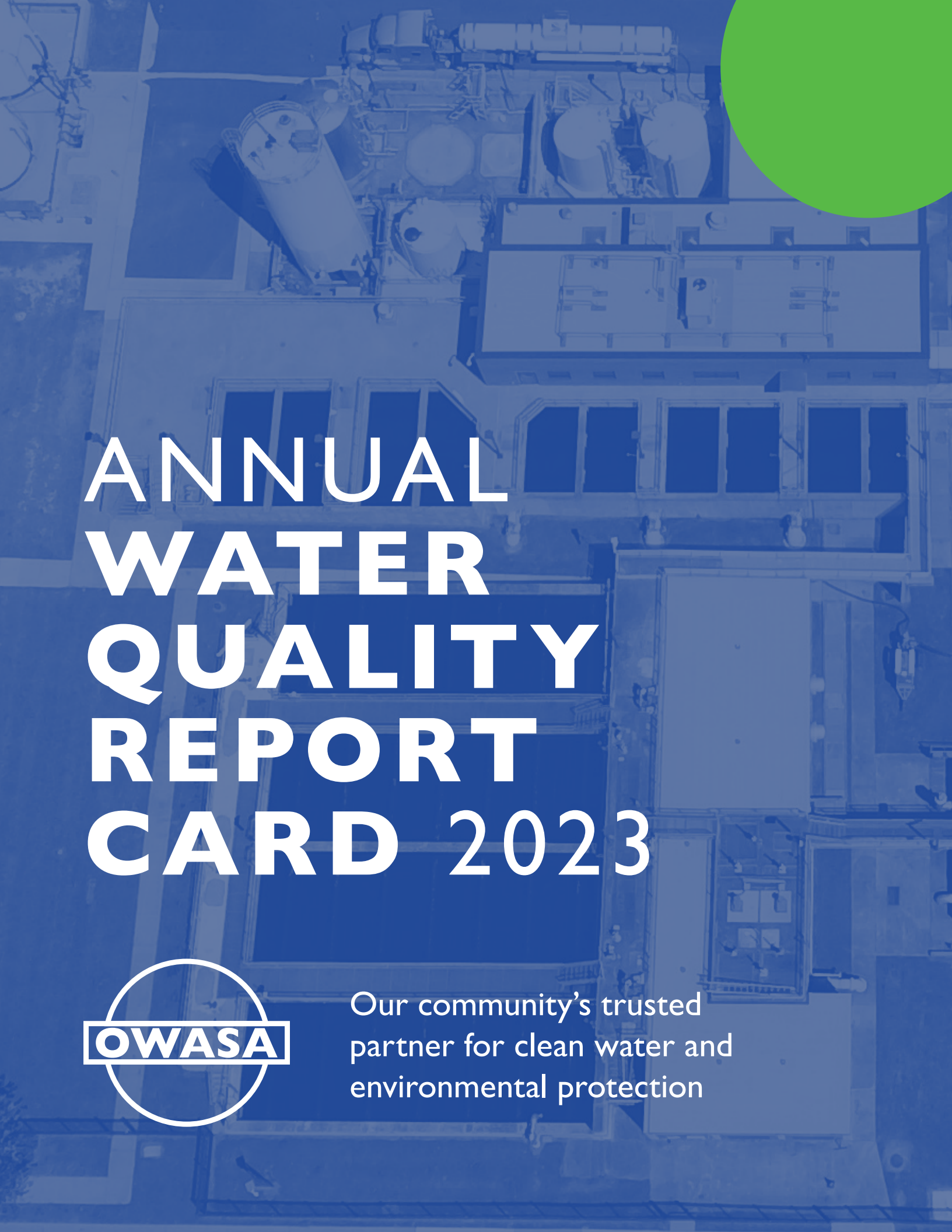


ANNUAL WATER QUALITY REPORT CARD 2023

OWASA

Our community's trusted partner for clean water and environmental protection

CARRBORO-CHAPEL HILL'S COMMUNITY WATER SYSTEM

We are proud to share our 2023 report card on the quality of our community's water, how we treat it for your consumption, and trends in drinking water that we are monitoring locally and nationally.

It is a team effort to provide you with clean, dependable drinking water. This document is our annual report card to you. In these pages, you will find an overview of the community's water sources, the results of analytical testing performed to ensure quality drinking water, and how those results compare to regulatory standards.

