

2009 Drinking Water Quality Test Results

Over 120 substances are regularly monitored in your drinking water water according to Federal and State regulations and to produce high quality water. The table below lists all substances that were detected during the 2009 calendar year, all of which were below regulatory limits. For a more complete list of substances that were analyzed please visit our website at www.greensboro-nc.gov/water or call 373-7527.

MONITORED LEAVING THE TREATMENT PLANT

SUBSTANCE OR CHARACTERISTIC	UNIT	HIGHEST LEVEL ALLOWED MCL	IDEAL GOAL MCLG	ANNUAL COMPLIANCE TESTS	AVERAGE OF ROUTINE TESTING	RANGE OF ROUTINE TESTING	POTENTIAL SOURCE OF SUBSTANCE
Aluminum	mg/L	SS	0.20	N/A	T 0.03 M 0.05	T < 0.01-0.1 M <0.01- 0.44	Residual from the treatment process
Chloride	mg/L	SS	250	N/A	T 9.5 M 9.6	T 4.13-22.5 M 4.62-16.2	Naturally present in the environment; treatment process
Chlorine, Free residual ¹	mg/L	4.0 MRDL	4.0 MRDLG	N/A	T 1.86 M 1.91	T 1.3-2.45 M 1.19-2.53	Water additive used to control microbes
Color	CU	SS	15	N/A	T 1.1 M 1.3	T < 1-8 M < 1-8	-
Fluoride	mg/L	4.0	2.0	T 0.77 M 0.81	T 0.72 M 0.75	T 0.08-0.99 M 0.22-0.92	Water additive which promotes strong teeth
Hardness, Total ²	mg/L	NR		N/A	T 33 M 47	T 18-46 M 18-65	Natural deposits and the treatment process
Nitrate as Nitrogen	mg/L	10.0	10	T < 1.00 ND M <1.00	T .47 M .73	T .10-2.9 M .16-3.2	Fertilizer runoff; sewage; natural deposits
pH	SU	SS	6.5–8.5	T 7.04 M 7.14	N/A	T 6.8-8 M 6.8-8	–
Phosphorus, Total	mg/L	NR	N/A	N/A	T 0.35 M 0.42	T 0.04-0.49 M 0.05-0.58	Fertilizer runoff; Corrosion control treatment
Sodium	mg/L	NR	N/A	T 10.80 M 7.58	T 14.3 M 14.3	T 7.9-19.8 M 8.5–22.1	Naturally occurring minerals in the soil
Sulfate	mg/L	SS	250	T 36 M 27	T 23.5 M 23.8	T 14.4-32.8 M 14.4-31.3	Naturally occurring minerals in the soil
Total Dissolved Solids (TDS)	mg/L	SS	500	N/A	T 88 M 102	T 67-117 M 72-153	Erosion of natural deposits; treatment process
Total Organic Carbon ³	mg/L	TT	N/A	N/A	RAA T 1.05 M 1.13	T 0.92-1.23 M 1.03-1.30	Naturally present in the environment
Turbidity ⁴	NTU	TT	N/A	N/A	T 0.08 M 0.08	T 0.01-0.28 M 0.01-0.2 T 100% < 0.30 M 100% < 0.30	Soil runoff

MONITORED IN THE DISTRIBUTION SYSTEM

Chlorine, Free residual ⁵	mg/L	4.0 MRDL	4.0 MRDLG	N/A	1.06	<0.01-2.20	Disinfection additive used to control microbes
Total Coliform Bacteria ⁷	–	5.0% positive	zero	N/A	2.36%	N/A	Naturally present in the environment
Total Trihalomethanes TTHM ⁸	µg/L	80	N/A	N/A	69.2	22.7-154.0	By-product of drinking water disinfection
Total Haloacetic Acids HAA5 ⁹	µg/L	60	N/A	N/A	56.4	19.9-116.6	By-product of drinking water disinfection
Ecoli Bacteria ¹⁰	–	zero	zero	N/A	0.00%	N/A	Human and animal fecal waste

MONITORED AT THE CUSTOMER’S TAP

Copper ⁶	mg/L	1.30 AL	1.30	100 % of homes tested were below AL	< 0.05-0.15	Corrosion of Household Plumbing
Lead ⁶	µg/L	15.0 AL	zero	100 % of homes tested were below AL	< 3.0	Corrosion of Household Plumbing

¹ Chlorine residual tested every two hours and monitored continuously online

² Considered to be moderately soft

³ Compliance based on 45-50% removal

⁴ 100% of samples were <0.30. The EPA requirement is 95%

⁵ Tested at each bacteriological sample site

⁷ 4 of the 169 monthly samples tested positive for Total Coliform Bacteria. No violations occurred.

⁸ Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk for getting cancer.

⁹ Some people who drink water containing Haloacetic Acids in excess of the MCL over many years may have an increased risk for getting cancer.

¹⁰ The MCL is exceeded if a routine sample and repeat sample are Total Coliform positive, and one is also Fecal Coliform or E. Coli positive.

