



PRESORT  
STANDARD  
U.S. POSTAGE PAID  
PERMIT #29  
CHARLOTTE, NC

## The results are in!

Charlotte Water has ZERO  
water quality violations for 2025.

Your water continues to meet and  
exceed water quality standards for all  
the ways you use it every day.

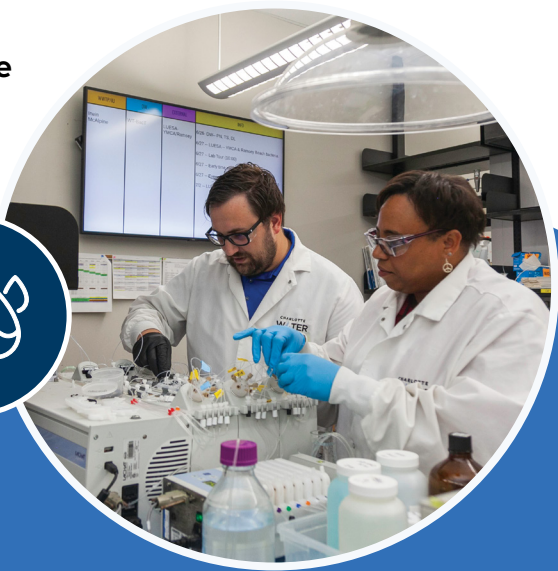
## Measurements Explained

Our scientists test the water for compounds and contaminants using units of measurement called parts per million (ppm), billion (ppb), trillion (ppt), and even quadrillion (ppq) to describe extremely small quantities.

### Let's break it down!

If we correspond these units of measurement to units of time:

- One ppm is **one minute out of a two-year period.**
- One ppb is **one minute out of 2,000 years.**
- One ppt is **one minute out of 2 million years.**



## On Fluoride

Fluoride is a naturally occurring mineral in water and our environment. Charlotte Water evaluates and adjusts fluoride levels in our drinking water.

According to the American Dental Association (ADA), there is over 80 years of research supporting adding fluoride in our drinking water as an effective and safe way to prevent cavities. Charlotte Water fluoridates our water at 0.7 ppm, as recommended by the ADA. To put that in terms of time, **that corresponds to about 42 seconds over a period of two years.**

## Forever Chemicals

**What are they?** PFAS, also known as ‘forever chemicals,’ are an emerging concern in environmental and public health. PFAS do not break down naturally in the environment or in the human body.

**Where are they?** They can be found in products like nonstick cookware, waterproof clothing and firefighting foams. Our testing shows that most **PFAS levels in our system are undetectable or well below federal thresholds.**

**What are we doing about it?** Charlotte Water proactively tests for more than 70 types of PFAS. In 2025, we acquired two **Liquid Chromatography- Mass Spectrometry (LC-MS)** instruments to help us detect PFAS compounds with exceptional accuracy.

**The bottom line?** Charlotte Water values the importance of science-based decision making, technological innovation and public transparency. As research on PFAS grows, we remain committed to providing safe, high-quality water to customers throughout our service area each day.

## Conserving Our Most Precious Resource

About 1% of all water on Earth is fresh water that is available for human use. If you used a gallon of water to represent all the water on Earth, about a teaspoon of that would be the amount of fresh water we can access on our blue planet.

Next time water comes out of your shower, sink or hose, keep in mind that clean, reliable water is not guaranteed everywhere in the world. We have a finite amount on Earth, and it’s everyone’s job to conserve it.

One of the biggest sources of water waste is irrigation. Did you know that on average, **grass lawns need only about one inch of water per week**, including rainfall. Anything beyond one inch is more likely to run off than to soak into the soil.

# 2025 Water Quality Tests & Results Highlights

Contaminant or Metric Tested	What is it?	Why we test	Likely source?	Is it a safety concern at the levels detected?
Lead and Copper	Metal contaminates due to plumbing corrosion	High levels can lead to health issues	Corrosion of indoor plumbing, erosion of natural deposits	No
Trihalomethanes (THM), Haloacetic acids (HAA)	Byproducts of the water disinfection process	High levels can cause cancer	Water purification process – controlled levels of chlorine prevent bacterial growth in pipes.	No
Total Organic Carbon	Naturally occurring compound	High levels are associated with increases in THM and HAA	Decaying natural material	No
Turbidity	The clarity of water, measures the effectiveness of filtering	The clearer the water, the better	Common soil runoff	No
Fluoride	Naturally occurring mineral, additive proven to strengthen teeth	There is a professionally recommended level, high levels can cause stains on teeth	Erosion of natural deposits.	No
Perfluoropentanoic Acid, Perfluorobutanoic Acid, Perfluorohexanoic Acid	PFAS, “forever chemicals”	Associated with health issues	Non-stick cookware, waterproof clothing, firefighting foams	No
Dalapon	Herbicide	Associated with health issues	Residential, industrial and agricultural runoff	No
Manganese	Naturally occurring mineral	High levels are associated with health issues	Breakdown of rocks and soil	No

