



# A DAY IN THE LIFE OF MILLIE ZENO- CHAPMAN



**MILLIE ZENO-CHAPMAN MADE HER WAY** to OWASA as a Water Treatment Plant Operator after serving in the Army National Guard. At OWASA, Millie could translate the skills she had developed into her new career.

“I was looking to get into the civilian side of water treatment,” Millie says. “OWASA gave me an opportunity to do that.”

Originally from Richmond, Virginia, Millie served in the National Guard for six years, working as a water treatment specialist and chemical equipment mechanic. The importance of her work on our community is something Millie recognizes every day.

“Everyone uses water!” Millie says. “It’s a big responsibility to make sure I provide aesthetically pleasing, safe water to drink and use. Every day, kids are drinking it, the hospital uses it.”

Millie is part of the OWASA team keeping water in our community safe.

Along with visiting family back in Virginia, Millie also enjoys playing video games, as well as benefiting from the work she does with OWASA by visiting the local lakes.



# CARRBORO-CHAPEL HILL'S COMMUNITY WATER SYSTEM



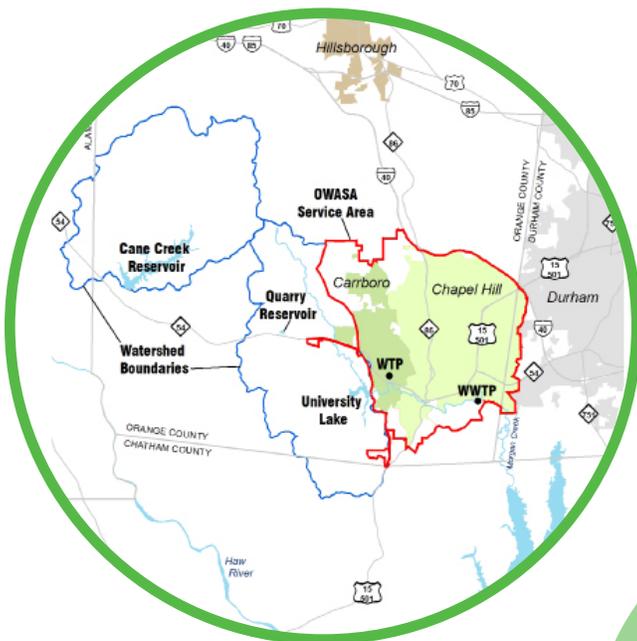
## Where does your water come from?

Tranquil University Lake at the edge of Carrboro is one of OWASA's primary water sources; the other is Cane Creek Reservoir. The collective storage capacity of these sites is 3.45 billion gallons. OWASA's engineers, operators, distribution and collections crews, scientists, administrative staff and more work behind-the-scenes to deliver safe and reliable water. Every day, they treat about 7 million gallons of water and pump it through 400 miles of pipes – from local water sources to OWASA's treatment plant – to local homes, schools, and businesses.

To ensure reliable access to water for customers long into the future, OWASA has secured two additional water sources: the Quarry Reservoir, on the north side of NC Highway 54 (current capacity: 200 million gallons, by 2030: 2.2 billion). The other is Jordan Lake in Chatham County, where the NC Environmental Management Commission has allocated OWASA 5 million gallons of water per day (accessible via water transfers through neighboring utilities), in times of severe drought or emergency.

All four surface water sources (University Lake, Cane Creek Reservoir, Quarry Reservoir, and Jordan Lake) are part of the Cape Fear River watershed.

## OWASA SERVICE MAP



University Lake

# TRENDING TOPICS IN WATER



## **SAVE WATER, SAVE MONEY WITH AGUA VISTA**

Track your water use with Agua Vista, your dedicated web portal where you can view your water data. Plus, get tips on how you can conserve water and set alerts for leaks and bill forecasts – savings for the planet and your pocketbook!

OWASA recently upgraded more than 20,000 water meters to be able to capture near real-time data on local water use. Agua Vista means “water in sight.” When we see how much water we use and save, the more we can sustain this vital resource together. We are thrilled to report that more than 40% of OWASA customers have registered for Agua Vista so far.

