

# 2025 Annual Drinking Water Quality Report

## Town of Pinetops

Water System Number: NC0433015

### 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 Cody Lancaster at 252-827-4435. 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 Town Hall on the first Tuesday 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 Pinetops 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 Carlos Williams at

[cwilliams@pinetopsnc.com](mailto:cwilliams@pinetopsnc.com). 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, visit the Town Hall to request a copy.

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

The water that is used by this system is groundwater from four wells located within the system.

## 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 the Town of Pinetops 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:

<b>Source Name</b>	<b>Susceptibility Rating</b>	<b>SWAP Report Date</b>
<b>Well #4</b>	<b>Moderate</b>	<b>September 10, 2020</b>
<b>Well #5</b>	<b>Lower</b>	<b>September 10, 2020</b>
<b>Well #6</b>	<b>Lower</b>	<b>September 10, 2020</b>
<b>Well #7</b>	<b>Moderate</b>	<b>September 10, 2020</b>

The complete SWAP Assessment report for the Town of Pinetops may be viewed on the Web at: <https://www.ncwater.org/?page=600>  
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 water sources in several ways:

- Dispose of chemicals properly
- Take used motor oil to a recycling center
- Volunteer in your community to participate in group efforts to protect your sources

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

During 2025, or during any compliance period that ended in 2025, we received a Total Coliform and Disinfectant Residual Monitoring violation that covered the time period of August 1 to August 31, 2025. We have taken corrective actions to ensure this does not happen again.

# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Violation Awareness Date: 10/30/2025

*We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the compliance period specified in the table below, we did not monitor or test and/or did not complete all monitoring or testing for the contaminants listed and therefore cannot be sure of the quality of your drinking water during that time.*

CONTAMINANT GROUP	FACILITY ID NO./ SAMPLE POINT ID	COMPLIANCE PERIOD BEGIN DATE	NUMBER OF SAMPLES/ SAMPLING FREQUENCY	WHEN SAMPLES WERE TAKEN (Returned to Compliance)
TOTAL COLIFORM & DISINFECTANT RESIDUAL	D01 / RTOR	AUGUST 1, 2025	1 / MONTH	September 8, 2025

**(BA) Total Coliform Bacteria** – includes testing for Total Coliform bacteria and Fecal/E.coli bacteria. Testing for Fecal/E.coli bacteria is required if total coliform is present in the sample.

**(DI) Disinfectant Residual** must be tested with the collection of each compliance bacteriological sample, at the same time and site.

**What should I do?** There is nothing you need to do at this time.

**What is being done?** We have taken actions to ensure this does not happen in the future.

***Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.***

For more information about this violation, please contact the responsible person listed in the first paragraph of this report.

## **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.

**Million Fibers per Liter (MFL)** - Million fibers per liter is a measure of the presence of asbestos fibers that are longer than 10 micrometers.

**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.

**Parts per trillion (ppt) or Nanograms per liter (nanograms/L)** - One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.

**Parts per quadrillion (ppq) or Picograms per liter (picograms/L)** - One part per quadrillion corresponds to one minute in 2,000,000,000 years or one penny in \$10,000,000,000,000.

**Picocuries per liter (pCi/L)** - Picocuries per liter is a measure of the radioactivity in water.

**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.

**Variations and Exceptions** – State or EPA permission not to meet an MCL or Treatment Technique under certain conditions.

## 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 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:clancasater@pinetopsnc.com">clancasater@pinetopsnc.com</a>								
Contaminant (units)	Sample Date	Your Water (90 <sup>th</sup> Percentile)	Number of sites found above the AL	Range		MCLG	AL	Likely Source of Contamination
				Low	High			
Copper (ppm) (90 <sup>th</sup> percentile)	7/14/23	0.284	0	0.053	0.299	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90 <sup>th</sup> percentile)	7/14/23	ND	0	NA		0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits

### Disinfectant Residuals Summary

	MRDL Violation Y/N	Your Water (RAA)	Range		MRDLG	MRDL	Likely Source of Contamination
			Low	High			
Chlorine (ppm)	N	1.12	0.39	1.57	4	4.0	Water additive used to control microbes

### Inorganic Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
Fluoride (ppm)	1/23/23 & 1/8/25	N	0.21	0.17	0.21	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

### Other Miscellaneous Water Characteristics Contaminants

Contaminant (units)	Sample Date	Your Water	Range		SMCL
			Low	High	
Iron (ppm)	1/23/23 & 1/8/25	0.465	0.183	0.465	0.3
Manganese (ppm)	1/23/23 & 1/8/25	0.051	0.025	0.051	0.05
Sodium (ppm)	1/23/23 & 1/8/25	26.7	18.4	26.7	N/A
pH	1/23/23 & 1/8/25	6.9	6.7	6.9	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.