WHERE YOUR WATER COMES FROM

University Lake, just southwest of Carrboro, is one of OWASA's primary water sources, along with Cane Creek Reservoir. Together, they store 3.45 billion gallons of water! OWASA's operators, distribution crews, scientists, engineers, and more work behind-the-scenes to deliver clean, reliable water for our community. Every day, we treat about 7 million gallons of water and, through 400 miles of pipes, deliver it to local homes, schools, businesses, and health care facilities.

To ensure long-term reliable access to water for our customers, OWASA has secured two additional water sources. The first is Quarry Reservoir on N.C. Highway 54, which currently stores 200 million gallons of water and is estimated to hold 2.2 billion gallons by 2035. The other is Jordan Lake in Chatham County, which, through agreements with other utilities in the region, can provide up to five million gallons of water per day in a severe drought or emergency. All four of these surface water sources are part of the Cape Fear River watershed. Our watershed is important because it impacts critical services like clean drinking water, productive fisheries, and opportunities for outdoor recreation—all things that support our economies, environment, and quality of life.

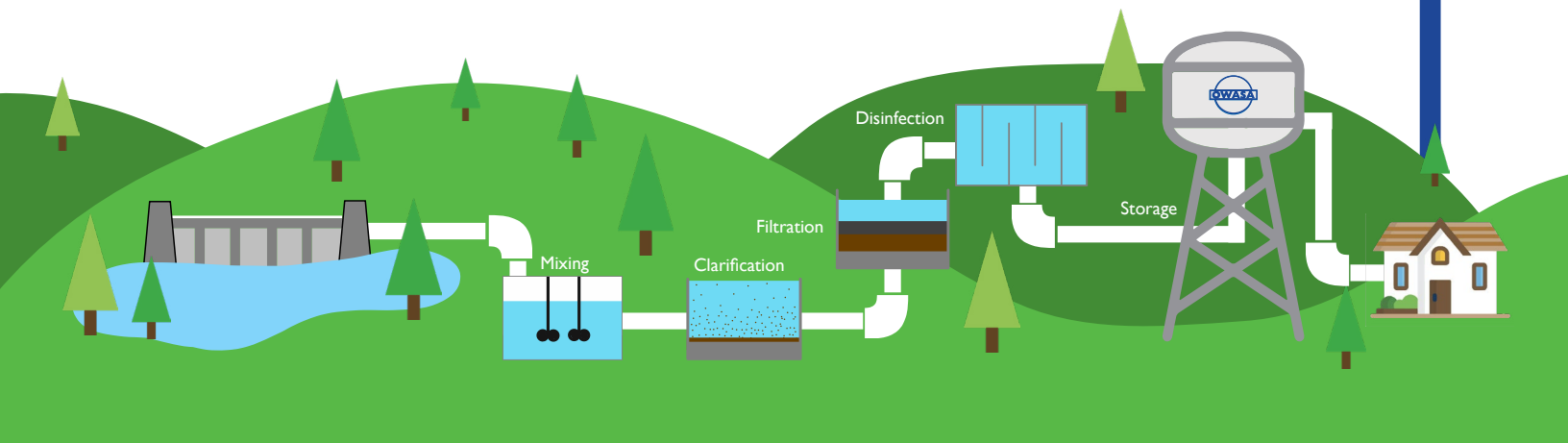


FROM THE SOURCE TO YOUR TAP

Once raw water is pumped from University Lake and Cane Creek Reservoir, it travels to OWASA's Jones Ferry Road Water Treatment Plant, where it undergoes processes to remove particles and to add important substances to kill any potentially harmful bacteria. Operators and lab analysts keep a close eye on the properties of our water, like turbidity, total organic carbon, disinfectants and their byproducts, fluoride, sulfate, and more—to ensure the water is of the highest quality for you and your family. You can view results from all 150 substances we monitor during and after our treatment process at **OWASA.org/water-health**.

MAINTAINING WATER QUALITY

In this report, you'll find data collected from tests conducted in 2023. Some contaminants are not expected to vary significantly year-to-year, so the Environmental Protection Agency (EPA) and the state of North Carolina allow water utilities to monitor these contaminants less frequently. Where noted, some data are more than one year old. We've also included a list of drinking water definitions, to help you better understand OWASA's operations.



WHAT IS A CONTAMINANT?

As water travels over the land's surface or through the ground, it dissolves naturally occurring minerals, which sometimes include decaying Uranium, a radioactive element that releases Radon gas. Water can also pick up contaminants present in soil due to pets, wildlife, or human activity. There are five types of contaminants that may be present in raw source water:



MICROBIAL CONTAMINANTS

such as viruses and bacteria may come from septic systems, wastewater treatment plants, livestock, and wildlife.