Visit [owasa.org](http://owasa.org) to access Agua Vista. Register your OWASA account number and start saving.

## **SYSTEM RESILIENCY**

Investing in water and wastewater infrastructure is investing in the community. Each year, OWASA invests about \$20 million in capital improvement projects – upgrading pipes, pumps, equipment, and more – to increase system resiliency. Nearly 50% of customer rates fund these critical projects.

OWASA has dedicated more of our team to regular maintenance throughout the system. We prioritize replacement of underground water and wastewater pipe to continue providing high-quality, reliable services and make responsible investments of our customer funds.



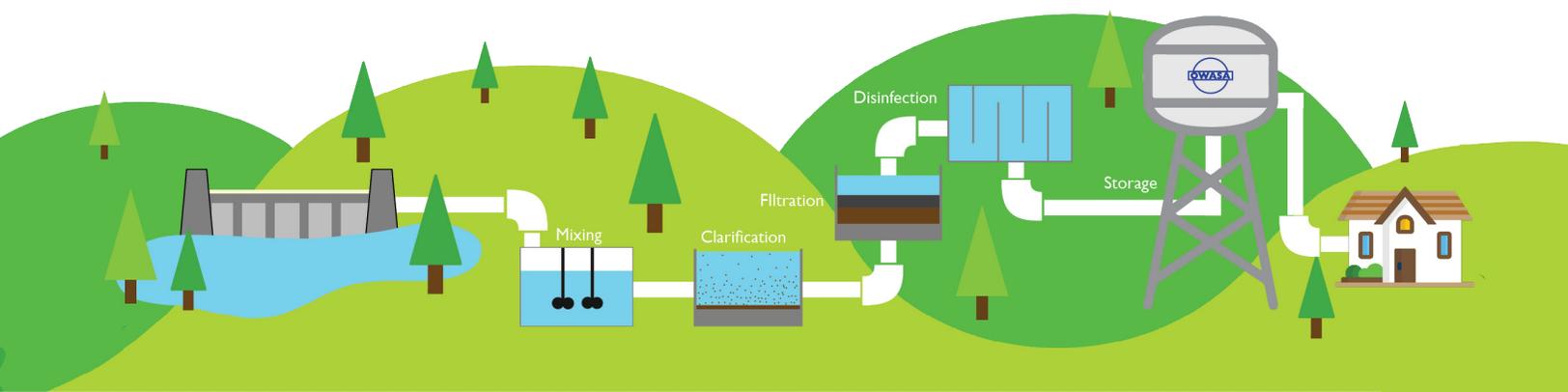
# THE WATER TREATMENT PROCESS

## AFTER RAW WATER IS PUMPED

from University Lake and Cane Creek Reservoir to OWASA's water plant, it goes through a series of treatment processes to remove particles such as dirt and add substances such as chlorine to mitigate for potentially harmful bacteria. These are some of the substances we monitor to ensure your water is safe: turbidity, total organic carbon, disinfectants and their byproducts, fluoride, sulfate, and more. View results from all 150 substances that we monitor and our full Water Quality Report Card at [owasa.org](http://owasa.org). OWASA met or surpassed all Federal and State standards for drinking water quality in 2019.

## WHAT'S IN OWASA'S WATER?

Most of the data presented below are from tests done January 1 through December 31, 2019. There are some exceptions: the EPA and State allow water utilities to monitor some contaminants less than once per year because their concentrations are not expected to vary significantly year-to-year. Where noted, some data is more than one year old. We know the science of water can be complex, so we've also included a list of drinking water definitions.



# WHAT IS A CONTAMINANT?

**CARRBORO AND CHAPEL HILL'S PRIMARY WATER SOURCES** are University Lake and Cane Creek Reservoir. As water travels over the land's surface or through the ground, it dissolves naturally occurring minerals (in some cases, radioactive material) and can pick up substances, or contaminants, from the presence of animals 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, agricultural livestock operations, 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 AND HERBICIDES** may also come from urban stormwater runoff, residential uses, 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 the result of oil and gas production and mining activities.

