

# ***2025 Annual Drinking Water Quality Report*** ***“Town of Norwood”***

Water System Number: NC0184015

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

## **Introduction**

We are pleased to present to you this year's Annual Drinking Water Quality Report. This report is a snapshot of last year's water quality. Included are details about your source(s) of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and to providing you with this information because informed customers are our best allies. **If you have any questions about this report or concerning your water, please contact Envirolink, Inc. at (252) 235-4900. We want our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled meetings. They are held at Norwood Hall, 212 South Main Street, on the first Monday of each month at 6:00 pm.**

## **What EPA Wants You to Know**

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).

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).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

Microbial Contaminants: such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife

Inorganic Contaminants: such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming

Pesticides and Herbicides: which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses

Organic Chemical Contaminants: including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems

Radioactive Contaminants: which can be naturally-occurring or be 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.

## **Lead in Drinking Water**

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 Town of Norwood is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in plumbing components in your

home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Envirolink, Inc. at (252) 235-4900. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

We have been working to identify service line materials throughout the water system and prepared an inventory of all service lines in our water system. To access this inventory, please send an email to [townofnorwood@norwoodgov.com](mailto:townofnorwood@norwoodgov.com) requesting a copy.

## When You Turn on Your Tap, Consider the Source

The water that is used by this system is 100% surface water sourced from Lake Tillery and is treated at the Norwood Water Treatment Plant located at 650 Allenton Street, Norwood, NC 28128.

## Source Water Assessment Program (SWAP) Results

The North Carolina Department of Environmental Quality (DEQ), 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 Town of Norwood 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:

Source Name	Susceptibility Rating	SWAP Report Date
Lake Tillery	Moderate	September 2020

The complete SWAP Assessment report for the Town of Norwood may be viewed on the Web at:

[https://www.ncwater.org/SWAP\\_Reports/NC0184015\\_SWAP\\_Report-20200909.pdf](https://www.ncwater.org/SWAP_Reports/NC0184015_SWAP_Report-20200909.pdf)

Note that because SWAP results and reports are periodically updated by the PWS Section, the results available on this website may differ from the results that were available at the time this CCR was prepared. If you are unable to access your SWAP report on the web, you may mail a written request for a printed copy to: Source Water Assessment Program – Report Request, 1634 Mail Service Center, Raleigh, NC 27699-1634, or email requests to [swap@deq.nc.gov](mailto:swap@deq.nc.gov). Please indicate your system name, number, and provide your name, mailing address and phone number. If you have any questions about the SWAP report, please contact the Source Water Assessment staff by phone at (919) 707-9098.

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 PCSs in the assessment area.

## Help Protect Your Source Water

Protection of drinking water is everyone’s responsibility. You can help protect your community’s drinking and source water through the following actions: disposing of chemicals and paints properly, taking used motor oil to a recycling center, eliminating or strictly limiting the use of harsh lawn and garden fertilizers and pesticides, and practicing water conservation in and around your home.

## Violations that Your Water System Received for the Report 2025

During quarters 2 and 3 of 2025, we received 2 Locational Running Annual Average (LRAA) violations for Total Haloacetic Acids (HAA5), a group of disinfection byproducts (DBP) that form water disinfectants such as chlorine or ozone react with other naturally occurring chemicals in the water. To address this recent occurrence, the plant has enhanced its water treatment protocols at multiple stages to mitigate any elevated HAA5 levels in your drinking water. See section below titled “*Total Trihalomethanes (TTHM) and Haloacetic Acids (five) (HAA5)*” for more detailed information.

**Total Haloacetic Acids (HAA5) levels have returned to compliance as of December 2025. The treatment adjustments have been effective, and the matter has since been resolved.**

We also received one Public Notice Rule violation in August of 2025 regarding the public notice distributed on April 9<sup>th</sup>, 2025, that accounted for the HAA5 MCL LRAA Violation that occurred during the first quarter of the year. While the public notice *did* meet delivery to customer requirements by sending to customers on 04/09/2025, the North Carolina Dept. of Environmental Quality did not receive confirmation of the notice's distribution status within the expected timeframe. Confirmation was submitted to the department immediately upon awareness on August 18<sup>th</sup>, 2025.

### **Important Drinking Water Definitions:**

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

**Herbicide** – Any chemical(s) used to control undesirable vegetation.

**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.

**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.

**Pesticide** – Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

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**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 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.

**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.

**Not-Applicable (N/A)** – Information not applicable/not required for that particular water system or for that particular rule.

**Non-Detects (ND)** - Laboratory analysis indicates that the contaminant is not present at the level of detection set for the particular methodology used.

**Running Annual Average (RAA)** – The average of sample analytical results for samples taken during the previous four calendar quarters.

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

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## **Water Quality Data Tables of Detected Contaminants**

We routinely monitor for over 150 contaminants in your drinking water according to Federal and State laws. The tables below list all the drinking water contaminants that we detected in the last round of sampling for each particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in this table is from testing done January 1 through December 31, 2025.** The EPA and the State allow us to monitor for certain contaminants less 12/2025

than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old.

