

Annual
**WATER
QUALITY
REPORT**

Reporting Year 2013



Presented By
Town of Nags Head

PWS ID#: 04-28-010

There When You Need Us

We are once again proud to present our annual water quality report covering all testing performed between January 1 and December 31, 2013. Over the years, we have dedicated ourselves to producing drinking water that meets all state and federal standards. We continually strive to adopt new methods for delivering the best-quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

Please remember that we are always available to assist you should you ever have any questions or concerns about your water.

Community Participation

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. The Town of Nags Head Board of Commissioners generally meet at 9 a.m. on the first Wednesday of each month. The mid-month meetings are held as needed on the third Wednesday of each month at 5:30 p.m., October through March, and at 7:00 p.m., April through September. Meetings are held in the Board of Commissioners' Meeting Room located at 5401 South Croatan Hwy, Nags Head, NC. For more information on meeting times, please contact Carolyn Morris, Town Clerk, at (252) 449-2009 or Carolyn.Morris@nagsheadnc.gov, or you may view meeting schedules and minutes of past meetings at the Board of Commissioners' Web site: www.nagsheadnc.gov.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or <http://water.epa.gov/drink/hotline>.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water that 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 these contaminants does not necessarily indicate that the water poses a health risk.

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, in some cases, radioactive material, and substances resulting from the presence of animals or from human activity. Substances 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, or wildlife;

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may 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 may also come from gas stations, urban stormwater runoff, and septic systems;

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

Lead in Home Plumbing

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. We are responsible for providing high-quality drinking water, but we 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 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 Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

How Long Can I Store Drinking Water?

The disinfectant in drinking water will eventually dissipate even in a closed container. If that container housed bacteria before it was filled with the tap water, the bacteria may continue to grow once the disinfectant has dissipated. Some experts believe that water could be stored up to six months before needing to be replaced. Refrigeration will help slow the bacterial growth.

Benefits of Chlorination

Disinfection, a chemical process used to control disease-causing microorganisms by killing or inactivating them, is unquestionably the most important step in drinking water treatment. By far, the most common method of disinfection in North America is chlorination.

Before communities began routinely treating drinking water with chlorine (starting with Chicago and Jersey City in 1908), cholera, typhoid fever, dysentery, and hepatitis A killed thousands of U.S. residents annually. Drinking water chlorination and filtration have helped to virtually eliminate these diseases in the U.S. Significant strides in public health are directly linked to the adoption of drinking water chlorination. In fact, the filtration of drinking water plus the use of chlorine is probably the most significant public health advancement in human history.

How chlorination works:

Potent Germicide Reduction in the level of many disease-causing microorganisms in drinking water to almost immeasurable levels.

Taste and Odor Reduction of many disagreeable tastes and odors like foul-smelling algae secretions, sulfides, and odors from decaying vegetation.

Biological Growth Elimination of slime bacteria, molds, and algae that commonly grow in water supply reservoirs, on the walls of water mains, and in storage tanks.

Chemical Removal of hydrogen sulfide (which has a rotten egg odor), ammonia, and other nitrogenous compounds that have unpleasant tastes and hinder disinfection. It also helps to remove iron and manganese from raw water.

Where Does My Water Come From?

Our drinking water is purchased from the Dare County Regional Water System. The two water treatment plants, operated by Dare County, process groundwater from wells located in the Upper and Middle Yorktown Aquifers. The groundwater from the Upper Yorktown Aquifer is processed from wells located in the Skyco area of Roanoke Island. The groundwater from the Mid Yorktown Aquifer is processed from wells located in Kill Devil Hills and Nags Head.

Stage 2 of the Disinfection By-Product Rule (DBP) came into effect in December 2013. A Stage 2 extension request was submitted for the Dare County Water System on May 2, 2013, which provided information showing that capital improvements are in process that are likely to improve DBP compliance. The extension request was approved for the Dare County (NC 0428030) water system, from which we purchase our drinking water. As such, this extension has been extended to our system. The extension became effective February 6, 2014, and extends the Stage 2 implementation date for a period of 2 years (until September 30, 2015).

QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please call Nancy Roop Carawan, Water Superintendent, at (252) 449-4210 or Nancy.Carawan@nagsheadnc.gov.

Source Water Assessment

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 Town of Nags Head 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 as of March 2010 are summarized in the following table:

Susceptibility of Water Sources to Potential Contaminant Sources (PCSs)	
The Source Well	Susceptibility Rating
NRO wells 2,7,8,17 Orville	Lower
Skyco wells 2,4,5,6,8,10,13	Lower
NRO wells 1,3,4,5,6,9,10,15	Moderate
Skyco well 7	Moderate

The complete SWAP Assessment report for The Town of Nags Head may be viewed on the Web at <http://www.ncwater.org/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 the SWAP Assessment report, please mail a written request to Source Water Assessment Program Report Request, 1634 Mail Service Center, Raleigh NC 27699-1634, or email your request to swap@ncdenr.gov. Please indicate your system name and PWSID 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.

Information on the Internet

The U.S. EPA Office of Water (www.epa.gov/watrhome) and the Centers for Disease Control and Prevention (www.cdc.gov) Web sites provide a substantial amount of information on many issues relating to water resources, water conservation, and public health. Also, the North Carolina Department of Environment and Natural Resources has a Web site (www.deh.enr.state.nc.us) that provides complete and current information on water issues in North Carolina, including valuable information about our watershed.

