NORWOOD

The Gateway to Lake Tillery

Town of Norwood
Annual Performance Report
(January 1, 2025 –December 31, 2025)

I. General Information

Facility/System Name: Town of Norwood

Responsible Entity: Envirolink, Inc.

Person in Charge/Contact: Charles McKoy

Applicable Permit(s): NC0021628 and WQCS00153

We are pleased to present your Annual Wastewater Report. The Clean Water Act of 1999, passed by the North Carolina General Assembly, requires Utilities to provide an annual report to their wastewater customers. This report summarizes the performance of your wastewater treatment plant and collection system over a 12-month period (January 1, 2025 - December 31, 2025)

Description of Treatment System:

0.75 MGD wastewater treatment facility with the following components:

- Mechanical and bar screens
- Grit Chamber
- Dual aeration basins
- Dual secondary clarifiers
- Chlorine contact chamber
- Dechlorination
- Sludge Drying Beds
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This WWTP is located in the Town of Norwood off of US Highway 52 South in Stanly County.

II. Performance

Wastewater Treatment Plant

The Norwood Wastewater Treatment Plant demonstrated strong operational performance throughout 2025. Treatment processes have remained stable, with no major operational issues or treatment challenges encountered during this period.

2025 Wastewater Treatment Permit Violations

The Town of Norwood WWTP received **3** violations during 2025.

02/2025: Fecal Coliform; weekly average exceeded, Fecal Coliform; Monthly average exceeded.
Regarding the first weekly Fecal Coliform exceedance (February 4-6, 2025), we experienced a mechanical failure in one of our two aerators, which was promptly addressed with installation of a replacement unit on February 5, 2025. The temporary reduction in aeration capacity impacted the nitrification process, resulting in elevated ammonia concentrations. This increased ammonia created higher chlorine demand during disinfection, subsequently reducing free chlorine residuals and affecting fecal coliform inactivation despite normal chlorination rates.

The second weekly Fecal Coliform exceedance (February 12-13, 2025) coincided with significant precipitation events that substantially increased hydraulic loading to our facility. Influent flows reached 1.655 MGD on February 12 and 1.799 MGD on February 13, representing approximately 120-140% of our plant's 0.75 MGD design capacity. These elevated flows reduced chlorine contact time in the disinfection process, compromising our ability to maintain adequate fecal coliform control.

The February TSS monthly average exceedance was directly related to solids accumulation within the aeration basin following the aerator failure. The period of insufficient dissolved oxygen altered the microbial community dynamics and floc structure that compromised settleability characteristics of the mixed liquor suspended solids. Despite attempts to pump out excess solids from the aeration basin, the pumping appurtenances we had available at the time were not successful in removing accumulated solids at a sufficient rate to fully address the increased solids inventory that developed during the aerator outage. This combination of compromised biological floc formation and temporary exceedance of our solids removal capacity contributed to elevated TSS levels in the effluent until the system could fully stabilize.

03/2025: Total Suspended Solids; Weekly average exceeded.
For clarification, the weekly average TSS exceedance for the week ending March 1st, 2025, corresponds to the fourth weekly monitoring period of February (February 26th through March 1st, 2025). This exceedance correlated with the temporary outage of one of the two aerators that occurred in February 2025, which are detailed above addressing the February 2025 TSS noncompliance.

The facility operated in full compliance throughout the remainder of March 2025 following system stabilization from the February aerator failure.

12/2025: Total Suspended Solids; Weekly average exceeded.

Effluent total suspended solids levels have trended downward since December, and the facility has remained in compliance with TSS limits since this time. We are currently evaluating a Polyaluminum Chloride solution to add to the clarifiers to help abate elevated TSS when influent concentrations increase. We are also conducting an active investigation into industrial contributors within the collection system to identify the source of the influent upset and ongoing foam events and continued heightened monitoring of influent and effluent TSS by operations staff.

Sanitary Sewer Collection System-WQCS00153

The Town of Norwood's permitted sewer collection system consists of 26 miles of gravity sewer mains, 11 miles of force main, 9 miles of low-pressure sewer main, 47 simplex pump stations, and 16 duplex pump stations.

No Sanitary Sewer Overflow events occurred during 2025.

III. Notification

A copy of the report may be picked up at Town Hall located at 212 South Main Street, NC 28128. Customers may also call (704-474-3416) to request a copy by mail. It may also be viewed online at the Town's Web Site via www.norwoodgov.com

IV. Certification

I certify under the penalty of law that this report is complete and accurate to the best of my knowledge. I further certify that this report has been made available to the user or customers of the named system and that those users have been notified of its availability.

Ray Allen
Town Manager

4/6/2026
Date