## REGULATORY GUIDELINES

To ensure tap water is safe to drink, the Environmental Protection Agency (EPA) has regulations limiting the amount of contaminants that can be present in water provided by public systems. Drinking water may reasonably be expected to contain small amounts of some contaminants. In other words, 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 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](http://www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-information). Bottled water is not regulated by the EPA; it is the Food and Drug Administration that establishes limits for contaminants in bottled water.



# PROTECT THE WATER

**WHAT YOU POUR DOWN THE DRAIN IN YOUR HOME** or the storm drain in the street, what you flush down the toilet, how you fertilize your lawn – these all impact water quality. Wastewater treatment processes, regulated by the State and Federal governments, remove many of these contaminants. But traces of chemicals that get sprayed on the ground or pharmaceuticals flushed down the drain can end up in local waterways.

You can help protect your community's water in so many ways. For example, by sweeping debris that collects in your walkway or driveway (instead of washing it), disposing of chemicals and pharmaceuticals responsibly (not down a drain or toilet), and properly fertilizing your landscape – if you use too much, it can runoff into a local waterway. Learn more ways to protect, and conserve, water at [owasa.org](http://owasa.org).



# WHAT'S IN OWASA'S WATER?

OWASA routinely monitors for over 150 contaminants, or substances, in the community's drinking water, in accordance with Federal and State laws. The tables below list the contaminants detected in our most recent round of sampling for each contaminant group. To access results from all 150 substances tested, please visit [owasa.org/water](http://owasa.org/water). OWASA met or surpassed all Federal and State standards for drinking water quality in 2019.

## TURBIDITY

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 our monthly samples must be less than or equal to 0.3 NTU. OWASA meets this requirement.

Substance (units)	Treatment Technique Violation Y/N	Your Water	MCLG	Treatment Technique Violation If:	Likely Source
Turbidity (NTU) - Highest single turbidity measurement	No	0.340 NTU	N/A	Turbidity > 1 NTU	Soil runoff
Turbidity (NTU) - Lowest monthly percentage (%) of samples meeting turbidity limits	No	98.4%	N/A	Less than 95% of monthly turbidity measurements are ≤ 0.3 NTU	Soil runoff

## RADIOLOGICAL SUBSTANCES

Radium is a naturally occurring radioactive metal. It occurs at trace levels in virtually all rock, soil, water, plants and animals.

Substance (units)	Sample Date	MCL Violation Y/N	Your Water	Range Detected	MCLG	MCL	Likely Source
Combined radium (pCi/L)	6/14/17	No	0.33	No Range	0	5	Erosion of natural deposits

## TOTAL ORGANIC CARBON (DISINFECTION BYPRODUCT PRECURSOR)

Natural organic matter (usually measured as Total Organic Carbon (TOC)) and inorganic matter (bromide) are disinfection byproduct precursors. All commonly used chemical disinfectants (e.g. chlorine, chlorine dioxide, chloramines, and ozone) react with organic matter and/or bromide to varying degrees to form different disinfection byproducts.

Substance (units)	TT Violation Y/N	Your Water (RAA Removal Ratio)	Range Monthly Removal Ratio Low - High	MCLG	TT	Likely Source
Total Organic Carbon (removal ratio) (TOC)-TREATED	No	1.93	1.82 – 2.00	N/A	TT	Naturally present in the environment

Note: The compliance method used to comply with the disinfectants and disinfection byproducts treatment technique requirements is classified by the State as Step 1 and based on 45-50% removal.

## DISINFECTANTS AND DISINFECTION BYPRODUCTS

Drinking water is disinfected to reduce or eliminate illnesses potentially acquired through drinking water. Disinfection byproducts can form when disinfectants combine with naturally occurring materials found in source water. These regulations limit public exposure to such byproducts.

