

# ANNUAL WATER QUALITY REPORT

Reporting Year 2024



*Presented By*



**Pittsboro Location**

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

PWS ID#: NC03-19-015



## Our Commitment

We are pleased to present to you this year’s annual water quality report. This report is a snapshot of last year’s water quality covering all testing performed between January 1 and December 31, 2024. This report is developed to keep you informed about your water quality, what it contains, and how it compares to standards set by regulatory agencies. To that end, we remain vigilant in meeting the challenges of new regulations, source water protection, water conservation, and community outreach and education while continuing to serve the needs of all our water customers. We are committed to ensuring the quality of your water and providing you with this information because informed customers are our best allies.

## 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 (PCS). 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 PCS 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 higher susceptibility rating does not imply poor water quality, only the system’s potential to become contaminated by PCS in the assessment area. The assessment findings are summarized in the following table:

SUSCEPTIBILITY OF SOURCES TO POTENTIAL CONTAMINANT SOURCES (PCS)		
SOURCE NAME	SUSCEPTIBILITY RATING:	SWAP REPORT DATE:
Haw River	Moderate	September 10, 2020

The complete SWAP Assessment Report may be viewed at [https://www.ncwater.org/SWAP\\_Reports/NC0319015\\_SWAP\\_Report-20200909.pdf](https://www.ncwater.org/SWAP_Reports/NC0319015_SWAP_Report-20200909.pdf). Note that because SWAP results and reports are periodically updated by the PWS Section, the results available on this website may differ from the results that were available at the time this Consumer Confidence Report was prepared. If you are unable to access your SWAP report online, 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 [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 at (919) 707-9098.

## Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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. U.S. Environmental Protection Agency (U.S. EPA)/Centers for Disease Control and Prevention (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 at (800-426-4791) or [epa.gov/safewater](http://epa.gov/safewater).



## Community Participation

You are invited to participate in our public forum and voice your concerns about your drinking water. The Sanford City Council meets the first and third Tuesday of each month at 5:00 p.m. in the Council Chambers in the Municipal Building at 225 East Weatherspoon Street in Sanford. Meetings are open to the public. Public comment is open during the first meeting of each month. Those who want to make a general public comment must sign up at least 15 minutes prior to the meeting.

## QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please call Cory Saulsbury, Water Filtration Administrator, at (919) 542-3530.

## Substances That Could Be in Water

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 occur naturally in the soil or groundwater 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 can also come from gas stations, urban stormwater runoff, and septic systems.

Radioactive Contaminants, which can occur naturally or be the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, U.S. EPA prescribes regulations which limit 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 mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Safe Drinking Water Hotline (800-426-4791) or visiting [epa.gov/safewater](http://epa.gov/safewater).

## Lead in Home Plumbing

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. TriRiver Water is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, or doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute-accredited certifier to reduce lead in drinking water. If you are concerned about lead and wish to have your water tested, contact Cory Saulsbury, Water Filtration Administrator, at (919) 542-3530. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at [epa.gov/safewater/lead](http://epa.gov/safewater/lead).

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. The lead service inventory may be viewed at <https://lead-service-line-inventory-hydro01.hub.arcgis.com/>. Please contact us at (919) 542-3530 if you would like more information about the inventory or any lead sampling that has been done.

## Source Water Description

Source water is extracted from the Haw River.

## Water Main Flushing

Distribution mains (pipes) convey water to homes, businesses, and hydrants in your neighborhood. The water entering distribution mains is of very high quality; however, water quality can deteriorate in areas of the distribution mains over time. Water main flushing is the process of cleaning the interior of water distribution mains by sending a rapid flow of water through them.

Flushing maintains water quality in several ways. For example, flushing removes sediments like iron and manganese. Although iron and manganese do not pose health concerns, they can affect the taste, clarity, and color of the water. Additionally, sediments can shield microorganisms from the disinfecting power of chlorine, contributing to the growth of microorganisms within distribution mains. Flushing helps remove stale water and ensures the presence of fresh water with sufficient dissolved oxygen and disinfectant levels and an acceptable taste and smell.

During flushing operations in your neighborhood, some short-term deterioration of water quality, though uncommon, is possible. You should avoid tap water for household uses at that time. If you do use the tap, allow your cold water to run for a few minutes at full velocity before use, and avoid using hot water to prevent sediment accumulation in your hot water tank. Please contact us if you have any questions or if you would like more information on our water main flushing schedule.

## Monitoring and Reporting Violation

Pittsboro received a monitoring violation for lead and copper sampling. The designated sampling period was June through September. Sampling was subsequently performed in October, and we are happy to report both lead and copper results were satisfactory. Although there is no impact to public health, we have the responsibility to notify our customers about the violation and the corrective action taken. If you have any questions, please contact Cory Saulsbury, Water Filtration Administrator, at (919) 542-3530.



## Test Results

We routinely monitor multiple water quality contaminants in your drinking water according to federal and state laws. The following tables 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 January 1 through December 31, 2024.

