2017 Annual Water Quality Report Card

Orange Water and Sewer Authority, 400 Jones Ferry Road, Carrboro, NC 27510

2017 Water Quality Report

We are pleased to provide this report on the quality of our drinking water in 2017. We are committed to supplying excellent water for our community's quality of life, health, safety, and economic vitality.

In 2017, we treated about **2.5 billion** gallons of drinking water, an average **6.8 million** gallons per day, in accordance with Federal standards under the Safe Drinking Water Act and related State standards.

We routinely test for over **150 substances** in our drinking water. The substances we found in 2017 are listed in the table on page 2.

Substances Found in the Orange Water and Sewer Authority's Drinking Water in 2017

(Public Water System Identification Number: 03-68-010) Please see the definitions on page 3.

Substance and Unit Measurement	MCL Violation?	Highest Level Detected (except as noted)	Range Detected	Highest Level Allowed (MCL)	Highest Level Goal (MCLG)	Major Source in Drinking Water
Lead and Copper						
Copper (ppm) (90th percentile)	No	0 (90th percentile)	0/30 (sites above AL/total sites)	AL = 1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90th percentile)	No	0 (90th percentile)	0/30 (sites above AL/total sites)	AL = 15	0	Corrosion of household plumbing systems; erosion of natural deposits
Microbiological Substances						
Total Coliform Bacteria (presence)	N/A	N/A	N/A	TT‡	N/A	Naturally present in the environment
‡ *If a system collecting 40 or more samples per month finds greater than 5% of monthly samples are positive in one month, a Level 1 or Level 2 Assessment is required. No assessments were required in 2017.*						
Turbidity (NTU)	No	0.200 (100% of samples were below 0.3)	0.014 - 0.200 (average of 0.046)	TT = 1 NTU or less than 95% of monthly turbidity measurements are ≤ 0.3 NTU†	N/A	A measure of the cloudiness of water. Turbidity may be caused by inorganic soil particles or fragments of organic matter that can interfere with treatment.
† *The turbidity rule requires that 95% or more of the monthly samples must be less than or equal to 0.3 NTU.*						
Radiological Substances						
Combined Radium (pCi/L)	No	0.33	No range	5	0	Erosion of natural deposits
Inorganic Substances						
Fluoride (ppm)	No	0.6*	No range	4**	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories***
* *OWASA temporarily suspended fluoridation of our drinking water from February 2 through October 9 while safety and reliability improvements were made to our fluoride feed system. The level of fluoride in our drinking water during this time was less than 0.1 parts per million. Beginning on October 10th OWASA resumed fluoridation of our drinking water. The sample reported above was collected once fluoridation had resumed.*						
** *The fluoride level in our water in 2017 was well below the maximum allowed (4 parts per million). The US Public Health Service's recommended fluoride level is 0.7 part per million.*						
*** *In accordance with Federal requirements, our annual Water Quality Report Cards include a statement that potential sources of fluoride in drinking water include erosion of natural deposits; water additive which promotes strong teeth; [and] discharge from fertilizer and aluminum factories. However, there are no fertilizer or aluminum factories in the watersheds of our Cane Creek Reservoir and University Lake.*						
Sulfate (ppm)	No	49	No range	250 (Secondary MCL)	N/A	A mineral that occurs naturally in soils
Synthetic Organic Substances						
Benzo(a)pyrene (PAH) (ppt) (last tested in 2015)	No	20	<20 - 20	200	0	Leaching from linings of water storage tanks and water pipes
Disinfectants and Disinfection Byproducts						
Total Haloacetic Acids (HAA5) (ppb)	No	15.2 (highest LRAA*)	Individual Sample Site Results (ppb)	60	N/A	Byproduct of disinfecting drinking water with chlorine or chlorine-ammonia compound (chloramines)
Individual Sample Site Locations						
B01			7.2 – 19.6			
B02			7.3 – 20.2			
B03			7.2 – 18.5			
B04			8.7 – 19.2			
B05			8.1 – 20.4			
B06			7.3 – 17.4			
B07			7.8 – 19.5			
B08			7.1 – 17.0			
Total Trihalomethanes (TTHM) (ppb)	No	26.6 (highest LRAA*)	Individual Sample Site Results (ppb)	80	N/A	Byproduct of disinfecting drinking water with chlorine or chlorine-ammonia compound (chloramines)
Individual Sample Site Locations						
B01			13.1 – 26.7			
B02			14.3 – 30.2			
B03			12.6 – 28.3			
B04			15.4 – 30.4			
B05			14.6 – 29.9			
B06			13.9 – 30.5			
B07			12.8 – 27.8			
B08			11.8 – 27.0			
* *LRAA for quarters 1-3 are based on results from previous quarters not reported on this table.*						
Bromodichloromethane (ppb)	No	2.7	No range	Not regulated	Not regulated	Byproduct of disinfecting drinking water with chlorine or chlorine-ammonia compound (chloramines)
Chloroform (ppb)	No	3.4	No range	Not regulated	Not regulated	
Chlorodibromomethane (ppb)	No	1.1	No range	Not regulated	Not regulated	
Chloramines (ppm)	No	3.02 (average for Jan.-Feb. and April-Dec.)	0.20 – 3.80 (range for Jan.-Feb. and April-Dec.)	MRDL = 4	MRDLG = 4	Compound of chlorine and ammonia used to control microbes
Chlorine (ppm)	No	1.22 (average during chlorine-only disinfection in March)	0.02 – 2.70 (range during chlorine-only disinfection in March)	MRDL = 4	MRDLG = 4	Water additive used to control microbes
Disinfection Byproduct Precursors						
Total Organic Carbon (removal ratio) – **TREATED WATER**	No	1.82 (running annual average Removal Ratio)	1.71 - 1.97 (range of monthly Removal Ratios)	TT	N/A	Naturally present in the environment