**Lead and Copper Contaminants**

The table summarizes our most recent lead and copper tap sampling data. If you would like to review the complete lead tap sampling data, please email us at <a href="mailto:hparker@envirolinkinc.com">hparker@envirolinkinc.com</a> .							
Contaminant (units)	Sample Date	Your Water (90 <sup>th</sup> Percentile)	Number of sites found above the AL	Range Low High	MCLG	AL	Likely Source of Contamination
Copper (ppm) (90 <sup>th</sup> percentile)	08/2024	.065	0	ND - 0.077	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90 <sup>th</sup> percentile)	08/2024	ND	0	ND	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits

**Stage 2 Disinfection Byproducts (DBPs) Total Trihalomethanes (TTHM) and Haloacetic Acids (five) (HAA5)**

Disinfection Byproduct	Year Sampled	MCL Violation Y/N	Your Water (HIGHEST LRAA)	Range Low High	MCLG	MCL	Likely Source of Contamination
TTHM (ppb)	2025	N	49	25 - 58	N/A	80	Byproduct of drinking water disinfection
HAA5 (ppb)	2025	Y	63	32 - 50	N/A	60	Byproduct of drinking water disinfection

*Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.*

**Disinfectant Residuals Summary**

	MRDL Violation Y/N	Your Water (RAA)	Range Low High	MRDLG	MRDL	Likely Source of Contamination
Chlorine (ppm)	N	1.8	0.2 – 1.03	4	4.0	Water additive used to control microbes

**Inorganic Contaminants**

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
Fluoride (ppm)	03/2025	N	0.291	N/A	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

**Synthetic Organic Chemical (SOC) Contaminants Including Pesticides and Herbicides**

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
Atrazine (ppb)	09/2025	N	0.00026	N/A	3	3	Runoff from herbicide used on row crops
Dalapon (ppb)	09/2023	N	0.0014	N/A	200	200	Runoff from herbicide used on rights of way
Hexachlorocyclopentadiene (ppb)	02/2024	N	0.2	N/A	50	50	Discharge from chemical factories

**Turbidity\***

Contaminant (units)	Treatment Technique (TT) Violation Y/N	Your Water	MCLG	Treatment Technique (TT) Violation if:	Likely Source of Contamination
Turbidity (NTU) - Highest single turbidity measurement	N	0.1	N/A	Turbidity > 1 NTU	Soil runoff

Turbidity (%) - Lowest monthly percentage (%) of samples meeting turbidity limits	N	100%	N/A	Less than 95% of monthly turbidity measurements are $\leq 0.3$ NTU
* Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. The turbidity rule requires that 95% or more of the monthly samples must be less than or equal to 0.3 NTU.				

### Total Organic Carbon (TOC)

Contaminant (units)	TT Violation Y/N	Your Water (lowest RAA)	Range Monthly Removal Ratio Low - High	MCLG	Treatment Technique (TT) violation if:	Likely Source of Contamination
Total Organic Carbon (TOC) Removal Ratio (no units)	N	2	1.05 – 1.46	N/A	Removal Ratio RAA <1.00 and alternative compliance criteria was not met	Naturally present in the environment

### Other Miscellaneous Water Characteristics Contaminants

Contaminant (units)	Sample Date	Your Water	Range Low High	SMCL
Sodium (ppm)	11/2023	12	N/A	N/A
Sulfate (ppm)	03/2025	29.3	N/A	250
pH	03/2025	6.9	N/A	6.5 to 8.5
The PWS Section requires monitoring for other misc. contaminants, some for which the EPA has set national secondary drinking water standards (SMCLs) because they may cause cosmetic effects or aesthetic effects (such as taste, odor, and/or color) in drinking water. The contaminants with SMCLs normally do not have any health effects and normally do not affect the safety of your water.				

### Additional Monitoring of Other Contaminants

#### PFAS (per- and polyfluoroalkyl substances)

PFAS refers to a group of man-made chemicals. They are widely used in commercial and consumer products such as food packaging, water- and stain-repellent fabrics, nonstick products and firefighting foams. They are also commonly used in industrial processes and manufacturing. Because of their widespread use, these compounds are present in household and industrial waste, air emissions and wastewater discharges. PFAS are often called “forever chemicals” because they don’t break down in the environment and can build up, or bioaccumulate, in humans and animals. For additional resources and to learn more about PFAS, visit:

<https://www.epa.gov/pfas/our-current-understanding-human-health-and-environmental-risks-pfas>

Contaminant (ppt)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL
Perfluoropentanoic Acid (PFPeA)	11-15-2025	N	3.2	ND – 3.2	0	N/A
PFAS	2025	Y	4.1	4.0 – 5.1	0	4

## **FOG (fats, oils, and grease)**

You may not be aware of it, but every time you pour fat, oil, or grease (FOG) down your sink (e.g., bacon grease), you are contributing to a costly problem in the sewer collection system. FOG coats the inner walls of the plumbing in your house as well as the walls of underground piping throughout the community. Over time, these greasy materials build up and form blockages in pipes, which can lead to wastewater backing up into parks, yards, streets, and storm drains. These backups allow FOG to contaminate local waters, including drinking water. Exposure to untreated wastewater is a public health hazard. FOG discharged into septic systems and drain fields can also cause malfunctions, resulting in more frequent tank pump-outs and other expenses. Communities spend billions of dollars every year to unplug or replace grease-blocked pipes, repair pump stations, and clean up costly and illegal wastewater spills. Here are some tips that you and your family can follow to help maintain a well-run system now and in the future.

### **NEVER:**

- Pour fats, oil, or grease down the house or storm drains.
- Dispose of food scraps by flushing them.
- Use the toilet as a waste basket.

### **ALWAYS:**

- Scrape and collect fat, oil, and grease into a waste container such as an empty coffee can; and dispose of it with your garbage.
- Place food scraps in waste containers or garbage bags for disposal with solid wastes.
- Place a wastebasket in each bathroom for solid wastes like disposable diapers, creams and lotions, and personal hygiene products, including nonbiodegradable wipes.