INORGANIC CONTAMINANTS

such as salts and metals can occur naturally or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.



PESTICIDES & HERBICIDES

may come from urban stormwater runoff, residential use, or agriculture.



ORGANIC CHEMICAL

contaminants include synthetic and volatile organic chemicals. They are byproducts of industrial processes and petroleum production. They can also come from gas stations, septic systems, and urban stormwater runoff.



RADIOACTIVE CONTAMINANTS

can occur naturally or be released by oil, gas production, and mining activities.

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).

REGULATORY GUIDELINES

To ensure tap water does not cause illnesses, the EPA has regulations limiting contaminants present in water provided by public systems. Drinking water can contain some contaminants in quantities unlikely to pose a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (800-426-4791) or visiting their website at **www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-information**.

DRINKING WATER DEFINITIONS

Parts per million (ppm) or Milligrams per liter (mg/L) One part per million is similar to one minute in two years, or a single penny in $10,000

Parts per billion (ppb) or Micrograms per liter (µg/L) One part per billion is similar to one minute in 2,000 years, or a single penny in $10,000,000

Parts per trillion (ppt) or Nanograms per liter (ng/L) One part per trillion is similar to one minute in 2,000,000 years, or a single penny in $10,000,000,000

Picocuries per liter (pCi/L) Picocuries per liter is a measure of radioactivity in water

Nephelometric Turbidity Unit (NTU) A measure of the cloudiness of water; turbidity in excess of 5 NTU is noticeable to the average person

Action Level (AL) The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that 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, which is why these are added in the treatment process

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 disinfectants used to control microbial contaminants.

Locational Running Annual Average (LRAA) Under the Stage 2 Disinfectants and Disinfection Byproducts Rule, the average of analytical results for samples taken at a particular monitoring location during the previous four calendar quarters

Maximum Contaminant Level (MCL) The highest amount 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.

Running Annual Average (RAA) Removal Ratio A removal ratio greater than 1.00 indicates the utility has exceeded state requirements for Total Organic Carbon (TOC) removal.





SERVING THE COMMUNITY: YOUR WATER TREATMENT PLANT TEAM

Treating the community's drinking water is a job that requires attention at all times of the day and night, even on weekends and holidays! OWASA's team of water treatment plant (WTP) operators is responsible for making sure the plant always runs effectively.

OWASA employs eight full-time WTP operators and one apprentice. Operations Supervisor Brad McBane leads this team of dedicated water quality experts. Our WTP team ranges from seasoned professionals, with almost 30 years of experience, to those just entering the field – all bringing different perspectives to OWASA. Always thirsty for knowledge and new skills, WTP operators strive to achieve three different levels of certifications through on-the-job training and classroom instruction.

The water treatment process can be complicated, involving physical and chemical science and engineering practices. Our operators closely monitor these processes, performing frequent tests and adjusting the treatment processes as needed, to meet and exceed water quality standards.

Our team of dedicated operators are passionate about the work they do. Water is essential to our daily lives, and they find great fulfilment and take pride in providing high quality drinking water to our community.

COME VISIT US!

OWASA always enjoys hosting tours of our water treatment plant for students and educators in our area, as well as visitors from across the globe. In 2023 alone, we hosted environmental science students from UNC-Chapel Hill, teachers from Chapel Hill-Carrboro City Schools, graduate students studying ergonomics, and attendees of UNC's Water and Health Conference. Tour groups learn about our treatment processes and the important jobs that keep the plant running smoothly. OWASA provided nearly 40 tours of the Jones Ferry Road Water Treatment Plant in 2023. Email us at **info@owasa.org** to set up a tour for your group!



BRINGING WHAT WE DO TO YOU

If you are unable to come by for a tour - don't worry! You can experience our reservoirs, hear more about our treatment process, and learn what we're doing across our community by watching our short video, "Water Treatment at OWASA" on our YouTube page! This video is a great way to learn and hear directly from OWASA experts working to provide essential services every day. At **OWASA.org**, you can find information on water quality, forest management, community project updates, and much more. If you are an educator and would like a member of the OWASA team to visit your school or other facility to speak or demonstrate OWASA's work, please email us at **info@owasa.org**.

A CLEAN WATER COMMUNITY

Traces of what is poured down drains, sprayed on the ground, or swept into storm drains can end up in local waterways. You can help conserve and protect your community's water in many ways. For example, sweep debris that collects in your walkway or driveway instead of washing it, and dispose of chemicals and pharmaceuticals responsibly, not down a drain or toilet. Also, make sure to properly fertilize your landscape to reduce chemical runoff. Learn more ways to protect and conserve water at OWASA.org.