⁶ Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk for getting cancer.

³ Some people who drink water containing Haloacetic Acids in excess of the MCL over many years may have an increased risk for getting cancer.

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Key to Abbreviations Used in the Table

<	Less than symbol: Below the detection limit of the instrument	mg/L	Milligrams per Liter: Equivalent to Parts per Million (ppm); Corresponds to one penny in \$10,000 or one minute in two years.
AL	Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.	N/A	Not Applicable: Information not applicable/not required for the water system or for that rule.
CU	Color Units	ND	Non-Detects: Laboratory analysis indicates that the contaminant is not present at the level of detection set for the particular methodology used.
M	Mitchell Water Plant: Located in central Greensboro, with source water supplied by Lake Brandt.	NR	Not Regulated: Unregulated contaminants are those for which EPA has not established drinking water standards; Used by EPA to determine the occurrence of unregulated contaminant and if future regulation is needed.
MCL	Maximum Contaminant Level: The highest level of a contaminant that is allowed in drinking water; are set as close to the MCLGs as feasible using the best available treatment technology. A person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of it affecting their health.	NTU	Nephelometric Turbidity Unit: Nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
MCLG	Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health; MCLGs allow for a margin of safety and are non-enforceable public health goals.	RAA	Running annual average for each plant, computed quarterly.
MRDL	Maximum Residual Disinfectant Level: 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.	SS	Secondary Standards: Non-enforceable guidelines for drinking water due to aesthetic considerations such as taste, color, and odor; Substances are not considered a risk to human health at the established levels.
MRDLG	Maximum Residual Disinfectant Level Goal: The level of a drinking water disinfectant below which there is no known or expected risk to health; MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.	SU	Standard Units
		T	Townsend Water Plant: Located northeast of Greensboro, with source water supplied by Lake Townsend.
		TT	Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.
		µg/L	Micrograms per Liter: Equivalent to Parts per Billion (ppb); Corresponds to one penny in \$10,000,000 or one minute in 2,000 years.

Greensboro Testing Highlights

- 1,928 water samples were collected at various points in the distribution system to test for bacteria such as Total Coliform, Fecal Coliform, and E. Coli. 4 of the 1,928 samples analyzed tested positive for Total Coliform bacteria. No samples tested positive for Fecal/E. Coli Coliform bacteria. No violations occurred.
- In 2007, 59 at-risk homes were tested for evidence of Copper and Lead due to corrosion of household plumbing. All homes tested were below the EPA Action Level, although EPA regulations specify that only 90% of the homes must be below the Action Level. Next monitoring cycle will be in 2010.
- Of the 40 regulated Volatile Organic Chemicals monitored, there were no detectable amounts measured.
- In 2009, two rounds of testing for the UCMR2 (Unregulated Contaminant Monitoring Rule, Phase 2) indicated no detections of VOCs found in List 1 and 2, contaminants include: insecticides, flame retardants, explosives, herbicides and nitrosamines.



City of Reidsville Violation

The City of Reidsville, a supplier of 3 to 16% of our finished water exceeded the drinking water maximum contaminant level (MCL) for Haloacetic Acids (HAAs). The MCL for HAAs is 0.0600 milligrams per liter (mg/L). For the periods ending September 2009, and December 2009, the annual running average for Reidsville finished water was 0.0643 mg/L and 0.0762 mg/L. The City of Greensboro finished water results for HAAs were compliant throughout the year 2009.

What EPA Wants You to Know

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 microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The City of Greensboro 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 cooling. 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 the exposure is available from the Safe Drinking Water website at <http://www.epa.gov/safewater/lead>.

Source Water Assessment Program (SWAP) Results

The North Carolina Department of Environment and Natural Resources (DENR), Public Water Supply (PWS) Section, Source Water Assessment Program (SWAP) conducted assessments for all drinking water sources across North Carolina. The purpose of the assessments was to determine the susceptibility of each drinking water source (well or surface water intake) to Potential Contaminant Sources (PCSs). The results of the assessment are available in SWAP Assessment Reports that include maps, background information and a relative susceptibility rating of Higher, Moderate or Lower.

The relative susceptibility rating of each source for the City of Greensboro was determined by combining the contaminant rating (number and location of PCSs within the assessment area) and the inherent vulnerability rating (i.e., characteristics or existing conditions of the well or watershed and its delineated assessment area). The assessment findings are summarized in the table below:

Susceptibility of Sources to Potential Contaminant Sources (PCSs)		
Source Name	Susceptibility Rating	SWAP Report Date
Lake Brandt	Higher	March 21, 2009
Lake Townsend	Higher	March 21, 2009

The complete SWAP Assessment report for the City of Greensboro may be viewed on the Web at: <http://www.deh.enr.state.nc.us/pws/swap>. Please note that because SWAP results and reports are periodically updated by the PWS Section, the results available on this web site may differ from the results that were available at the time this CCR was prepared. To obtain a printed copy of this report, please mail a written request to: Source Water Assessment Program – Report Request, 1634 Mail Service Center, Raleigh NC 27699-1634, or email the request to swap@ncmail.net. Please indicate your system name (City of Greensboro), PWS ID (02-41-010), and provide your name, mailing address and phone number. If you have any questions about the SWAP report please contact the Source Water Assessment staff by phone at 919-715-2633. It is important to understand that a susceptibility rating of “higher” does not imply poor water quality, only the system’s potential to become contaminated by PCS's in the assessment area.

