

2017 Annual Drinking Water Quality Report ***Western Carolina University Water Treatment Plant***

Water System Number: NC 0150116

We are pleased to present to you this year's Annual Drinking Water Quality Report. This report is a snapshot of water quality from 2017. 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 providing you with this information because informed customers are our best allies. **If you have any questions about this report or issues concerning your water, please contact *Kristy Maddy* at 828-227-7224 or by email at kmaddy@email.wcu.edu**

What EPA Wants You to Know

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 individuals, such as cancer patients undergoing chemotherapy, people 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. Western Carolina University Water Treatment Plant 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 are 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, the EPA prescribes regulations which limit the amounts 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 is surface water which comes from a pool formed by the dam on the Tuckasegee River in Cullowhee. https://en.wikipedia.org/wiki/Tuckasegee_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 and include maps, background information, and a relative susceptibility rating of Higher, Moderate or Lower.

The relative susceptibility rating of each source for Western Carolina University Water Treatment Plant 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	Inherent Vulnerability Rating	Contaminant Rating	Susceptibility Rating	SWAP Report Date
Tuckasegee River	Higher	Moderate	Higher	July 2017

The complete SWAP Assessment Report for Western Carolina University Water Treatment Plant may be viewed on the Web at: <https://www.ncwater.org/?page=600> by entering **0150116** or **WESTERN CAROLINA UNIV WTP** in the search criteria box. 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 system name, 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.

Help Protect Your Source Water

Protection of drinking water is everyone’s responsibility

You can help protect your community’s drinking water source in several ways: do not litter, dispose of chemicals properly, take used motor oil to a recycling center, minimize the use of fertilizers and pesticides especially where runoff may occur, never dump anything down storm drains, conserve water, use non-toxic products when possible, volunteer in your community to participate in group efforts such as the Tuckasegee River Cleanup, Adopt a Highway, etc.

Water Quality Data Tables of Detected Contaminants

We routinely monitor for over 150 contaminants in your drinking water according to Federal and State laws. The tables below list all the drinking water contaminants that we detected in the last round of sampling for each 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, 2017.** 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.

Important Drinking Water Definitions:

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.

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 (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 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.

Locational Running Annual Average (LRAA) – 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 Byproducts Rule.

Level 1 Assessment - A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in a water system.

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.



Tables of Detected Contaminants

Microbiological Contaminants in the Distribution System - For systems that collect *less than 40* samples per month

Contaminant (units)	MCL Violation Y/N	Your Water	MCLG	MCL	Likely Source of Contamination
Total Coliform Bacteria (presence or absence)	N	0	N/A	TT*	Naturally present in the environment
<i>E. coli</i> (presence or absence)	0	0	0	Routine and repeat samples are total coliform-positive and either is <i>E. coli</i> -positive or system fails to take repeat samples following <i>E. coli</i> -positive routine sample or system fails to analyze total coliform-positive repeat sample for <i>E. coli</i> <u>Note:</u> If either an original routine sample and/or its repeat samples(s) are <i>E. coli</i> positive, a Tier 1 violation exists.	Human and animal fecal waste

* If a system collecting fewer than 40 samples per month has two or more positive samples in one month, an assessment is required.

Turbidity*

Contaminant (units)	Treatment Technique (TT) Violation Y/N	Your Water	MCLG	Treatment Technique (TT) Violation if:	Likely Source of Contamination
Turbidity (NTU) - Highest single turbidity measurement	N	0.093 NTU	N/A	Turbidity > 1 NTU	Soil runoff
Turbidity (NTU) - Lowest monthly percentage (%) of samples meeting turbidity limits	N	100 %	N/A	Less than 95% of monthly turbidity measurements are ≤ 0.3 NTU	

* 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. ***During the calendar year of 2017, of the 922 samples tested, the average turbidity was 0.030 NTU.**

***Our water plant will receive the 2017 Area Wide Optimization Award for the 5th year in May.**

To obtain this award, our water plant met the goals of:

- Settled Water Turbidity below 1 NTU 95% of the time
- Individual Filter Turbidity below 0.1 NTU 95% of the time.
- Maximum Individual Filtered Water Turbidity does not exceed 0.3 NTU
- Filter backwash is initiated before effluent turbidity exceeds 0.1 NTU

<https://news-prod.wcu.edu/2018/04/university-water-plant-once-again-wins-turbidity-optimization-award/>

Lead and Copper Contaminants

Contaminant (units)	Sample Date	Your Water	Number of sites found above the AL	MCLG	AL	Likely Source of Contamination
Copper (ppm) (90 th percentile)	8-3-2016	0.133	0	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90 th percentile)	8-3-2016	ND	0	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits

(Testing Done Every 3 Years Per Reduced Monitoring)

Total Organic Carbon (TOC)

Contaminant (units)	TT Violation Y/N	Your Water (RAA Removal Ratio)	Range Quarterly Removal Ratio Low - High	MCLG	TT	Likely Source of Contamination	Compliance Method (Step 1 or ACC#_)
Total Organic Carbon (removal ratio) (TOC)-TREATED	N	0.3 mg/l (RAA) 85% removed	0.8 mg/l to 1.6 mg/l	N/A	TT	Naturally present in the environment	ACC2 Treated Water TOC <2.0 mg/l

(Testing Done Quarterly)

Disinfectant Residuals Summary

	Year Sampled	MRDL Violation Y/N	Your Water (highest RAA)	Range		MRDLG	MRDL	Likely Source of Contamination
				Low	High			
Chlorine (ppm)	2017	N	1.00	0.75	1.29	4	4.0	Water additive used to control microbes

Stage 2 Disinfection Byproduct Compliance - Based upon Locational Running Annual Average (LRAA)

Disinfection Byproduct	Year Sampled	MCL Violation Y/N	Your Water (highest LRAA)	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
TTHM (ppb)	2017					N/A	80	Byproduct of drinking water disinfection
B01 NCCAT		N	36	20	53			
B02 Killian Bldg.		N	26	14	48			
HAA5 (ppb)	2017					N/A	60	Byproduct of drinking water disinfection
B01 NCCAT		N	33	22	44			
B02 Killian Bldg.		N	34	18	49			

(Testing Done Quarterly)

The PWS Section requires monitoring for other miscellaneous contaminants, some for which the EPA has set national secondary drinking water standards (SMCLs) because they may cause cosmetic effects or aesthetic effects (such as taste, odor, and/or color) in drinking water. The contaminants with SMCLs normally do not have any health effects and normally do not affect the safety of your water.

Other Miscellaneous Water Characteristics Contaminants

Contaminant (units)	Sample Date	Your Water	Range		SMCL
			Low	High	
Iron (ppm)	2-7-17	ND			0.3 mg/L
Manganese (ppm)	2-7-17	ND			0.05 mg/L
Nickel (ppm)	2-7-17	ND			N/A
Sodium (ppm)	2-7-17	24			N/A
Sulfate (ppm)	2-7-17	21.9			250 mg/L
pH	2-7-17	7.3	6.9	7.6	6.5 to 8.5