



Northwest Water Treatment Plant has a new name

The Northwest Water Treatment Plant has been renamed in honor of Paschal W. "Pat" Swann, a retired head of public works for Winston-Salem and former member and chairman of the Winston-Salem/Forsyth County Utility Commission.

Swann began his career with the city in 1961 and served the citizens of Winston-Salem for 35 years, culminating in his service as the assistant city manager for public works.

Swann was instrumental in the formation of the Utility Commission and provided key staff support to the commission from its inception in 1976 until his retirement in 1995.

Following his retirement Swann was appointed to the Utility Commission. He served for 10 years and was named chairman in July 2007, a role he filled for two more years.

During his 12-year tenure on the commission, Swann provided invaluable insight and direction on a great number of projects to expand the water and sewer system, foremost among them the Northwest Water Treatment Plant. Planning for the plant began during his service as assistant city manager and construction was completed while he sat on the Utility Commission.

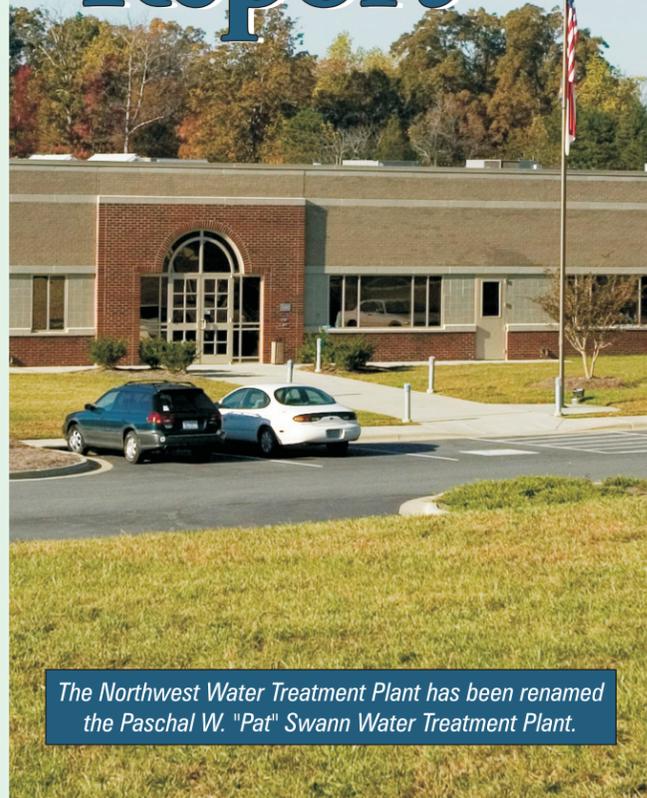
In recognition of Swann's lifetime of service to the citizens of Winston-Salem, the Winston-Salem City Council, with the endorsement of the Utility Commission, renamed the plant in his honor.



Paschal W. "Pat" Swann

Winston-Salem • Forsyth County
City/County Utilities
 Water • Sewer • Solid Waste Disposal

2009 Water Quality Report



The Northwest Water Treatment Plant has been renamed the Paschal W. "Pat" Swann Water Treatment Plant.



Construction of the new Thomas Water Plant is scheduled to be completed in August 2011.

Winston-Salem/Forsyth County Utility Commission drinking water exceeds all water quality standards

The Winston-Salem/Forsyth County Utility Commission operates three water treatment facilities drawing water from both the Yadkin River and Salem Lake. Together, these water treatment facilities can produce 97 million gallons per day of drinking water. The Neilson and Swann water plants can treat 48 and 25 million gallons per day, respectively, from the Yadkin River. The new Thomas Water Plant, currently under construction, will treat 18 million gallons per day.

For 2009, as in previous years, these treatment facilities have met or exceeded all state and federal standards for drinking water quality. This accomplishment reflects the quality and dedication of the employees who work year-round to provide adequate supplies of safe drinking water.

This brochure includes details about where your drinking water comes from, how it is treated, what it contains, and exactly how it compares to state and federal standards. The Utility Commission is providing this information to you because it is committed to delivering a quality product to its customers. This report is updated on a regular basis and mailed annually to our customers.

