

# The Clear Choice



## 2020 Annual Water Quality Report

### PENDER COUNTY UTILITIES

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Law Enforcement Center

[www.pendercountync.gov](http://www.pendercountync.gov)

Copies of the Water Quality Report can be obtained from web site or the Utilities Office

### DEAR CUSTOMER

This report is a snapshot of last year's water quality. Included are details about where your water comes from, 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 are committed to ensuring the quality of your water and to providing you with this information, because informed customers are our best allies.

### IN CASE OF EMERGENCY

**For water main breaks or other emergencies after 5PM, please contact us via our On-Call phone number:**

**910-471-1041**

## Committed to Quality

Pender County Utilities is committed to ensure that you receive quality potable water that meets the North Carolina Division of Environmental Quality and EPA Standards.

We are proud to supply our customers with a reliable supply of clean and safe drinking water. As part of the work we do for you, we are pleased to present our 2020 Annual Water Quality Report. This document gives you detailed information about where your water comes from, the treatment processes, quality of the treated water, and the steps we take to send clean drinking water to your tap every day.

Increasing population in the Hampstead area drives our planning efforts to meet increasing water demands. In the fall of 2020 Pender County Utilities began the construction of two new groundwater wells, one located at the Pender County Annex Complex, and the other at Kiwanis Park near Country Club Road. The wells are supplied by the Upper Pee Dee Aquifer, and are capable of producing an additional 500,000 gallons of potable water per day. Water from the wells is then combined in the distribution system with the water produced from the water treatment plant located on Hwy 421 seven days a week to serve the eastern area of the County. The addition of the wells will be essential to supply water during the summer high demand months.

PCU water employees are always walking a straight line to carry out daily water operations to meet stringent requirements set by the U.S. Environmental Protection Agency (EPA) and the North Carolina Department of Environmental Quality (DEQ) to ensure you receive the best quality of water. Our water professionals produce water that is safe from biological pathogens as well as organic and inorganic contaminants. As you will see in our 2020 report, you will have a better understanding of the drinking water process and our commitment to protecting public health. We look forward to supplying Pender County Utility customers with quality water now and in the future.

Committed to Quality,



Kenny Keel, PE, Director  
Pender County Utilities & Solid Waste

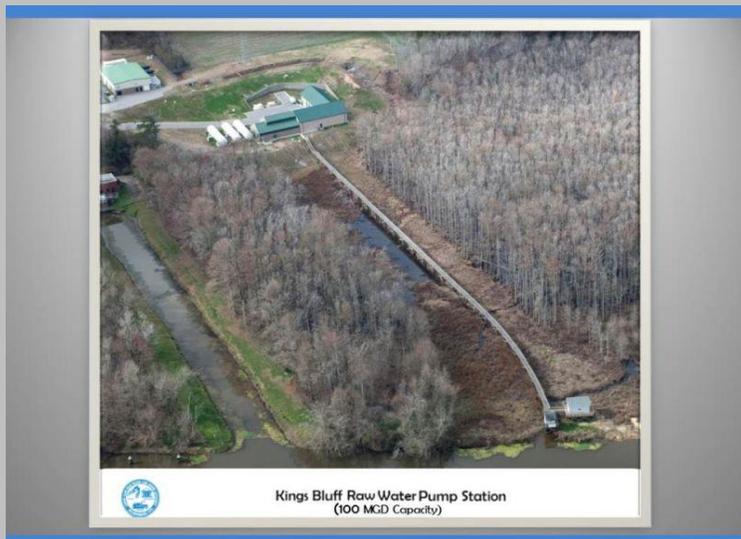


## Pender County Utilities' Drinking Water Sources

Pender County Utilities processes, treats, and distributes treated drinking water to customers within Pender County through one primary system and a well connection. The primary source water that is processed by the Pender County Utilities Surface Water Treatment Plant is surface water from the Cape Fear River purchased from the Lower Cape Fear Water and Sewer Authority which was incorporated May 13, 1970.

The lower Cape Fear Water and Sewer Authority is a regional organization comprised of several governmental entities including Bladen, Brunswick, Columbus, New Hanover, Pender Counties, and the City of Wilmington. The authority was created to aid development of a water supply system for the sponsoring member governments, which are primarily located in southeastern NC.

The Authority obtains raw water from the Cape Fear River via two raw water intake pipes located just above Lock and Dam Number 1 in Bladen County. The 100 million gallons per day (MGD) Kings Bluff Raw Water Pump Station conveys raw water by various raw water transmission mains to several governmental and industrial users in the region including the Pender County Utilities Surface Water Treatment Plant.