Water Main Flushing

Distribution mains (pipes) convey water to homes, businesses, and hydrants in your neighborhood. The water entering distribution mains is of very high quality; however, water quality can deteriorate in areas of the distribution mains over time. Water main flushing is the process of cleaning the interior of water distribution mains by sending a rapid flow of water through the mains.

Flushing maintains water quality in several ways. For example, flushing removes sediments like iron and manganese. Although iron and manganese do not themselves pose health concerns, they can affect the taste, clarity, and color of the water. Additionally, sediments can shield microorganisms from the disinfecting power of chlorine, contributing to the growth of microorganisms within distribution mains. Flushing helps remove stale water and ensures the presence of fresh water with sufficient dissolved oxygen and disinfectant levels, and an acceptable taste and smell.

During flushing operations in your neighborhood, some short-term deterioration of water quality, though uncommon, is possible. You should avoid tap water for household uses at such times. If you do use the tap, allow your cold water to run for a few minutes at full velocity before use, and avoid using hot water, to prevent sediment accumulation in your hot water tank.

Please contact Nancy Roop Carawan if you have any questions or if you would like more information on our water main flushing schedule.

TipTopTap

The most common signs that your faucet or sink is affecting the quality of your drinking water are discolored water, sink or faucet stains, a buildup of particles, unusual odors or tastes, and a reduced flow of water. The solutions to these problems may be in your hands.

Kitchen sink and drain

Hand washing, soap scum buildup, and the handling of raw meats and vegetables can contaminate your sink. Clogged drains can lead to unclean sinks and backed up water in which bacteria (i.e., pink and black colored slime growth) can grow and contaminate the sink area and faucet, causing a rotten egg odor. Disinfect and clean the sink and drain area regularly. Also, flush regularly with hot water.

Faucets, screens, and aerators

Chemicals and bacteria can splash and accumulate on the faucet screen and aerator, which are located on the tip of faucets and can collect particles like sediment and minerals resulting in a decreased flow from the faucet. Clean and disinfect the aerators or screens on a regular basis.

Check with your plumber if you find particles in the faucet's screen as they could be pieces of plastic from the hot water heater's dip tube. Faucet gaskets can break down and cause black, oily slime. If you find this slime, replace the faucet's gasket with a higher-quality product. White scaling or hard deposits on faucets and shower heads may be caused by hard water or water with high levels of calcium carbonate. Clean these fixtures with vinegar or use water softening to reduce the calcium carbonate levels for the hot water system.

Water filtration/treatment devices

A smell of rotten eggs can be a sign of bacteria on the filters or in the treatment system. The system can also become clogged over time so regular filter replacement is important. (Remember to replace your refrigerator filters!)

Sampling Results

During the past year, we have taken water samples in order to determine the presence of any radioactive, biological, inorganic, volatile organic, or synthetic organic contaminants. The table below shows only those contaminants that were detected in the water. The state requires us to monitor for certain substances less often than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

Dare County water system participated in the 3rd stage of the EPA's Unregulated Contaminant Monitoring Regulation (UCMR3) program by performing additional tests on the drinking water. UCMR3 benefits the environment and public health by providing the EPA with data on the occurrence of contaminants suspected to be in drinking water, in order to determine if the EPA needs to introduce new regulatory standards to improve drinking water quality. Any UCMR3 detections are shown in the data tables in this report. Contact Dare County at 252-475-5990 for more information

REGULATED SUBSTANCES									
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	Town of Nags Head		Dare County Regional		VIOLATION	TYPICAL SOURCE
				AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH		
Beta/Photon Emitters ¹ (pCi/L)	2008	50	0	NA	NA	5.25	4.5–6	No	Decay of natural and man-made deposits
Chlorine (ppm)	2013	[4]	[4]	1.01	0.80–1.14	0.63	0.28–1.68	No	Water additive used to control microbes
Chromium (ppb)	2013	100	100	NA	NA	0.30	0.24–0.50	No	Discharge from steel and pulp mills; Erosion of natural deposits
Fluoride (ppm)	2013	4	4	NA	NA	0.88	0.21–1.10	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Haloacetic Acids [HAAs]–Stage 1 (ppb)	2013	60	NA	16.05	11.7–20.4	11.5	2.1–26.6	No	By-product of drinking water disinfection
TTHMs [Total Trihalomethanes]–Stage 1 (ppb)	2013	80	NA	72.62	39–102	50.7	8–107	No	By-product of drinking water disinfection
Tap water samples were collected for lead and copper analyses from sample sites throughout the community									
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH%TILE)	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE		
Copper (ppm)	2011	1.3	1.3	0.382	0/10	No	Corrosion of household plumbing systems; Erosion of natural deposits		

UNREGULATED SUBSTANCES - DARE COUNTY REGIONAL				
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Bromomethane (ppb)	2013	0.07	0.07–0.07	By-product of drinking water disinfection

UNREGULATED CONTAMINANT MONITORING REGULATION 3 (UCMR3) - DARE COUNTY REGIONAL			
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH
Chlorate (ppb)	2013	258	124–469
Chromium, Hexavalent (ppb)	2013	0.05	0.036–0.085
Strontium (ppb)	2013	138	94–168

¹The MCL for beta particles is 4 mrem/year. The U.S. EPA considers 50 pCi/L to be the level of concern for beta particles.

Definitions

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

MCL (Maximum Contaminant Level): 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.

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.

MRDL (Maximum Residual Disinfectant Level): 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.

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.

NA: Not applicable

pCi/L (picocuries per liter): A measure of radioactivity.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).