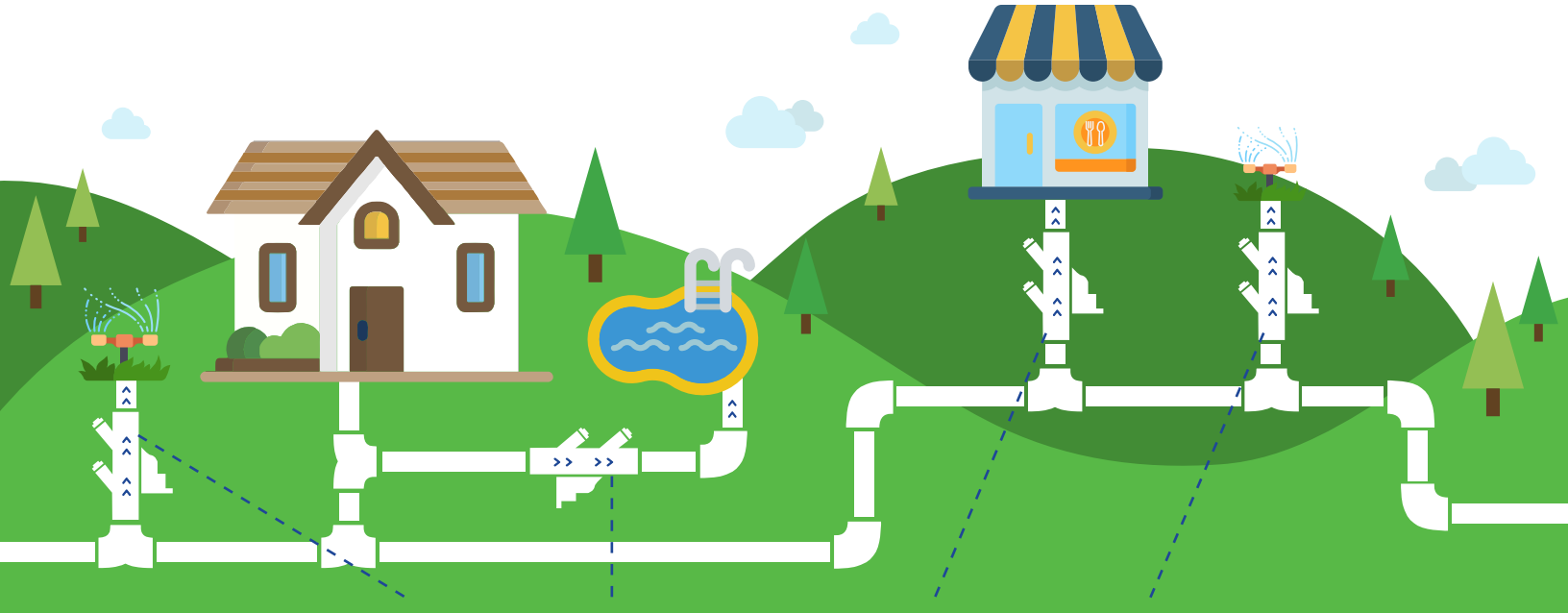
DOING YOUR PART: BACKFLOW PREVENTION

Protecting our water supply includes properly maintaining backflow prevention devices that keep potential pollutants from entering the drinking water supply. These devices are required in locations with irrigation systems, swimming pools, and many restaurants and other businesses.

WHERE IS A BACKFLOW PREVENTION DEVICE REQUIRED?

Irrigation
Swimming Pools
Sprinkler Systems
Commercial Businesses

This is not an exhaustive list. Please consult the North Carolina Drinking Water Act or **deq.nc.gov** *for more information.*



WITHOUT A BACKFLOW PREVENTION DEVICE, DANGEROUS CONTAMINANTS COULD ENTER THE DRINKING WATER SUPPLY.

WHAT'S IN YOUR WATER?



OWASA routinely monitors for over 150 contaminants in the community's drinking water in accordance with federal and state laws. The tables below list the substances detected in our most recent sampling for each contaminant group. To access results from all 150 contaminants tested, please visit **OWASA.org/water-health**.

TURBIDITY

Turbidity is a measure of the cloudiness of water and a good indicator of the effectiveness of our filtration system. The turbidity rule requires that 95% or more of our monthly samples are less than or equal to 0.3 NTU. In 2023, OWASA met this requirement.