The Compliance Method used to comply with the Disinfectants and Disinfection Byproducts (D/DBP) treatment technique (TT) requirements is classified by the State as Step 1 and based on 45-50% removal.

Definition of Words and Phrases in the Table of Substances Found in our Water

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

Disinfection Byproducts (DBPs) - substances such as haloacetic acids and trihalomethanes, which are formed when chlorine or chloramines used to disinfect drinking water react with organic compounds naturally present in lake water. Federal standards require public water systems to limit the levels of haloacetic acids and trihalomethanes because they could be harmful at high levels over a lifetime of exposure.

Disinfection Byproduct Precursors - organic carbon compounds that can combine with disinfectants (chlorine and chloramines) to form haloacetic acids and trihalomethanes as discussed above.

Locational Running Annual Average (LRAA) – the average of 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 study of the water system, which is required if more than 5% of monthly samples are positive for total coliform bacteria, to identify potential problems and determine (if possible) why total coliform bacteria have been found in a water system.

Level 2 Assessment - a very detailed study of the water system, which is required if *E. coli* bacteria are found in the water system and/or if total coliform bacteria have been found in a water system on multiple occasions, 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 a water system on multiple occasions.

Maximum Contaminant Level Goal (MCLG) - the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Contaminant Level (MCL) - the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. MCLs are set at very stringent levels. A person would have to drink 2 liters (about two quarts) of water at the MCL level every day for a lifetime to have a one-in-a-million chance of having adverse health effects from many regulated 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 using disinfectants to control microbial contaminants.

Maximum Residual Disinfectant Level (MRDL) - the highest level of a disinfectant allowed in drinking water. Disinfection is necessary to control microbial contaminants (germs) in drinking water.

Nephelometric Turbidity Unit (NTU) - a measure of cloudiness in water. Turbidity of 5 NTU is barely noticeable to the average person.

Parts per billion (ppb) - one part per billion corresponds to about one minute in 2,000 years, or one penny in $10 million. One ppb is equivalent to 1 microgram per liter (µg/L).