## Lead Free Charlotte

Since 1991, we’ve monitored lead levels and consistently met, if not exceeded, all federal and state standards. In response to the EPA’s revised Lead and Copper Rule, we launched the Lead Free CLT program in 2021.

Our team created a searchable online inventory of service line materials throughout Mecklenburg

County. To date, **zero lead pipes** have been found in the Charlotte Water network.

This work, along with the ongoing replacement of galvanized steel lines, reinforces our dedication to safe, lead-free water. To learn more, visit [CharlotteWaterLead.org](https://CharlotteWaterLead.org).



## Consider the Source

For Charlotte Water, the water treatment process starts at **Lake Norman** and **Mountain Island Lake**. Water is pumped from the lakes, treated, cleaned, and sent to homes, schools, and businesses throughout the Mecklenburg County service area.



An average of 125 million gallons of water per day are pumped from our Franklin, Vest and Dukes Water Treatment Plants to serve roughly 1.5 million people. **That's enough to fill an Olympic-sized swimming pool around 200 times.**

**Charlotte Water maintains 4,664 miles of water mains.**

If you laid the pipes out end to end, they would reach about **the distance from Charlotte**

**Douglas International Airport to the Honolulu Airport in Hawaii.**



## Raising the Sunset Water Tower Bowl

In 2025, we proudly lifted our newest elevated storage tank – the Sunset tank. With a capacity of two million gallons, this state-of-the-art tank will play a crucial role in maintaining a reliable water supply and consistent pressure throughout our community.

### More Than Just Storage

Elevated storage tanks help CLTWater provide consistent, stabilized pressure in the distribution system and ensure optimal fire protection for the public.

## Our Commitment

Charlotte Water takes great pride in providing water to our community. Each time you turn on the tap, know that Charlotte Water employees are working hard behind the scenes to treat, test, maintain and protect our drinking water system 24 hours a day, 365 days a year.

The water you use every day is monitored closely, tested carefully, and treated thoroughly so that every drop that lands in your cup is safe and healthy.



**363**

Water Sampling  
Stations in  
Mecklenburg  
County



**183K**

Water Analyses  
Our Lab Performs  
Per Year

## Project Spotlight:

Charlotte Water's dedicated staff works around the clock. Here are some of the things our water crews accomplished last year\*:

- 3.8 miles of water pipes replaced or rehabilitated
- 48.87 miles of new water pipes installed
- 4,728 water leaks repaired



*\*Fiscal year 2025 stats date from June 30, 2024–July 1, 2025.*



PARTNERSHIP FOR SAFE WATER

Charlotte Water proactively participates in the American Water Works' Partnership for Safe Water, aimed at optimizing water system operations.

# 2025 Drinking Water Quality Report

This report summarizes the Consumer Confidence Report (CCR), required by state and federal governments to be published and mailed annually by every drinking water supplier.

## For More Details

View the full Consumer Confidence Report (CCR) in multiple languages our website: [CLTWaterWQReport.org](http://CLTWaterWQReport.org)



The City of Charlotte is committed to making our services and programs accessible to all. To make a request, please email [CLTWater Communications at CLTWaterInfo@charlottenc.gov](mailto:CLTWaterInfo@charlottenc.gov).

Translation of this document is available by calling 311 or 704-336-7600.

Spanish: Este documento le da la bienvenida como cliente de Charlotte Water. La traducción de este documento está disponible llamando al 311 o al 704-336-7600.

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Arabic: ترجمة هذه الوثيقة متاحة عن طريق الاتصال بالرقم 311 أو 704-336-7600.

Chinese: 本文档欢迎您成为 Charlotte Water 的客户。致电 311 或 704-336-7600 可获得本文件的翻译。

Vietnamese: Tài liệu này chào mừng bạn là khách hàng của Charlotte Water. Bản dịch của tài liệu này có sẵn bằng cách gọi 311 hoặc 704-336-7600.