### Disinfectant residuals summary

Chloramine, a compound of chlorine and ammonia, is used to disinfect the water throughout the year except in the month of March when we switch to chlorine. This ensures a high level of disinfection. Chloramines 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 chloramines and chlorine. Please also use rubber materials in your plumbing that are chloramine-resistant; for example, 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)	2019	No	1.45	0 – 2.15	4	4.0	Water additive used to control microbes
Chloramines (ppm)	2019	No	2.9	0.3 – 3.9	4	4.0	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	2019	No	21.5	10.6 – 21.8	N/A	80	Byproduct of drinking water disinfection
	B02	2019	No		12.5 – 26.9			
	B03	2019	No		11.2 – 23.9			
	B04	2019	No		12.4 – 26.9			
	B05	2019	No		12.0 – 27.6			
	B06	2019	No		12.6 – 25.9			
	B07	2019	No		12.0 – 24.0			
	B08	2019	No		10.8 – 24.3			
HAA5 (ppb)	B01	2019	No	14.1	6.9 – 15.5	N/A	60	Byproduct of drinking water disinfection
	B02	2019	No		6.6 – 14.7			
	B03	2019	No		5.6 – 12.5			
	B04	2019	No		7.4 – 16.5			
	B05	2019	No		7.1 – 15.2			
	B06	2019	No		6.6 – 15.3			
	B07	2019	No		6.7 – 15.8			
	B08	2019	No		5.7 – 12.9			

## FLUORIDE (INORGANIC SUBSTANCE)

Fluoride occurs naturally in water. It is also added to drinking water to reduce tooth decay. The fluoride level in our water in 2019 was well below the maximum amount allowed (4 parts per million). The US Public Health Service's recommended fluoride level is 0.7 parts per million.

Substance (units)	Sample Date	MCL Violation Y/N	Your Water	Range Detected Low - High	MCLG	MCL	Likely Source
Fluoride (ppm)	2/19/19	No	0.7	No range	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 University Lake or Cane Creek Reservoir.

## SULFATE (INORGANIC SUBSTANCE)

Sulfates occur naturally and are abundant in the environment, generally 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)	2/19/19	54	No range	250 mg/L	A mineral that occurs naturally in soils

## LEAD AND COPPER

Lead is not typically found in raw water sources such as lakes; there is no detectable level of lead in the drinking water that we provide to your home. However, it can enter drinking water from the corrosion of plumbing materials that contain lead. OWASA treats our water to prevent lead and other plumbing materials from entering drinking water through corrosion.

OWASA's water mains are not made of lead. Lead can sometimes be found in the pipes that connect homes and businesses to water mains, called service lines; OWASA has no known lead service lines. Small sections of pipe called goosenecks were used to connect some service lines to the main; OWASA removed all known lead goosenecks in the 1990s. Some plumbing components within homes and businesses can contain lead such as 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 its use was banned in 1986.

The Federal limit on lead in drinking water is a maximum of 15 parts per billion (ppb) in at least 90% of water samples tested. One ppb corresponds to one penny in \$10 million.

In accordance with Federal and State standards, we test every three years for lead in tap water at 30 homes built between 1983 and 1985. In 2017, 90% of OWASA's samples tested below the detectable level of 3 ppb. In response to customer requests in 2019, we tested tap water at 15 local homes and businesses, and at one daycare facility. Lead was detected at one of the private residences at a level of 2.5 ppb and was not detected at any of the other sites. This is well below the action level of 15 ppb. We test the water as it leaves our Water Treatment Plant as well. For over 20 years, samples have tested below the detectable level of 3 ppb. OWASA will be carrying out its next round of federal testing from June through September 2020.

Protecting our community from lead is a responsibility we share with you. Our website has information for reducing your risk of exposure to lead through drinking water.

If you have concerns, OWASA offers free lead and copper testing to customers in our service area any time outside of our regulatory testing window, which runs from June through September 2020.

The EPA is considering changes to the Lead and Copper Rule. OWASA has already implemented some of the items under consideration, but staff is continuing to monitor the proposed changes and will continue following best practices to ensure the safety of our customers.

Substance (units)	Sample Date	Your Water	Number of sites found above the AL	MCLG	AL	Likely Source
Copper (ppm) (90th percentile)	June – Sept. 2017	0	0/30	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90th percentile)	June – Sept. 2017	0	0/30	0	AL=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 home 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 EPA’s Safe Drinking Water Hotline (800-426-4791) or by visiting their website at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

## CRYPTOSPORIDIUM

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100% removal. OWASA tests its raw water sources; for example, in 2019, we found zero oocysts in our Quarry Reservoir (an oocyst is the thick-walled reproductive form of cryptosporidium which is dormant (non-growing) and can survive for lengthy periods in unfavorable conditions).