Parts per million (ppm) - one part per million corresponds to about one minute in two years, or one penny in $10,000. One ppm is equivalent to 1 milligram per liter (mg/L).

Parts per trillion (ppt) - one part per trillion corresponds to one minute in 2,000,000 years, or a single penny in $10 billion.

Picocuries per liter (pCi/L) - measure of the radioactivity in water.

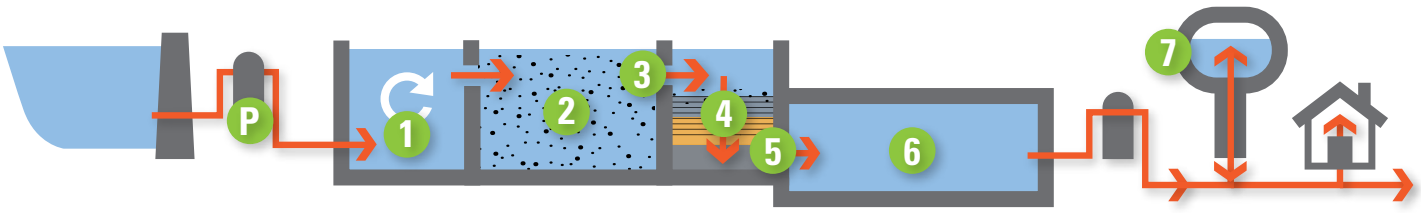
Removal Ratio - measure of the effectiveness of total organic carbon removal during our water treatment process. This ratio should be greater than or equal to 1.0. The Removal Ratio is the Federally required reporting unit for total organic carbon.

Secondary Maximum Contaminant Level - a guideline for aesthetic (taste and odor), rather than health purposes.

Treatment Technique (TT) - a required process intended to reduce the level of a contaminant in drinking water.

Drinking Water Treatment

Supply	Treatment	Distribution



P Pump Station
Water from University Lake or the Cane Creek Reservoir is pumped to our Jones Ferry Road Water Treatment Plant.

1 Mixing
When the water enters our plant, powdered carbon and ferric sulfate are mixed into the water to make solid particles clump together and to improve the taste and odor of the water.

2 Clarification
Water then flows to either a "pulsator," which separates solids for removal; or settling basins, where solids settle out of the water.

3 Disinfection
As water flows to filters, chlorine in the form of liquid bleach is added for initial disinfection.

4 Filtration
Water flows down through filters with layers of sand and anthracite coal, where additional particles are removed from the water.

5 Post Treatment
We add fluoride for dental health, and a chemical to adjust the pH (acidity/alkalinity) of the water to the right level.

6 Clearwell
The water flows to our 1.5 million gallon "clearwell" tank for temporary storage. Ammonia is added to the water and the ammonia combines with chlorine to form "chloramines" to further disinfect the water. Water is then pumped into the water lines throughout our community and to our water storage tanks.

7 Water Tank
Elevated tanks help maintain pressure to deliver water to your tap through our network of about 390 miles of public water mains. The water tanks also help ensure that water is available to fight fires and to meet peak demand by our customers.

Drinking Water Quality—Basic Information

Drinking water, including bottled drinking 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 U.S. Environmental Protection Agency's (EPA) Safe Drinking Water Hotline: **800.426.4791** or at webpage: **epa.gov/your-drinking-water**.

To ensure that tap water is safe to drink, the EPA limits the amount of certain contaminants in water from public drinking water systems. The U.S. Food and Drug Administration sets limits for contaminants in bottled water, which must provide the same protection for public health.

Chloramine Disinfection

We disinfect our water with chloramines, a compound of chlorine and ammonia, in all months except March, when we instead use chlorine to ensure a high level of disinfection. Chlorine is a more intense disinfectant than chloramines.

Chloramines and chlorine are toxic to fish and amphibians such as frogs. If you have an aquarium filled with OWASA water, please contact a pet supply store for advice on how to neutralize chloramines and chlorine to protect fish and amphibians.