Substance (units)	Treatment Technique (TT) Violation Y/N	Your Water	MCLG	Treatment Technique (TT) Violation If:	Likely Source
Turbidity (NTU) - Highest single turbidity measurement	No	0.070 NTU	N/A	Turbidity > 1 NTU	Soil runoff
Turbidity (NTU) - Lowest monthly percentage (%) of samples meeting turbidity limits	No	100%	N/A	Less than 95% of monthly turbidity measurements are < 0.3 NTU	

TOTAL ORGANIC CARBON, DISINFECTANTS AND DISINFECTION BYPRODUCTS

Natural organic matter—usually measured as Total Organic Carbon— can react with chemical disinfectants to form different disinfection byproducts. Drinking water is disinfected to reduce or eliminate illnesses that could be transferred through drinking water. Disinfection byproducts can form when disinfectants combine with organic matter found in source water.

Substance (units)	TT Violation Y/N	Your Water (Lowest RAA Removal Ratio)	Range Monthly Removal Ratio Low - High	MCLG	Treatment Technique (TT) Violation If:	Likely Source
Total Organic Carbon (removal ratio) (TOC)-TREATED	No	1.83	1.80 – 1.95	N/A	Removal Ratio RAA <1.00	Naturally present in the environment

DISINFECTANT RESIDUALS SUMMARY

Chloramine, a compound of chlorine and ammonia, is used to disinfect our water throughout the year, except in March when we switch to just chlorine to ensure a higher level of disinfection. Chloramine and chlorine are both toxic to fish and amphibians, such as frogs. If you have an aquarium, please contact a pet supply store for information on how to neutralize chloramine and chlorine in the water. Please also use rubber materials in your plumbing that are chloramine-resistant for toilet flappers, flexible hoses, and connectors.

Substance (units)	Year Sampled	MRDL Violation Y/N	Your Water (highest RAA)	Range Detected Low - High	MRDLG	MRDL	Likely Source
Chlorine (ppm)	2023	No	1.17	0.02 – 2.50	4	4	Water additive used to control microbes
Chloramines (ppm)	2023	No	3.1	0.1 – 3.9	4	4	Water additive used to control microbes

STAGE 2 DISINFECTION BYPRODUCT COMPLIANCE (BASED UPON LOCATIONAL RUNNING ANNUAL AVERAGE)

Substance (units)	Sample Locations	Year Sampled	MCL Violation Y/N	Your Water (highest LRAA)	Range Detected Low - High	MCLG	MCL	Likely Source
TTHM (ppb)	B01	2023	No	33.2	15.4 – 29.6	N/A	80	Byproduct of drinking water disinfection
	B02		No		17.8 – 34.2			
	B03		No		15.9 – 28.2			
	B04		No		18.5 – 41.1			
	B05		No		17.3 – 27.9			
	B06		No		18.1 – 31.5			
	B07		No		15.6 – 26.6			
	B08		No		15.4 – 27.8			
HAA5 (ppb)	B01	2023	No	17.0	10.4 – 16.1	N/A	60	Byproduct of drinking water disinfection
	B02		No		10.3 – 17.1			
	B03		No		9.3 – 18.1			
	B04		No		10.5 – 20.3			
	B05		No		10.4 – 14.2			
	B06		No		10.6 – 18.0			
	B07		No		11.3 – 13.9			
	B08		No		10.4 – 17.9			

NOTICE TO THE PUBLIC

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 for the contaminants listed and therefore cannot be sure of the quality of your drinking water during that time.

Violation Awareness Date: March 28, 2023

Contaminant Group	Facility ID No. / Sample Point ID	Compliance Period Begin Date	Number of Samples / Sampling Frequency	When Samples Were Taken (Returned to Compliance)
Disinfection Byproducts (DBPs)	D01	January 1, 2023	8 / quarterly (month of February)	Repeat sample was collected on 3/13/2023

Total Trihalomethanes (TTHM): includes Chloroform, Bromoform, Bromodichloromethane, and Dibromochloromethane

Haloacetic Acids (HAA5): includes Monochloroacetic Acid, Dichloroacetic Acid, Trichloroacetic Acid, Monobromoacetic Acid, and Dibromoacetic Acid.

What should I do: There is nothing you need to do.

What is being done: Eight samples were collected in February, as required, and sent to OWASA's contract laboratory for analysis. The contract laboratory found a quality control issue with one of the samples that required sample recollection, but they failed to notify OWASA in a timely manner. The sample was recollected in March, which was outside of the required monitoring period. All test results of the recollected sample were below the regulatory limits. Even though there was an issue with the original sample, OWASA has no reason to suspect that there was an issue with the quality of your water.