Protecting Our Water Sources

Sources of drinking water (both tap and bottled) include rivers, lakes, 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 storm water runoff, industrial or wastewater discharges, oil and gas productions, mining or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban storm water 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 come from gas stations, urban storm water runoff, and septic systems.
- **Radioactive contaminants** which can be naturally occurring or the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, the Environmental Protection Agency limits the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water, which 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 contaminants does not necessarily indicate the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at (800) 426-4791.

Treated Water Quality

The following substances were detected in the Winston-Salem/Forsyth County public water supply during the 2009 calendar year.

Regulated at the Treatment Plant

Substance	Highest Level Allowed (EPA's MCL ¹)	Ideal Goals (EPA's MCLG ²)	Range of Detections	Average Level Detected	Source
Barium, ppb ³	2000	2000	11.0 - 23.0	11.0	Natural geology; drilling operations; metal refinery wastes
Fluoride, ppm ⁴	4.0 ⁵	4.0	0.62 - 1.20	0.88	Nat. geology; Industrial waste byproduct by PVC manufacturers
Nitrate, ppm	10.0	10.0	0.29 - 0.68	0.48	Nat. geology; battery manufacturing & metal refinery wastes
Total Organic Carbon	Treatment Technique ⁶	n/a	1.00 - 2.05	1.34	Natural organic matter
Turbidity, NTU ⁷	Treatment Technique ⁸	n/a	0.02 - 0.14	0.05	Soil erosion; natural geology

Regulated in the Distribution System

Substance	Highest Level Allowed (EPA's MCL ¹)	Ideal Goals (EPA's MCLG ²)	Range of Detections	Average Level Detected	Source
Total Trihalomethanes, ppb	80 RAA ⁹	0.0	12.0 - 80.0	41.9 RAA	Byproducts of drinking water disinfection
Total Haloacetic Acids, ppb	60 RAA	0.0	13.5 - 54.6	31.5 RAA	Byproducts of drinking water disinfection
Chlorine, ppm	4.0	4.0	0.10 - 1.77	0.98	
Alpha Emitters, pCi/L ¹⁰	15.0	0.0	0.0	0.0	Natural geology
Beta Emitters, pCi/L	50.0	0.0	0.0	0.0	Natural geology
Total Coliforms	Less than 5% positive	0.0	n/a	0.0	Natural geology and man-made sources

Unregulated Substances

Substance	Highest Level Allowed (EPA's MCL ¹)	Ideal Goals (EPA's MCLG ²)	Range of Detections	Average Level Detected	Source
Sulfate, ppm	500 proposed	Not Regulated	9.25 - 23.8	13.3	
Nickel, ppm	none proposed	Not Regulated	ND - 0.007	0.0006	

Regulated at the Consumers' Tap

Substance	Highest Level Allowed (EPA's MCL)	Ideal Goals (EPA's MCLG)	Number of Sites Sampled	Number of Sites Above the Action Level	90th Percentile Concentration, ppb	Source (both lead and copper)
Lead, ppb	15.0 (action level ¹¹)	0.0	70	1	< 3.0	Corrosion of household plumbing;
Copper, ppb	1,300 (action level)	1,300	70	0	70.0	Erosion of natural deposits.

Definitions:

¹ **Maximum Contaminant Level (MCL)** - The highest level of a contaminant that is allowed in drinking water.

² **Maximum Contaminant Level Goal (MCLG)** - The level of a contaminant in drinking water below which there is no known or expected risk to health.

³ **ppb** - One part per billion.
(For example, one penny in \$10,000,000.)

⁴ **ppm** - One part per million.
(For example, one penny in \$10,000.)

⁵ The EPA's maximum contaminant level for fluoride is 4.0 mg/L, however the State of North Carolina has established a maximum contaminant level of 2.0 mg/L.

⁶ **Treatment technique** - Treatment technique for total organic carbon was complied with throughout 2008.

⁷ **NTU** - nephelometric turbidity unit, a measure of the cloudiness of water.

⁸ **Treatment technique** - No more than 5% of measurements in a given month may exceed 0.3 NTU.

⁹ **Running annual average** - last four quarterly samples collected from the system.

¹⁰ **PCi/L** - Picocuries per liter is a measure of the radioactivity in water. A picocurie is 10⁻¹² curies and is the quantity of radioactive material producing 2.22 nuclear transformations per minute.