Please use rubber materials in your home and business plumbing that are chloramine-resistant. Examples include: toilet flappers, flexible hoses/connectors, washers, and gaskets.

For more information, please visit our webpage: **owasa.org/drinking-water-treatment-and-disinfection** or contact our **OWASA Laboratory staff** at **919.537.4228** or send an e-mail to **WTPLaboratory@owasa.org**.

Using Brass with a Low Percentage of Zinc

In plumbing fittings, it is important to use brass with a low percentage of zinc. Brass that contains a high amount of zinc may be susceptible to a type of corrosion known as dezincification.

Current national plumbing codes require that brass used in many plumbing applications either contain a low amount of zinc (less than 15%) or meet dezincification resistance standards (known as DZR or dezincification resistant brass).

Additional Characteristics of our Drinking Water

- **Our drinking water is soft**. Its calcium carbonate level is 28 parts per million, or about 2 grains per gallon of water.
- **Our water is slightly alkaline**. It normally has a pH of about 8.2 to 8.6, but during chlorine disinfection in March, the pH of our water declines to 7.3 to 7.5. (A pH of 7 indicates a neutral substance, pH under 7 indicates acidity, and pH over 7 indicates alkalinity).
- **Sometimes our water is discolored or may contain air bubbles**. During water line repairs, firefighting, and the release of water from hydrants, particles of iron and other minerals can be stirred up in water pipes, resulting in discoloration. Air bubbles may also be present following temperature changes or repair work. Running cold water in a bathtub for 5 to 10 minutes usually clears up the discoloration or bubbles. If the water does not clear up, please call us at **919.968.4421**.

Where do Contaminants Come From?

The sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells.

As water travels over the surface of land or through the ground, the water dissolves naturally-occurring minerals and, in some cases, radioactive material. Water can also pick up substances resulting from the presence of animals or human activity. Contaminants that may be present in water before it is treated include:

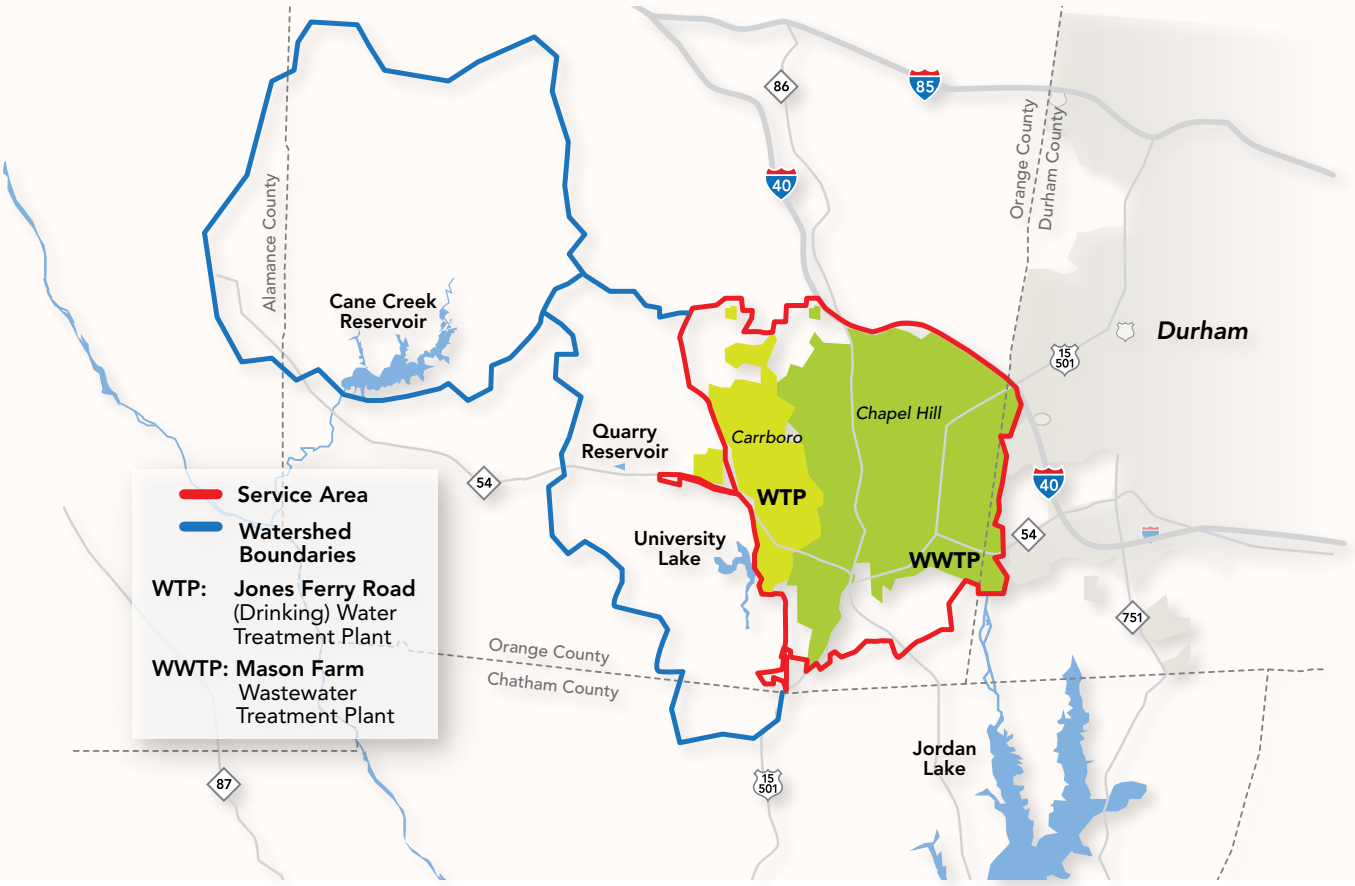
- Microbial contaminants such as viruses and bacteria, which may come from wastewater treatment plants, septic systems, pets, agricultural livestock operations, and wildlife.
- Inorganic contaminants such as salts and metals, which may be naturally present in water or may result from stormwater runoff, 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, stormwater runoff, and residential uses.
- Organic chemical contaminants including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations and stormwater runoff from paved and other impervious surfaces.
- Radioactive contaminants, which may be naturally-occurring or result from oil and gas production and mining activities.

Where Does our Water Come From?

The Carrboro-Chapel Hill community has four water sources, which are in the Cape Fear River watershed:

- The **Cane Creek Reservoir**, which is about eight miles west of Carrboro on the north side of NC 54 just west of Stanford Road (storage capacity of about 3 billion gallons).
- **University Lake**, which is on the west side of Carrboro (capacity of about 450 million gallons).
- The **Quarry Reservoir,** which is about two miles west of Carrboro on the north side of NC 54 (capacity of about 200 million gallons).
- **Jordan Lake** in Chatham County. The NC Environmental Management Commission has given us an allocation of Jordan Lake capacity equal to about 5 million gallons per day, which we use only in severe droughts and operational emergencies. We can receive treated water from Jordan Lake through the Town of Cary and City of Durham water systems, which are connected to enable water transfers.

Beginning around 2030, we expect to expand the **Quarry Reservoir** to provide a capacity of at least 2.2 billion gallons. Filling the expanded quarry will take a few years.



Help Protect your Source Water

Protecting water quality is everyone's responsibility. To protect water in our lakes, we:

- Support stringent zoning and land use controls in the watersheds;
- Purchased property and conservation easements in watershed areas that are critical for water quality protection;
- Prohibit body contact with lake water and minimize use of gasoline engines in our lakes; and
- Limit extension of public water and sewer service in the Cane Creek Reservoir and University Lake watersheds.

You can help protect water by:

- Volunteering to monitor stream water quality or participate in stream clean-up work;
- Properly fertilizing your landscape;
- Sweeping up debris instead of washing a driveway, walkway, etc.;
- Directing water from downspouts to vegetated areas or a rain barrel; and
- Limiting use of chemicals and properly disposing of them.