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.

For more information about this violation, please contact Monica Dodson, Water Supply and Treatment Manager, at 919-537-4205 or **mdodson@owasa.org**.

FLUORIDE: AN INORGANIC SUBSTANCE

Fluoride occurs naturally in water. It is also commonly added to drinking water to reduce tooth decay. The fluoride level in our water in 2023 was well below the 4 ppm maximum allowed by the EPA. The U.S. Public Health Service's recommended fluoride concentration in drinking water is 0.7 ppm for dental health benefits.

Substance (units)	Sample Date	MCL Violation Y/N	Your Water	Range Detected Low - High	MCLG	MCL	Likely Source
Fluoride (ppm)	2023	No	0.65	0.54 - 0.71	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

**In accordance with Federal requirements, our report card includes a statement that potential fluoride sources include discharge from fertilizer and aluminum factories; however, there are no fertilizer or aluminum factories in the watersheds of our water sources – University Lake and Cane Creek Reservoir.*

SULFATE: AN INORGANIC SUBSTANCE

Sulfates occur naturally and abundantly in the environment, mainly originating from mineral deposits, soil, and rocks, or the combustion of sulfur-containing fuels.

Substance (units)	Sample Date	Your Water	Range Detected Low - High	SMCL	Likely Source
Sulfate (ppm)	2/20/23	53	No range	250	A mineral that occurs naturally in soils

NITRATE: AN INORGANIC SUBSTANCE

Nitrate occurs naturally and can also enter reservoirs through runoff from fertilizer usage or leaking septic tanks or sewage pipes.

Substance (units)	Sample Date	MCL Violation Y/N	Your Water	Range Detected Low - High	MCLG	MCL	Likely Source
Nitrate (ppm)	5/8/23	No	0.38	No range	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

LEAD AND COPPER

Lead is not typically found in raw water sources, like Cane Creek Reservoir and University Lake. There is no detectable lead in the drinking water that leaves our drinking water treatment plant. However, when water moves through pipes, plumbing, and fixtures that contain lead, it can release lead into your drinking water.

OWASA treats our water to prevent lead from entering drinking water through our corrosion control program. We are required to test water samples collected from homes and businesses with lead to ensure the chemistry of our water is not causing significant corrosion of these metals in the water service line or internal plumbing.

For over 20 years, samples of drinking water leaving OWASA's Jones Ferry Road Water Treatment Plant have shown no detectable lead. Our most recent regulatory sampling was carried out from June to September 2023. Only one sample had lead detected above the action level specified by the current lead and copper rule (15 parts per billion). This single detection does not indicate a system-wide problem. We promptly followed up with the affected customer, informed them of ways to reduce lead in their drinking water, and conducted follow-up sampling. Those sampling results showed no detectable lead.

Historically, small sections of lead pipe, called goosenecks, were used to connect some service lines to the OWASA distribution system. However, OWASA removed all known lead goosenecks in the 1990s. OWASA's water lines are not made of lead. It is possible lead may still be found in some service lines (service lines are water lines that connect the water main to a building). Additionally, some plumbing components within homes and businesses can also contain lead, including brass or chrome-plated brass faucets and lead solder, which was used to connect sections of copper pipe. Lead solder is more likely to be found in homes built before 1986, when its use was banned.

We offer free lead testing to our customers. In 2023, twenty-two customers requested samples in homes and businesses. Lead was detected in one home at a level of 2.5 ppb, which is below the action level of 15 ppb. Please contact our Water Treatment Plant Laboratory for more information at **wtplaboratory@owasa.org** or (919) 537-4228.



COMMUNITY-WIDE SERVICE LINE INVENTORY

Protecting drinking water from lead sources is the shared responsibility of OWASA and our customers. The EPA's revised Lead and Copper Rule requires a service line inventory to be posted by October 2024 with the goal to identify any service lines that may be made of lead. OWASA is creating this inventory by collecting pipe material data based on construction records, water main records, water meter records, and repair and replacement work. However, these records are not complete and the material make-up of a portion of service lines is unknown.

In summer 2023, OWASA began a community-wide inventory to identify the material make-up of water service lines.

OWASA strongly encourages customers to identify and replace any lead pipes or plumbing materials serving their home.

Identifying the pipe material of the water service line coming into your home can help us update our data and develop an accurate inventory. You can identify your pipe material by checking your household water service connection inside your home or in your crawl space. You can learn more about this program and report your water service line material at **OWASA.org/lead-and-copper**.