¹¹ **Action Level** - The concentration of a contaminant that triggers treatment or other requirement that a water system must follow. Action levels are reported at the 90th percentile for homes at greatest risk.

Copies of this report or additional information may be obtained by calling Bill Brewer, Water Treatment Superintendent, at (336) 945-1179.

EN ESPAÑOL

Si desea recibir una copia de este reporte en Español o si tiene preguntas con respecto a la calidad del agua que consume, por favor comuníquese con el departamento de servicios públicos durante las horas de trabajo, el teléfono es (336)727-8000.

Physical & Mineral Characteristics

For Calendar Year 2009

Constituent	Annual Range Detected	Annual Average
Alkalinity, ppm	11.5 - 30.0	21.60
Aluminum, ppm	0.007 - 0.017	0.012
Calcium, ppm	2.8 - 4.8	3.72
Carbon Dioxide ppm	1.00 - 9.0	3.92
Chloride, ppm	5.19 - 8.12	6.79
Chlorine, ppm	0.97 - 2.24	1.40
Conductivity, micromhos/cm	91.4 - 124.5	106.8
Copper, ppm	0.001 - 0.004	0.0020
Hardness, ppm	8.0 - 41.0	16.9
Magnesium, ppm	1.1 - 2.0	1.5
Manganese, ppb	ND - 0.005*	0.001
Molybdenum, ppm	ND - 0.001	0.00004
pH, Standard Units	7.08 - 7.83	7.52
Phosphate, ppm	1.07 - 1.47	1.04
Potassium, ppm	1.2 - 2.3	1.8
Silica, ppm	8.1 - 13.3	10.9
Sodium, ppm	7.2 - 14.3	10.5
Temperature, Deg. C	5.5 - 26.5	17.6
Zinc, ppm	0.164 - 0.415	0.285

*ND - Not detected.

Cryptosporidium sp.

Cryptosporidium sp. is a microscopic organism that, when ingested, can cause diarrhea, fever and other gastrointestinal symptoms. The organism occurs naturally in surface waters (lakes & streams) and comes from animal waste. Cryptosporidium sp. is eliminated by an effective treatment combination of coagulation, sedimentation, filtration, and disinfection. Both of the city's water sources are currently being tested monthly for Cryptosporidium sp. and to date it has not been detected. Cryptosporidium sp. has never been detected in our treated drinking water.

Special Concerns

Some people may be more vulnerable to contaminants in drinking water than the general population. People whose immune systems have been compromised – such as people 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 for infections. These people should seek advice about drinking water from their health care providers. Environmental Protection Agency and Centers for Disease Control guidelines on appropriate means to lessen risk of infection by Cryptosporidium sp. and other microbiological contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

Lead Exposure From Water

Elevated levels of lead in drinking water can cause serious health problems, especially for pregnant women and young children. Lead in drinking water comes primarily from materials and components associated with service lines and home plumbing.

The City/County Utility Commission is responsible for providing high quality drinking water, but 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 two 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 and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at (800) 426-4791 or go online at www.epa.gov/safewater/lead.

The Winston-Salem/Forsyth County water system is operated by the City/County Utility Commission. The commission meets monthly the second Monday of each month at 2 p.m. in City Hall, Room 230, 101 N. Main Street, Winston-Salem, N.C. For questions about this report or the quality of our drinking water, call Utilities Administration at (336) 727-8000.

City of Winston-Salem

Mayor: Allen Joines; City Council: Vivian H. Burke, Mayor Pro Tempore, Northeast Ward; Denise D. Adams, North Ward; Dan Besse, Southwest Ward; Robert C. Clark, West Ward; Molly Leight, South Ward; Wanda Merschel, Northwest Ward; Derwin L. Montgomery, East Ward; James Taylor Jr., Southeast Ward; City Manager: Lee D. Garrity

Forsyth County

County Commissioners: David R. Plyler, Debra Conrad, Beaufort O. Bailey, Richard V. Linville, Walter Marshall, Ted Kaplan, Gloria D. Whisenhunt; County Manager: Dudley Watts

Produced by the
Winston-Salem/Forsyth County Utility Commission
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Marketing and Communications Department

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