The raw water that is pumped from local lakes to OWASA’s water treatment plant undergoes a comprehensive treatment process, including steps such as disinfection and clarification. OWASA tests 100 liters of its treated drinking water annually. Cryptosporidium has not been detected in our treated drinking water.

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 Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Cryptosporidium must be ingested to cause disease, and it may 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 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.

## PER - AND POLYFLUOROALKYL SUBSTANCES (PFAS)

You may have heard the term PFAS, but what is it?

Compounds that help prevent grease and stains on materials such as clothing or cookware contain PFAS. These compounds are very persistent in the environment, meaning they don't break down, and they accumulate over time with exposure.

Protecting public health is our top priority and delivering safe water is our mission. On a quarterly basis, OWASA monitors for 45 PFAS compounds in our reservoir and drinking water. We publish these results on our website after each round of sampling. Low levels of PFOS and PFOA – two of the more-extensively produced and studied of these chemicals – have been detected in OWASA testing; drinking water samples remain well below the Environmental Protection Agency Health Advisory Level of 70 ppt for the combined total of the two compounds.

Research into the health effects of PFAS exposure is relatively recent and ongoing. OWASA is an active and contributing member of this research. You can view our monitoring results in the 2019 report card and see the newest available information at [owasa.org](http://owasa.org).

OWASA's treated drinking water is safe and meets all Federal and State regulations and health advisory levels.

PFAS Substance (units)	Year Sampled	Your Water	Range Detected	Likely Source
Perfluorobutanesulfonic acid (PFBS) (ppt)	2019	3.5	2.1 – 5.9	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)		2.3	0 – 6.0	
Perfluoroheptanoic acid (PFHpA) (ppt)		6.1	3.6 – 10.0	
Perfluorohexanesulfonic acid (PFHxS) (ppt)		2.2	0 – 4.9	
Perfluorohexanoic acid (PFHxA) (ppt)		7	4.5 – 11.0	
Perfluorooctane sulfonate (PFOS) (ppt)		3.6	2.0 – 5.9	
Perfluorooctanoic acid (PFOA) (ppt)		12.5	7.1 – 21.0	
Perfluoropentanoic acid (PFPeA) (ppt)		5	3.5 – 7.3	
Perfluoropentanesulfonic acid (PFPeS) (ppt)		0.5	0 – 2.7	

## UCMR TESTING

We are dedicated to protecting your water quality and are committed to advancing science and regulations to ensure that your water is safe. As part of that commitment, OWASA participates in a national testing program for unregulated compounds. These tests are performed by utilities across the country every few years and help inform potential future regulations by the Environmental Protection Agency as part of their Unregulated Contaminant Monitoring Rule (UCMR).

Federal regulators monitor the results of these tests to determine if and how a variety of substances should be regulated. The compounds change with each cycle of testing.

The results from previous testing by OWASA as part of this recurring program (UCMR 1, 2, and 3) are available at [owasa.org](http://owasa.org). Testing for the fourth cycle (UCMR 4) is being carried out over four consecutive quarters, which included two sampling events in 2019. Those results are available in the table below:

Substance (units)	Year sampled	Your Water	Range Detected	Likely source
Manganese (ppb)	2019	0.499	0 – 0.998	Naturally-occurring element; commercially available in combination with other elements and minerals; used in steel production, fertilizer, batteries and fireworks; drinking water and wastewater treatment chemical; essential nutrient
HAA6Br (ppb)	2019	3.44	1.78 – 4.45	Byproduct of drinking water disinfection
HAA9 (ppb)	2019	12.69	8.52 – 16.77	Byproduct of drinking water disinfection

We also tested for the following unregulated compounds as part of UCMR4 and they were not detected: germanium, alpha-hexachlorocyclohexane, chlorpyrifos, dimethipin, ethoprop, oxyfluorfen, profenofos, tebuconazole, total permethrin (cis- and trans-), tribufos, 1-butanol, 2-methoxyethanol, and 2-propen-1-ol, butylated hydroxyanisole, o-toluidine and quinoline.