Substance (units)	Sample Date	Water Sampled (90th Percentile)	Number of sites found above the AL	MCLG	AL	Likely Source
Copper (ppm) (90th percentile)	June – Sept. 2023	0.033	0/30	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90th percentile)	June – Sept. 2023	0.73	1/30	0	15	Corrosion of household plumbing systems; erosion of natural deposits

Please note: *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. OWASA 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 (800-426-4791) or at* **www.epa.gov/safewater/lead**.

CRYPTOSPORIDIUM

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes it, the most commonly used filtration methods cannot guarantee 100% removal. The raw water that is pumped from our drinking water sources to OWASA's water treatment plant undergoes a multi-step treatment process, including disinfection and clarification. Every year, OWASA tests 100 liters of its treated drinking water, and cryptosporidium has not been detected. OWASA is also a member of the Partnership for Safe Water, a voluntary association of over 300 water utilities and drinking water organizations. Together, we foster water treatment optimization beyond regulatory requirements. This optimization includes stringent turbidity reduction throughout the treatment process, providing further protection against cryptosporidium.

Ingestion of this pathogen may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea and abdominal cramps. Cryptosporidium must be ingested to cause disease and could be spread through means other than drinking water. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection.

For people with special risk of infection

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as individuals 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 and 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).

PER- AND POLY-FLUOROALKYL SUBSTANCES: PFAS AND YOUR WATER

A group of compounds called per-and-poly fluoroalkyl substances, or PFAS, are drawing attention recently as more research into their potential health and environmental impacts is conducted. PFAS do not break down easily and can remain in the environment indefinitely (that is why they're often referred to as "forever chemicals"). PFAS compounds are used in a variety of consumer materials to make them water or stain-repellent or non-stick. They do not naturally occur in water, but we have detected these compounds in our raw water sources, as well as our finished drinking water.

PFAS Substance (units)	Year Sampled	Your Water	Range Detected	Likely Source
Perfluorobutanesulfonic acid (PFBS) (ppt)	2023	1.9	0 – 3.4	Man-made chemicals used in waterproof and stain proof fabrics, nonstick cookware, some food packaging materials, and some fire suppression foams
Perfluorobutanoic acid (PFBA) (ppt)		4.0	3.7 – 4.3	
Perfluoroheptanoic acid (PFHpA) (ppt)		4.1	2.1 – 6.1	
Perfluorohexanesulfonic acid (PFHxS) (ppt)		2.9	0 – 5.3	
Perfluorohexanoic acid (PFHxA) (ppt)		4.7	3.1 – 6.4	
Perfluorooctanesulfonic acid (PFOS) (ppt)		8.1	2.8 – 13.0	
Perfluorooctanoic acid (PFOA) (ppt)		12.5	6.6 – 19.0	
Perfluoropentanoic acid (PFPeA) (ppt)		4.3	3.7 – 5.0	
Perfluoropentanesulfonic acid (PFPeS) (ppt)		0.7	0 – 2.0	
Perfluoropropionic acid (PFPrA) (ppt)		210.0	Single Sample	
Perfluoropropanesulfonic acid (PFPrS) (ppt)		2.4	Single Sample	

In 2023, the EPA proposed PFAS regulations in drinking water. These regulations are expected to be finalized in 2024. Ahead of this regulation, OWASA worked to expand PFAS monitoring, which began in 2018. OWASA is implementing modifications of our current drinking water treatment process as well as preparing to pilot test new technologies to reduce PFAS in our finished drinking water for the health and well-being of our community.

In addition to sharing results in this report card, we also post quarterly results to our PFAS monitoring dashboard at **OWASA.org/pfas-and-your-water**.