Source Water Assessment Program Results

The N.C. Department of Environmental Quality (DEQ), Public Water Supply (PWS) Section, Source Water Assessment Program (SWAP) has done assessments for all drinking water sources in North Carolina. The purpose of the assessments was to determine the susceptibility of each source to Potential Contaminant Sources (PCSs). The results of the assessment are available in SWAP Assessment Reports that include maps, background information and a susceptibility rating of Higher, Moderate, or Lower.

The susceptibility rating of each water source for OWASA 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 in the watershed and its delineated assessment area). The SWAP findings are summarized below:

Susceptibility of OWASA's Water Sources to Potential Contaminant Sources

Water Source	Susceptibility Rating
Cane Creek Reservoir	Moderate
University Lake	Moderate

The complete SWAP Assessment report for OWASA may be viewed on the web at **ncwater.org/?page=600**. Please 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 report was prepared.

For a printed copy of this report, please mail a request to:
Source Water Assessment Program – Report Request, 1634 Mail Service Center, Raleigh, NC 27699-1634, or e-mail your request to **swap@ncdenr.gov**.

Please indicate your water system name (OWASA), OWASA's public water supply number (03-68-010), and provide your name, mailing address, and phone number. If you have any questions about the SWAP report, please contact the **NC Source Water Assessment** staff at **919.707.9098**.

It is important to understand that a susceptibility rating **does not** imply poor water quality, only the system's potential to become contaminated by PCSs in the assessment area.

Water Conservation

- Reduces our community's risks in droughts.
- Reduces the need for costly expansion of water and sewer system capacities.
- Reduces our use of chemicals and energy to treat and pump water and wastewater.
- Reduces greenhouse gas emissions related to conventional energy use to treat and pump water and wastewater.
- Reduces your monthly water and sewer costs.

For more information: please contact us at **info@owasa.org** or **919.968.4421** or visit the water conservation section on our website: **owasa.org/conservation-and-education**.

What is Cryptosporidium?

Cryptosporidium is a microbial parasite which comes from human and animal wastes and is found in surface water such as lakes throughout the U.S. Symptoms of infection by Cryptosporidium include nausea, diarrhea, and abdominal cramps. Although Cryptosporidium can be removed by filtration, the most commonly used filtration methods cannot guarantee 100% removal. We monitor our lake water and treated drinking water for these organisms.

Most healthy individuals are able to overcome the disease within a few weeks. However, people with compromised immune systems have more difficulty and are at greater risk of developing severe, life-threatening illness. People with compromised immune systems are encouraged to consult their doctors regarding appropriate precautions to prevent infection. Cryptosporidium must be ingested for it to cause disease, and it may be spread through means other than drinking water.

Monitoring our Water for Cryptosporidium

We test 100 liters of our treated drinking water annually for Cryptosporidium, and it has not been detected.

In 2017, we monitored our untreated lake water monthly from January through August for Cryptosporidium and found an average of zero oocysts per 10 liters, with all samples having zero oocysts per liter. An oocyst is a thick-walled reproductive particle which is dormant (non-growing) and can survive for lengthy periods in unfavorable conditions. Current test methods do not enable us to determine whether the organisms detected are dead or whether they are capable of causing disease.

February 2017 Water Emergency

In February 2017, a series of events led to a large-scale water emergency in our community, resulting in **Do-Not-Use and Do-Not-Drink** directives for the entire service area that remained in effect for over a day. These directives were required to protect public health and the water supply. OWASA deeply appreciates the cooperation and understanding of our customers, who experienced disruption and hardship. The OWASA team is committed to providing excellent service including continuous improvements to the reliability and resiliency of our services. For more information on the February 2017 water emergency please visit our website **owasa.org/2017-water-emergency**.