## SOURCE WATER ASSESSMENT PROGRAM (SWAP) RESULTS

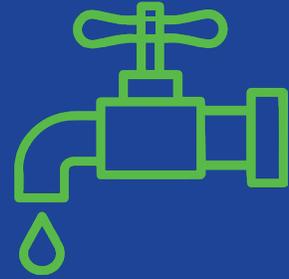
The NC Department of Environmental Quality's Source Water Assessment Program (SWAP) conducts assessments for all drinking water sources in the State to determine their susceptibility to Potential Contaminant Sources (PCSs). SWAP assessment reports include background information and a relative susceptibility rating of Higher, Moderate or Lower.

The rating of each raw water source for OWASA (University Lake and Cane Creek Reservoir) was determined by combining the contaminant rating (number and location of PCSs within the assessment area) and the inherent vulnerability rating (characteristics or existing conditions of the watershed and its delineated assessment area). Susceptibility ratings are not indicative of poor water quality, rather, 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 2017
University Lake	Moderate	September 2017

The complete SWAP Assessment report for OWASA can be accessed at [www.ncwater.org/?page=600](http://www.ncwater.org/?page=600) (enter OWASA's system ID number, 0368010, in the search function). Because SWAP reports are periodically updated, the 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 the SWAP team at 919-707-9098 or [swap@ncdenr.gov](mailto:swap@ncdenr.gov).

# DRINKING WATER DEFINITIONS



**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.

**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) -**

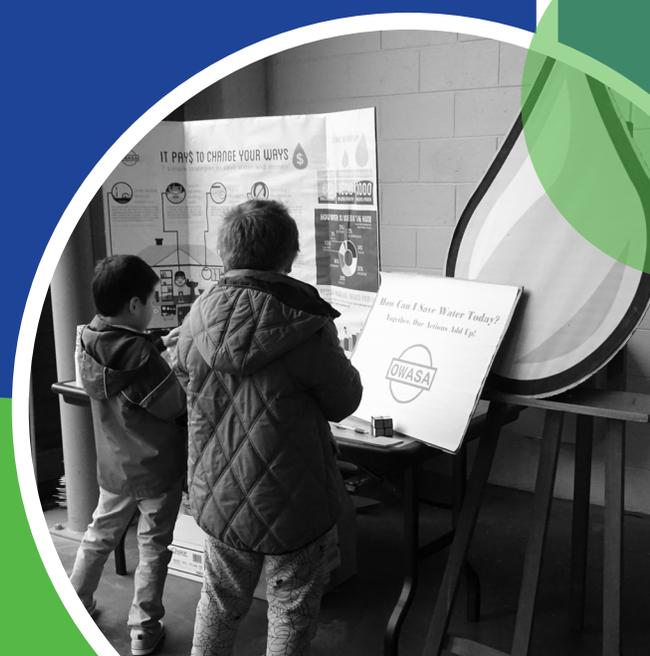
The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**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.

**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.

**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.



# THIRSTY FOR WATER KNOWLEDGE?



## PLAN A FUTURE TOUR OF THE WATER TREATMENT PLANT!

Learn how we make the water safe and return it back to the earth when you've finished using it! Unfortunately, tours of the treatment plants are temporarily suspended due to COVID-19. Please stay tuned to [owasa.org](http://owasa.org) for information on when tours will resume.

## WATER GOVERNANCE

Be part of the 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 and fourth Thursday of most months. Meetings are being held virtually due to the COVID-19 pandemic. Check [owasa.org](http://owasa.org) for the latest information.

## FOR MORE INFORMATION ABOUT YOUR WATER

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.

## 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](mailto:info@owasa.org)  
[owasa.org](http://owasa.org)  
[@OWASA1](https://www.facebook.com/OWASA1)

## EPA SAFE DRINKING WATER HOTLINE

Call 800-426-4791