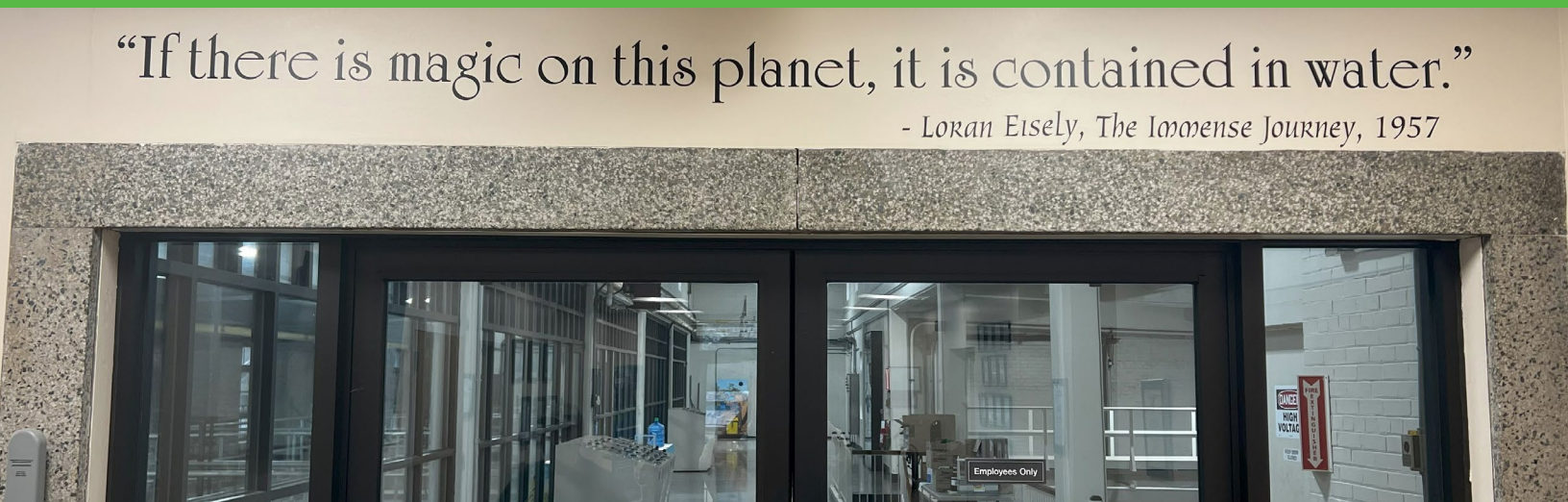
SOURCE WATER ASSESSMENT PROGRAM (SWAP) RESULTS

The N.C. Department of Environmental Quality's Source Water Assessment Program (SWAP) conducts assessments for all drinking water sources in the state to determine their susceptibility to potential contaminant sources (PCSs). SWAP assessment reports include background information on these contaminants and assign the drinking water source a relative susceptibility rating of "Higher", "Moderate" or "Lower".

The susceptibility ratings of University Lake and Cane Creek Reservoir are determined by combining the contaminant rating, which is based on the number and location of PCSs within the assessment area, and the inherent vulnerability rating, which reflects characteristics or existing conditions of the watershed in the assessment area. Susceptibility ratings do not mean water quality is poor; instead, they indicate a system's potential to become contaminated by PCSs in the assessment area.

Source Name	Susceptibility Rating	SWAP Report Date
Cane Creek Reservoir	Moderate	September 2020
University Lake	Moderate	September 2020

The complete SWAP Assessment report for OWASA can be accessed at **www.ncwater.org/?page=600** *(enter OWASA's system ID number, 0368010, in the search function). SWAP reports are periodically updated, so results available online may differ from the results that were available at the time this report card was prepared. If you have questions about SWAP, please contact N.C. Division of Water Resources' SWAP team at 919-707-9098 or* **swap@deq.nc.gov**.



THIRSTY FOR WATER KNOWLEDGE?

REAL-TIME OUTAGES AND ALERTS

OWASA offers a water outage and alert map on our website that shows locations of active water outages or boil water advisories in our service area. We also communicate directly with customers during water outages through the Orange County (OC) Alerts system. Sign up for OC Alerts and keep updated on any outages at **OWASA.org**.

LET YOUR VOICE BE HEARD

Be part of our community's important conversations on water. Everyone is invited to attend OWASA's Board of Directors meetings where we convene to discuss and decide on plans, policies, fees, standards for water quality and watershed protection, and more. Board meetings are held the second Thursday of most months. Learn about our current Board of Directors and get meeting information at **OWASA.org/board-of-directors**.

FOR MORE INFORMATION ABOUT YOUR WATER

If you have any questions or comments about your drinking water, we invite you to contact our Water Treatment Plant Laboratory team at 919-537-4228 or our Water Supply and Treatment Manager, Monica Dodson, at 919-537-4205.

CONTACT OWASA ANYTIME

ORANGE WATER AND SEWER AUTHORITY

Public Water Supply No.: 0368010
400 Jones Ferry Road, Carrboro, NC, 27510
919-968-4421 | **info@owasa.org** | **owasa.org**

@OWASA_NC
Orange Water and Sewer Authority
Orange Water & Sewer Authority

EPA SAFE DRINKING WATER HOTLINE

1-800-426-4791

