

2019 Annual Drinking Water Quality Report

Town of East Bend

Water System Number: NC 02-99-025

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

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 the Town of East Bend at (336) 699-8560. 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 Town Hall on the second Monday of each month at 7:00 PM.**

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 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 East Bend 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 is Surface Water purchased from Yadkin County which comes from Forsyth County from the Yadkin River.

Source Water Assessment Program (SWAP) Results

The North Carolina Department of Environmental Quality (DEQ), 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 was **Winston Salem / Forsyth County Utilities** 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) Winston Salem / Forsyth County Utilities

Source Name	Susceptibility Rating	SWAP Report Date
Yadkin River	Moderate	September, 2017

The complete SWAP Assessment report for **Winston Salem / Forsyth County Utilities** 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. 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(s) in several ways: examples: dispose of chemicals properly; take used motor oil to a recycling center, volunteer in your community to participate in group efforts to protect your source, etc.

Violations that Your Water System Received for the Report Year

During **2019**, or during any compliance period that ended in **2019**, we received a MCL / LRAA violation that covered the time period of 1/01/2019 – 3/31/2019. We have returned to compliance and have changed our flushing schedule to assure this does not happen again.

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, 2019.** 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.

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.

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 (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 our water system.*

Level 2 Assessment - A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an *E. coli* MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

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

REVISED TOTAL COLIFORM RULE:

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/A	N/A	N/A	TT*	Naturally present in the environment
<i>E. coli</i> (presence or absence)	N	Absent	0	<p>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></p> <p><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.</p>	Human and animal fecal waste

Inorganic Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
Fluoride (ppm)	1/16/15	N	0.415 ppm	0.123	0.415 ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

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)	4/26-5/01/19	ND	0	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90 th percentile)	4/26-5/01/19	ND	0	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits

Radiological Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
Combined radium (pCi/L)	1/06/16	N	2.8 pCi/L	2.2	3.8 pCi/L	0	5	Erosion of natural deposits

Disinfectant Residuals Summary:

	Year Sampled	MRDL Violation Y/N	Your Water (highest RAA)	Range		MRDLG	MRDL	Likely Source of Contamination
				Low	High			
Chlorine (ppm)	2019	N	.53 ppm	.2	.94 ppm	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)						N/A	80	Byproduct of drinking water disinfection
Location								
B01	2019	N	61 ppb	26	60 ppb	N/A	80	Byproduct of drinking water disinfection
B02	2019	Y	81 ppb	49	70 ppb	N/A	80	Byproduct of drinking water disinfection
HAA5 (ppb)						N/A	60	Byproduct of drinking water disinfection
Location								
B01	2019	N	19 ppb	12	24 ppb	N/A	60	Byproduct of drinking water disinfection
B02	2019	N	18 ppb	13	20 ppb	N/A	60	Byproduct of drinking water disinfection

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.*

Yadkin County Water

Asbestos Contaminant

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
Total Asbestos (MFL)	5/3/18	N	Non-Detect	Non-Detect		7	7	Decay of asbestos cement water mains; erosion of natural deposits

Lead and Copper Contaminants

Contaminant (units)	Sample Date	Your Water	# of sites found above the AL	MCLG	AL	Likely Source of Contamination
Copper (ppm) (90 th percentile)	12/5/18	0.620	0	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90 th percentile)	12/5/18	Non-Detect	0	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits

Disinfectants and Disinfection Byproducts Contaminants

Contaminant (units)	MCL/MRDL Violation Y/N	Your Water RAA (Stage 1)	Range Low High	MCLG	MCL	Likely Source of Contamination
TTHM (ppb) [Total Trihalomethanes]	N	40	24-65	N/A	80	By-product of drinking water chlorination
HAA5 (ppb) [Total Haloacetic Acids]	N	22	17-28	N/A	60	By-product of drinking water disinfection
Chlorine (ppm)	N	0.73 mg/l	0.27-1.04	MRDLG = 4	MRDL = 4	Water additive used to control microbes

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.*

Additional Monitoring of Other Contaminants

All of the contaminants listed above are just the ones that Yadkin County-East Bend Water samples for. All samples came back good. All other contaminants are sampled by Winston Salem/Forsyth County Utilities. The results of those samples can be seen on their Consumer Confidence Report.



2019 Water Quality Report

Treated Water Quality

The following substances were detected in Winston-Salem/Forsyth County public water supply during the 2019 calendar year.