Spring 2017 Taste and Odor

In May and June 2017, a compound (MIB or 2-methylisoborneol) produced by naturally occurring algae in our reservoirs resulted in earthy, musty taste and odor to our drinking water. OWASA drinking water remained safe throughout this event, though the aesthetics were not of the high quality we strive to achieve. Our treatment process removes algae and other particles, but some organic compounds such as MIB can remain. We increased monitoring of algal trends and taste and odor compounds in the reservoirs to better anticipate necessary treatment changes to minimize the risk of future incidents.

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 people with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly people and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

Guidelines of the U.S. Environmental Protection Agency (EPA) and Centers for Disease Control and Prevention (CDC) on lessening the risk of infection by Cryptosporidium and other microbial contaminants are available from the **EPA's Safe Drinking Water Hotline**, at **800.426.4791**. (Please see additional information in this report about Cryptosporidium.) Water which has received extra filtration (reverse osmosis) and is disinfected with ultraviolet light is available at supermarkets in our community.

Lead and your Health

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water comes 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. Plumbing code limits for lead in solder and fixtures were tightened in 1986 to reduce the potential for lead to dissolve from pipes, solder or fixtures into drinking water.

When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap (running water through the faucet) 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 (please see additional information below).

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the **EPA's Safe Drinking Water Hotline** at **800.426.4791**, or **epa.gov/safewater/lead**.

How does lead get into drinking water?

Lead is not typically found in sources of drinking water supplies such as lakes. However, lead can enter drinking water from corrosion of lead solder in plumbing systems installed before 1986, or corrosion of lead in other materials. (The safety standards for solder changed in 1986.)

What does OWASA do to minimize corrosion and the release of lead?

We have an effective corrosion control program which includes properly managing the drinking water chemistry and adding a phosphate compound. The phosphate forms a protective coating inside pipes and fixtures to control corrosion in our public water system and in private plumbing. In the 1990s, we removed all known lead pipes from our water system.

Jones Ferry Road Water Treatment Plant.

Testing our Drinking Water for Lead

The Federal limit on lead in drinking water is a maximum of 15 parts per billion (ppb) in at least 90% of the samples tested. (One part per billion corresponds to one penny in $10 million.) Our testing results are significantly better than this standard.

We regularly test our water as it leaves the Jones Ferry Road Water Treatment Plant. For over 20 years, all of these lead test results have been less than the detectable level of 3 ppb. In accordance with Federal and State standards, we also test every three years for lead in tap water at 30 homes built between 1983 and 1985.

The results from this testing in 2017 were that 90% of samples tested below the detectable level of 3 ppb. In 29 of the 30 water samples, lead was below the detectable level of 3 ppb. We found lead in one sample at a level of 4 ppb, which is below the Federal action level of 15 ppb.

Additionally, in response to requests from customers in 2017, we tested tap water for lead in 15 homes and businesses. In 14 of the water samples, lead was below the detectable level of 3 ppb. We found lead in one sample at a level of 4 ppb, which is below the Federal action level of 15 ppb.

For more information, including how you can have the water in your home tested for lead at no charge, please visit our webpage **owasa.org/lead-copper-and-drinking-water**, contact the **OWASA Laboratory staff** at **919.537.4228** or send an email to **WTPLaboratory@owasa.org.**

Testing for Unregulated Compounds

The US Environmental Protection Agency (EPA) periodically requires water utilities (including OWASA) to test drinking water for various compounds which could become subject to new Federal standards. OWASA has participated in the previous three rounds of monitoring and will continue to participate in future monitoring. Results are published in the Annual Water Quality Report Card of the year in which monitoring occurred.

For more information, please contact the **OWASA Laboratory staff** at **919.537.4228**, send an e-mail to **WTPLaboratory@owasa.org** or visit **owasa.org/testing-for-unregulated-compounds**.

Getting Involved in Water Issues

You can get involved in water resource issues at the local, State, and national level. Being informed is the first step in being an effective participant. You can learn about water resource issues from:

- news media;
- books in the library;
- websites such as those of the U.S. Environmental Protection Agency and American Water Works Association; and
- OWASA (telephone: **919.968.4421** or e-mail: **info@owasa.org**; or visit our website: **owasa.org**).