The U.S. 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.

### REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Chloramines (ppm)	2024	[4]	[4]	3.5	2.0–4.0	No	Water additive used to control microbes
Chlorine (ppm)	2024	[4]	[4]	3.2	2.0–4.0	No	Water additive used to control microbes
Fluoride (ppm)	2024	4	4	0.13	0.30–1.0	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Haloacetic Acids [HAAs] (ppb)	2024	60	NA	4	0–3	No	By-product of drinking water disinfection
Total Organic Carbon [TOC] (removal ratio)	2024	TT <sup>1</sup>	NA	1.47	1.0–3.0	No	Naturally present in the environment
TTHMs [total trihalomethanes] (ppb)	2024	80	NA	22	0–13	No	By-product of drinking water disinfection
Turbidity <sup>2</sup> (NTU)	2024	TT = 1 NTU	NA	0.10	NA	No	Soil runoff
Turbidity (lowest monthly percent of samples meeting limit)	2024	TT = 95% of samples meet the limit	NA	100	NA	No	Soil runoff

Tap water samples were collected for lead and copper analyses from sample sites throughout the community<sup>3</sup>

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH %ILE)	RANGE LOW-HIGH	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2024	1.0	NA	0.083	0.004–0.14	0/20	No	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb)	2024	15	0	0.00056	0.00017–0.001	0/20	No	Corrosion of household plumbing systems, erosion of natural deposits

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

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
1,4-Dioxane (ppb)	2024	1.11	ND–1.7	NA
Perfluorobutanesulfonic Acid [PFBS] (ppb)	2024	0.878	ND–3.7	NA
Perfluorooctanesulfonic Acid [PFOS] (ppb)	2024	0.64	ND–2.4	NA
Perfluorooctanoic Acid [PFOA] (ppb)	2024	0.64	ND–2.7	NA

## Treatment Train Description

The treatment process consists of a series of steps. First, raw water is drawn from the Haw River, and coagulant chemicals - polyaluminum chloride and ferric sulfate - are added. We also add carbon to aid in the removal of taste and odor compounds. The addition of the coagulant chemicals causes particles called floc to adhere to one another, making them heavy enough to settle into a basin from which the sediment is removed. Chlorine is then added for disinfection. At this point, the water is filtered through multimedia filters composed of anthracite coal and silicate sand. As smaller suspended particles are removed, the turbidity disappears and clear water emerges. The water then travels through a second set of filters composed of granular activated carbon to enhance the removal of remaining contaminants, including per- and polyfluoroalkyl substances (PFAS), or “forever chemicals.” Chlorine is then added again as the water travels into a ground storage tank. (We carefully monitor the amount of chlorine, adding the lowest quantity necessary to protect the safety of your water without compromising taste). Finally, caustic soda (to adjust the final pH and alkalinity), fluoride (to prevent tooth decay), a corrosion inhibitor (to protect the distribution pipes), and chlorine with ammonia (to form chloramines for final disinfection) are added before the water is pumped to sanitized storage tanks and into your home or business.

<sup>1</sup> Depending on the TOC in our source water, the system must have a certain percentage removal of TOC or 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>2</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>3</sup> This table summarizes our most recent lead and copper tap sampling data. If you would like to review the complete lead tap sampling data, please contact Cory Saulsbury, Water Filtration Administrator, at (919) 542-3530.

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

## NOTICE TO THE PUBLIC

### IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Violation Awareness Date: November 18, 2024

*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 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 TAKEN (Returned to Compliance)
Lead and Copper	D01/LCR	January 1, 2023- 2025	20 per 3-year	October 2024

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

#### What should I do?

There is nothing you need to do at this time.

#### What is being done?

Sampling was subsequently performed in October, and we are happy to report both lead and copper results were satisfactory. Although there is no impact to public health, as our customers, we have the responsibility to notify you and the corrective action taken. If you have any additional questions, please contact Cory Saulsbury, Water Filtration Administrator, at 919-542-3530.

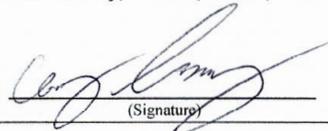
*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

Responsible Person Cory Saulsbury	System Name Pittsboro, Town of	System Address (street) 3746 Hwy 15-501 N
Phone Number (919) 542-3530	System Number NC03-19-015	System Address (City/State/Zip) Pittsboro NC, 27312

#### 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)

**Cory Saulsbury**

(Print Name)

**3/26/25**

(Date)

For more information about this violation, please contact Cory Saulsbury, Water Filtration Administrator, 919-542-3530

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

**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.

**ND (Not Detected):** Indicates that the substance was not found by laboratory analysis.

**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 (µg/L) (parts per billion):** One part substance per billion parts water (or micrograms per liter).

**ppm (mg/L) (parts per million):** One part substance per million parts water (or milligrams per liter).

**Removal Ratio:** A ratio of the percentage of a substance actually removed to the percentage of the substance required to be removed.

**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.