Charlotte Water is committed to serving our community 24/7, 365 days a year.

Did you know?
We receive our water from Mountain Island Lake and Lake Norman. Water from Mountain Island Lake goes to Franklin and Vest Water Treatment Plants. Water from Lake Norman flows to Lee S. Dukes Water Treatment Plant. Across our plants, we pumped an average of 118 million gallons a day (MGD) in 2022.

<table>
<thead>
<tr>
<th>Plant</th>
<th>Daily Capacity (MGD)</th>
<th>Number of Water Quality violations in 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Franklin</td>
<td>132</td>
<td>0</td>
</tr>
<tr>
<td>Vest*</td>
<td>24</td>
<td>0</td>
</tr>
<tr>
<td>Dukes</td>
<td>18</td>
<td>0</td>
</tr>
</tbody>
</table>

*Vest Treatment Plant was online only March-June 2022 due to renovations.

PARTNERSHIP FOR SAFE WATER
Charlotte Water proactively participates in the American Water Works’ Partnership for Safe Water, aimed to optimize water system operations.

PROJECT SPOTLIGHT
Historic Vest Water Tower Lighting
Last year, we celebrated 100 years of the historic Vest Water Tower. The reliability and consistency of infrastructure such as this tower has allowed our region to thrive and rely on high-quality water services.

Charlotte Water is committed to responsible financial stewardship on behalf of our customers. This report was printed at a cost of $0.10 per unit.

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For Detailed Results
To view the full CCR report, visit CLTWaterWQReport.org

Additional details on laboratory data, versions in multiple languages and more are available on our website’s water quality pages at:
https://www.charlottenc.gov/water/Water-Quality

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Lead Free CLT: Charlotte Water’s Lead Reduction Program

In 2021, the Environmental Protection Agency (EPA) updated and revised its Lead and Copper Rule (LCRR), which strengthened regulations for eliminating lead from drinking water to better protect children and communities. Charlotte Water has monitored lead and copper since 1991 and has always met state and federal standards. Charlotte Water actively conducts corrosion control measures, such as delivering drinking water at an average pH of 8.6 to prevent corrosion during distribution. Generally, lead corrosion is of limited concern in Charlotte because the city experienced most development after the initial federal lead ban. However, small amounts of lead can get into water from customer owned water service lines and household plumbing that contains lead. In compliance with the recently strengthened Lead and Copper Revised Rule, Charlotte Water will be undertaking a multi-year project to inventory pipe materials, increase testing, and reduce lead risk.

To learn more, visit charlottewater.org/lead.

Charlotte Water Alerts

This year, we launched our Charlotte Water Alerts system, which automatically notifies customers when unexpected outages happen. It is our top priority to communicate as quickly as possible and last year, we sent over 1,200 alerts. Property managers and renters can also sign up by visiting charlottewater.org.

Charlotte Water maintains

- 331,399 active water service lines
- 4,525 miles of water mains

Highlights of 2022 Water Quality Tests and Results

- Microbiota like Coliform & E. coli: Copiapospinum: Very rare organisms
  - Can make people sick
  - Naturally present in environment or fecal contamination
  - Likely Source?
  - What is a Safety Concern at the Levels Detected?
- Fluoride: Naturally occurring compound, additive present in teeth
  - High levels can cause dental fluorosis
  - Group of natural deposits
  - Lead and Copper: Metal commonly associated to plumbing, corrosion
  - High levels can cause health issues
  - Corrosion of indoor plumbing, excess of natural deposits
  - Disinfectant residuals and byproducts: Like chlorine, trihalomethanes, haloacetic acids
  - Byproducts of the disinfection process
  - High levels can cause cancer
  - Water purification process - controlled levels of chlorine prevent bacterial growth in pipes

EPA Proposes MCL for PFAS ‘Forever Chemicals’

Charlotte Water proactively monitors for more than 70 PFAS chemicals and results show low or undetectable amounts, all below the proposed EPA maximum contaminant level (MCL).

Did you know?

Potential contaminants are often measured and regulated in parts per million all the way to parts per trillion!

One part per million (ppm) is like dropping two drops of ink into a 10-gallon fish tank.

Charlotte Water maintains

- 319,399 active water service lines
- 4,525 miles of water mains

Fluoride

- Naturally occurring compound, additive present in teeth
- High levels can cause dental fluorosis
- Group of natural deposits

Lead and Copper

- Metal commonly associated to plumbing, corrosion
- High levels can cause health issues
- Corrosion of indoor plumbing, excess of natural deposits

Disinfectant residuals and byproducts

- Like chlorine, trihalomethanes, haloacetic acids
- Byproducts of the disinfection process
- High levels can cause cancer
- Water purification process - controlled levels of chlorine prevent bacterial growth in pipes

Charlotte Water tests for more than 150 regulated contaminants and more than 740 unregulated contaminants. Charlotte Water staff also monitor over 300 field sampling stations to ensure drinking water remains high quality from the treatment plant to your tap. Charlotte Water is accredited by the National Environmental Laboratory Accreditation Program (NELAP), in which laboratories voluntary participate in a rigorous program aimed to ensure quality and reliability of environmental data.

EPA Proposes MCL for PFAS ‘Forever Chemicals’

According to public health experts at the U.S. Environmental Protection Agency (EPA), drinking water may reasonably be expected to contain very small amounts of impurities. It is important to note that the water is safe to use, but meets all state and federal drinking water standards.

Our highly trained laboratory analysts and water quality professionals perform more than 70,000 tests per year to ensure the safety and quality of your drinking water.

Charlotte Water routinely tests for thousands of compounds that do not break down naturally in the environment or in the human body. PFAS, known as “forever chemicals,” are a family of thousands of compounds that do not break down naturally in the environment or in the human body. Charlotte Water proactively monitors for more than 70 PFAS chemicals and results show low or undetectable amounts, all below the proposed EPA maximum contaminant level (MCL).

Charlotte Water Alert System

- Water quality advisories
- Construction alerts
- Wastewater spills
- Water outages (if your phone number isn’t in the billing system)

*Statistics above are from fiscal year 2022, ending in June 2022

To learn more, visit charlottewater.org/alerts.