Regulated at the Treatment Plant

Substance	Highest Level Allowed (EPA's MCL ¹)	Ideal Goals (EPA's MCLG ²)	Range of Detections	Average Level Detected	Source
Barium, ppb ⁴	2000	2000	13.0 - 19.0	16.0	Natural geology; drilling operations; metal refinery wastes
Thallium, ppb	2.0	0.5	ND - 1.0	<1.0	Leaching from ore-processing sites; discharge from electronics, glass and drug factories
Fluoride, ppm ⁵	4.0 ⁶	4.0	0.31 - 0.97	0.77	Erosion of natural deposits; water additive to promote strong teeth
Orthophosphate, ppm	0.5 - 5.0	1.0	0.67 - 0.98	0.85	Water treatment additive to prevent pipe corrosion
Total Organic Carbon, ppm	Treatment Technique ⁷	n/a	0.60 - 1.57	0.94	Naturally present in the environment
Turbidity, NTU ⁸	Treatment Technique ⁹	n/a	0.01 - 0.21	0.05	Soil erosion

Regulated in the Distribution System

Total Trihalomethanes, ppb	80 LRAA ¹⁰	0.0	12.2 - 72.0	41.4	Byproducts of drinking water disinfection
Total Haloacetic Acids (5), ppb	60 LRAA ¹⁰	0.0	13.9 - 44.7	28.7	Byproducts of drinking water disinfection
Chlorine, ppm	4.0	4.0	0.03 - 1.72	0.94	Water treatment additive for disinfection
Orthophosphate, ppm	0.25 - 1.50	1.0	0.76 - 0.95	0.84	Water treatment additive to prevent pipe corrosion
Total Coliforms	Less than 5% positive	0.0	0.0	0.0	Naturally present in the environment

Unregulated Substances at the Treatment Plant - Point of Entry

Geosmin, ppt ³	Not Regulated	2.5 - 9.9	4.7	Byproduct of algae growth
2-methylisoborneol, ppt	Not Regulated	ND - 10.6	3.9	Byproduct of algae growth

Unregulated Substances at the Treatment Plant - Source Water

Geosmin, ppt	Not Regulated	2.1 - 9.1	4.6	Byproduct of algae growth
2-methylisoborneol, ppt	Not Regulated	ND - 71.9	16.4	Byproduct of algae growth

Regulated at the Consumer's Tap

Lead, ppb	15.0 (action level ¹¹)	0.0	ND - 16.0	<1.0	Corrosion of household plumbing; erosion of natural deposits
Copper, ppb	1300.0 (action level ¹¹)	1300.0	ND - 129.0	29.0	Corrosion of household plumbing; erosion of natural deposits

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 ppt - One part per trillion. - (For example, one penny in \$10,000,000,000.)

⁴ ppb - One part per billion. - (For example, one penny in \$10,000,000.)

⁵ ppm - One part per million. - (For example, one penny in \$10,000.)

⁶ 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.

⁷ Treatment technique - Treatment technique for total organic carbon was complied with throughout 2019.

⁸ NTU - nephelometric turbidity unit, a measure of the cloudiness of water.

⁹ Treatment technique - 95% of the measurements taken in one month must be below 0.3 NTU. Turbidity treatment technique was complied with throughout 2019.

¹⁰ Locational running annual average - average of last four quarters of samples collected at each location at 12 monitoring sites.

¹¹ Action Level - The concentration of a contaminant that triggers treatment or other requirement that a water system must follow. Action levels are reported as the 90th percentile, which is the concentration that 90 percent of the locations sampled falls below. In 2019, our 90th percentile values were lead <3.0 and copper 0.56 ppb.

ND = Not detected

Physical & Mineral Characteristics - Calendar Year 2019

CONSTITUENT	ANNUAL RANGE DETECTED	ANNUAL AVERAGE
Alkalinity, ppm	12.5 - 28.5	21.2
Aluminum, ppm	0.007 - 0.025	0.011
Calcium, ppm	3.02 - 5.52	3.90
Carbon Dioxide, ppm	1.50 - 8.00	3.50
Chlorine, ppm	1.06 - 1.99	1.44
Conductivity, micromhos/cm	77.2 - 112.4	94.4
Copper, ppm	ND - 0.008	0.002
Hardness, ppm	10.0 - 26.0	17.9
Magnesium, ppm	1.15 - 1.74	1.44
Manganese, ppm	ND - 0.003	<0.001
pH, Standard Units	6.80 - 8.90	7.52
Phosphate, ppm	0.74 - 1.32	0.89
Potassium, ppm	1.21 - 3.03	1.77
Silica, ppm	3.80 - 19.49	9.74
Sodium, ppm	7.20 - 12.30	9.60
Temperature, Deg. C	4.0 - 36.4	20.4
Zinc, ppm	0.174 - 0.291	0.218

ND = Not detected

Cryptosporidium sp. - This 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.

We have completed two rounds of 24-month sampling at all of our water sources and have not detected any cryptosporidium. In addition, 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 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.

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 es 336-727-8000 o visite CityofWS.org/wqr19espanol.