If you have an e-mail address, we would be glad to send you our electronic notices and news releases about topics of interest to you. We invite you to contact us at **919.537.4241** or **info@owasa.org** about the topics you are interested in. We also invite you to follow OWASA on Twitter at **@owasa1**.

Expressing your views at public meetings, by contacting public officials, etc. is important when improvements, plans, policies, and standards affecting water quality and watershed protection are needed or proposed. We invite you to attend and participate in meetings of the OWASA Board of Directors, which makes decisions on plans, policies, and rates and fees, and adopts the annual budget for our water and wastewater services.

The OWASA Board of Directors has work sessions at 6 PM on the second Thursdays of most months in the Community Room on the lower floor of the OWASA Administration Building, 400 Jones Ferry Road, Carrboro; and holds business meetings at 7 PM on the fourth Thursdays of most months at the Chapel Hill Town Hall, 405 Martin Luther King Jr. Boulevard. Meetings at Town Hall are televised on channel 18 of the local cable television system and meetings at the OWASA Administration Building are live streamed via Microsoft Skype. See **owasa.org/board-of-directors-meetings** for meeting schedules, agenda materials, and instructions for live streaming.

OC Alerts—the Best Way to Reach you Quickly in an Emergency

In an emergency, our best way to quickly reach you is the **OC Alerts** messaging system operated by Orange County, Chapel Hill, Carrboro, and OWASA.

OC Alerts enables us to reach OWASA customers by telephone, text, and e-mail using the contact information in our billing system. However, phone numbers and e-mail addresses in our billing system could be out of date. Therefore, we strongly encourage you to contact our **Customer Service staff at 919.537.4343 or info@owasa.org** whenever there is a need to update your contact information.

OC ALERTS
If we can't reach you, we can't alert you.

We also invite you to register for OC Alerts by going to **http://tinyurl.com/kbwwfpv**, especially if you have an unlisted number such as a cell phone number. Orange County's emergency communications or "**911**" center uses a database of listed telephone numbers so many phone numbers are not in this system.

National Award from the Partnership for Safe Water

In 2017, OWASA received two prestigious awards from the American Water Works Association (AWWA), in recognition of OWASA's commitment to maintaining and delivering the highest possible drinking water quality. For the 7th consecutive year, OWASA was awarded the **Excellence in Water Treatment Award** from the **Partnership for Safe Water**. As of 2017, OWASA is one of only sixteen utilities in the nation to have earned this award.

OWASA was also awarded the **Presidents Award for Distribution System Operation** for the Partnership. OWASA is one of only three utilities in the nation to achieve this award.

The **Partnership for Safe Water** provides a voluntary self-assessment and optimization program for water treatment plant and distribution operations. The **Partnership** includes the U.S. Environmental Protection Agency, American Water Works Association, Association of Metropolitan Water Agencies, Association of State Drinking Water Administrators, National Association of Water Companies, Water Research Foundation, and more than 250 utilities serving more than 100 million people. Participants are committed to the **Partnership's** goals of providing safe, high-quality drinking water through operational excellence in water treatment.

For More Information

If you have any questions or comments about our drinking water, we invite you to contact our **Water Treatment Plant Laboratory Supervisor** at **919.537.4227** or our **Water Supply and Treatment Manager** at **919.537.4232**; visit our website: **owasa.org**; or send us a letter: 400 Jones Ferry Road, Carrboro, NC 27510; or an e-mail: **info@owasa.org**.
We welcome your questions and feedback!

OWASA

A public, non-profit agency providing water, sewer and reclaimed water services to the Carrboro-Chapel Hill community.

Orange Water and Sewer Authority
Public Water Supply No.: 03-68-010

400 Jones Ferry Road
Carrboro, NC 27510
919.968.4421 | info@owasa.org
owasa.org | @owasa1
EPA's Safe Drinking Water Hotline: 800.426.4791