.01-0.99	4	4	Erosion of natural deposits; water additive which promotes strong teeth
Total Coliform % Distribution	✓	0.52%		0	Present in no more than 5% of samples	Naturally present in environment
Xylenes ppm	✓	0.00011 mg/l		10	10	Discharge from petroleum and chemical factories

### Unregulated Substances

Contaminant		Your Water
Chloromethane ppb	Vest North Meck	0.43 ug/l 0.15 ug/l

- This chart shows substances found in your drinking water from January 1, 2003 to December 31, 2003.
- Not listed are more than 100 other substances for which we tested that were not detected.
- For a complete list of all tested substances, contact the City/County Customer Service and Information Center at 704-336-7600 or visit [www.cmutilities.com](http://www.cmutilities.com)