North Carolina Source Water Assessment

The North Carolina Department of Environmental Quality (DEQ), 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 the City of Winston-Salem (PWSID 0234010) 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:

Source Water Assessment Program Results Summary

Source Name	Inherent Vulnerability Rating	Contaminant Rating	Susceptibility Rating
SALEM LAKE	Moderate	Higher	Higher
YADKIN RIVER (IDOLS DAM)	Higher	Moderate	Higher
YADKIN RIVER (PW SWANN WTP*)	Higher	Lower	Moderate

Table 2 of SWAP Report for Winston-Salem, September 5, 2017
 * Water Treatment Plant (WTP)

The complete SWAP Assessment report for the City of Winston-Salem may be viewed on the Web at: ncwater.org/?page=600. Please indicate your system name (Winston-Salem, City of) and number (0234010).

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 report 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 (Winston-Salem, City of), number (0234010), 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.

Unregulated Contaminant Monitoring Rule

The Safe Drinking Water Act (SDWA) Amendments of 1996 established the Unregulated Contaminant Monitoring Rule (UCMR) that requires the US Environmental Protection Agency (EPA) to issue a list of no more than 30 unregulated contaminants to be monitored by all large public water systems (PWSs) serving over 10,000 customers and a representative sample of small PWSs. The UCMR requires the EPA to develop a Contaminant Candidate List (CCL) every five years. Unregulated contaminants are those for which EPA has not established drinking water standards.

The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulations are warranted. The UCMR also requires the EPA to store and maintain a database of analytical results gathered through each UCMR sampling cycle called the National Contaminant Occurrence Database (NCOD).

For this fourth cycle of the UCMR (called UCMR4), Winston-Salem/Forsyth County Utilities collected samples at our three water treatment plants and in our distribution system from July 2018 through June 2019.

Under the UCMR4 we are required to sample our source water for 10 cyanotoxins, bromide and organic carbon. Cyanotoxins are algae produced by products which have potentially toxic impacts. Our system has completed all the required cyanotoxin sampling and did not have any detections in our source water. Bromide and organic carbon contribute to disinfection by-product formation. In addition, we have sampled for 20 additional compounds which include two metals, nine pesticides, three alcohols, three semivolatile chemicals and three brominated haloacetic acids (HAA9s). The table below contains all detections of our UCMR4 sampling to date.

UCMR4 Sampling Data	Range of Detections	Average
AT THE TREATMENT PLANT POINTS OF ENTRY		
Manganese, ppb	ND - 2.60	0.54
AT THE TREATMENT PLANT SOURCE WATERS		
Total Organic Carbon, ppm	1.08 - 3.15	1.95
IN THE DISTRIBUTION SYSTEM		
Total HAA9s, ppb	13.3 - 25.9	19.0
Monochloroacetic Acid, ppb ¹	ND	ND
Dichloroacetic Acid, ppb ¹	4.8 - 11.0	7.4
Trichloroacetic Acid, ppb ¹	5.4 - 12.0	8.5
Monobromoacetic Acid, ppb ¹	ND	ND
Dibromoacetic Acid, ppb ¹	ND	ND
Bromochloroacetic Acid, ppb ²	1.3 - 2.4	1.8
Bromodichloroacetic Acid, ppb ²	1.0 - 1.8	1.4
Chlorodibromoacetic Acid, ppb ²	ND - 0.3	ND
Tribromoacetic Acid, ppb ²	ND	ND

¹ Currently regulated as HAA5s

² Required HAA9 under UCMR 4

ND = Not detected

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER WINSTON-SALEM, CITY OF 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 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
ENTRY POINT RESIDUAL DISINFECTANT CONCENTRATION	WP1/EP1 (THOMAS WTP)	NOVEMBER 2019 AND DECEMBER 2019	CONTINUOUS MONITORING

When samples were or will be taken: Continuous monitoring was resumed on December 6, 2019.

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

What is being done? Chlorine is added to drinking water to kill harmful bacteria. The amount that remains in water can be measured and is called chlorine residual. The laws governing public systems require our water plants to constantly monitor and record the chlorine residual at the point of entry (POE) into the distribution system. During the period of November 12, 2019 to December 6, 2019 at the Thomas Water Treatment Plant the device that constantly monitors chlorine residual was left in "hold mode" and did not record the values as required. During this time, as is our normal standard operating practice, our operations staff manually tested this location every two hours and at no time did the chlorine residual drop below acceptable levels. Because this is considered a monitoring violation, we are required to notify you within 12 months of receiving the notice from the State of North Carolina. This incident did not jeopardize public health or the quality of water leaving the Thomas Plant.

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, 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:
Bill Brewer, Water Treatment Superintendent 336-397-7727
City of Winston-Salem, System Number: NC0234010

Violation Awareness Date: December 20, 2019