Questions and Public Involvement are Welcome

Water Resources is a department within the City of Greensboro local government, and is responsible for the operation and maintenance of the City’s drinking water system.

Greensboro City Council meetings are held at 5:30 pm. on the first and third Tuesday of each month in the Melvin Municipal Office Building at 300 W. Washington Street.

If you have any questions about this report or concerns about your Greensboro City Water quality, please contact the Water Quality Laboratory at 373-7527.

For questions about your water bill or your meter, please call 373-2489.

To report water main breaks, sanitary sewer backups, or other system maintenance concerns, please call the Construction and Maintenance dispatcher at 373-2033.

If you have well water and have questions about your water quality, contact Guilford County Environmental Health at 641-7777.

Visit our website for additional information about Water Resources at www.greensboro-nc.gov/water.

For more drinking water information, visit EPA’s website at www.epa.gov/safewater.

Learn ways to save water!

- ◆ Test your toilet for leaks. Place two dye tablets or 10 drops of dark food coloring into your tank, wait 30 minutes. If you see color in your toilet bowl, your toilet is leaking. Remember, a leaky toilet can waste more than 50 gallons of water per day!

- ◆ Wash only full loads of dishes. Dishwashers use the same amount of water and energy regardless of how many dishes are in them.

- ◆ Set lawn mower blades for the maximum height for your type of grass (3 inches for tall fescue).

- ◆ Catch rainwater from your downspout on the side of your home! Direct the downspout into a large barrel that has a spigot on it. Get the water from the barrel for outside chores.



City of Greensboro
Water Resources Department
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Important
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2009 Annual Water Quality Report



The City of Greensboro's 2009 Annual Water Quality Report contains important information about your drinking water.

Look inside for details about:

- The Sources of Your Drinking Water
- Substances that are Detected in Your Drinking Water
- Water Resources Contact Information

The City's Water Resources Department is proud to report that our drinking water meets or surpasses all State and Federal (EPA) standards, and no violations occurred.

En Español

Este informe contiene información muy importante. Tradúzcale o hable con un amigo quien lo entienda bien. Para información en Español llame al 373-2489.

2009 Annual Water Quality Report City of Greensboro PWS# 02-41-010

The City of Greensboro is pleased to provide you with the 2009 Water Quality Report. The Federal Safe Drinking Water Act requires all public water systems to provide this report to its customers. The report presents information about our water system and the quality of our water. Our constant goal is to provide a safe and dependable supply of drinking water. The City's Water Resources Department is proud to report that our drinking water meets or surpasses all State and Federal (EPA) standards, and no violations occurred in our system.

Greensboro's Water Sources

Greensboro depends upon three surface water sources to supply our water: Lake Townsend, Lake Brandt and Lake Higgins. These lakes are located in northern Guilford County in the upper Cape Fear River Basin within a protected watershed. When full, Greensboro's three water reservoirs hold about eight billion gallons of water.

Water from Lake Brandt is treated at the Mitchell Water Treatment Plant and water from Lake Townsend is treated at the Townsend Water Treatment Plant. Lake Higgins is used to refill Lake Brandt as needed.

Greensboro's water system serves approximately 260,000 people with an average daily water demand of 31.3 million gallons per day in 2009.

During 2009, the City of Greensboro purchased water from Reidsville, Winston-Salem, and Burlington. To obtain Water Quality Reports from these systems, please contact the following:

City of Reidsville	(336) 349-1070
City of Winston-Salem	(336) 727-8418
City of Burlington	(336) 222-5133

Understanding Contaminants

All sources of drinking water, both tap and bottled, include water that travels over the surface of the land or through the ground. The water dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity.

Contaminants that may be expected in untreated water include:

- Microbial - viruses and bacteria from human, agricultural, or wildlife sources;
- Inorganic - salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, mining or farming;
- Pesticides and herbicides - may come from urban stormwater runoff, residential uses and agricultural uses;
- Organic chemicals - synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems;
- Radioactive materials - can be naturally occurring or the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

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), or visit their website at www.epa.gov/safewater/hfacts.html.

Award Recognition for Greensboro

The City of Greensboro Water Utility received the 2008 U. S. Environmental Protection Agency (EPA) Region 4 Safe Drinking Water Act Excellence Award for Large Surface Water Public Water Supply System. The award recognizes water systems that are demonstrating a commitment to outstanding operations and maintenance practices. To learn more about the Water Resources Department visit www.greensboro-nc.gov/water.