Pender County Utilities water system and water demand has grown primarily in the eastern portion of the county, the water transmission system between the Water Treatment Plant and the eastern portions of the service area has become limited in capacity to support future growth and increased seasonal demands.

In the fall of 2020, the Annex well was constructed in the Hampstead Area. This well is supplied by the Upper PeeDee Aquifer. Water from the well is combined with the water from the Surface Water Plant five days a week to serve the Hampstead / Topsail areas. The well will be essential to supply water during the summer high demand months.

## How is Pender County Utilities Water Treated?

The Pender County Surface Water Treatment Plant is the main source of potable water for Pender County. The water treatment plant is located on Highway 421 just north of the New Hanover County boarder.

The plant has a finished water capacity of 2 million gallons per day (MGD) and utilizes a conventional treatment process that supplies water to 10,162 customers.

Pender County Utilities administers water for five water districts to serve the residences of Pender County. The districts include: Rocky Point / Topsail, Scotts Hill, Central Pender, Columbia Union, and Moore's Creek.

Pender County Utilities has seven storage tanks within the county for a total storage volume of 4 million gallons. In the Hampstead area the county has a well that was constructed in the fall of 2020 which is feed by the Upper PeeDee Aquifer. The pumps at this well can provide 350 gallons per minute.

The water plant operates using a conventional treatment process. The initial treatment step is coagulation which involves the rapid mixing of Caustic and Ferric Sulfate into the raw (untreated water). Next, the water flows into chambers where gentle mixing allows particles to stick together or flocculate. The heavy floc particles that have formed then settle and are removed in sedimentation basins. The water then flows through sand and anthracite filters to remove any remaining particles. Water then flows to 4 Granular Activated Carbon (GAC) Contactors that will help remove contaminants such as GenX, PFOA, PFOS, TOC, Taste and Odor. In the final step Orthophosphate and chlorine is added to the water.

The Orthophosphate is added to prevent metals from leaching into the drinking water as it travels through the water lines to the customer. Chlorine is added to the water as a disinfectant to kill bacteria in the distribution system.

Orthophosphate and chlorine are added to the well water in the

Hampstead / Topsail area. These chemicals serve the same purpose as at the water treatment plant.



# What the EPA Wants you to know

## Environmental Protection Agency's Safe Drinking Water Hotline

(1-800-426-4791)

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 (1-800-426-4791).

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. The Environmental Protection Agency (EPA) and Center for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791) or at <http://www.epa.gov/safewater>.

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 storm water 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 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 also come from gas stations, urban storm water runoff, and septic systems; and 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.

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

Pender County Utilities processes, treats, and distributes treated drinking water within Pender County through one primary system and two emergency connection systems. The primary source water that is then processed by the Pender County Utilities Surface Water Treatment Plant is surface water from the Cape Fear River purchased from the Lower Cape Fear Water and Sewer Authority. Additional emergency water supply is groundwater provided from the Pee Dee and Black Creek Aquifers purchased from the Town of Wallace (Ricky Raynor 910-285-2812) and the Town of Surf City (Jeanne King 910-328-4131). A staff of highly trained, state certified water treatment operators, a state certified Chemist, and a team of skilled maintenance technicians keep all the facilities fully operational 24 hours per day, 7 days per week to ensure a safe, high quality, and reliable drinking water source.



## Environmental Quality

### 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 Higher, Moderate, or Lower.

The relative susceptibility rating of each source for Pender County Utilities 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:

**Susceptibility of Sources to Potential Contaminant Sources (PCSs)**

Source Name	Inherent Vulnerability	Contaminant Rating	Susceptibility Rating	Date
LCFWSA	Higher	Lower	Moderate	September 2020
Well #6	Higher	Lower	Moderate	September 2020

The complete SWAP Assessment report for Pender County Utilities may be viewed on the Web at <http://www.ncwater.org/?page = 600>. 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 Water Quality Report was prepared. If you are unable to access your SWAP report on the web, you may also request a printed copy by submitting a request to: Source Water Assessment Program – Report Request, 1634 Mail Service Center, Raleigh, NC 27699-1634, or email request to [swap@ncdnr.gov](mailto:swap@ncdnr.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 source(s) in several ways:

- Disposal of fertilizers, pesticides, paints, and medications properly
- Taking motor oil to a recycling center
- Volunteering in your community to protect your drinking water source (Cape Fear River)



## Water Quality Data Table of Detected Contaminants

WE ROUTINELY MONITOR FOR OVER 150 CONTAMINANTS IN YOUR DRINKING WATER ACCORDING TO FEDERAL AND STATE LAWS. THE TABLE BELOW LIST ALL THE DRINKING WATER CONTAMINANTS THAT WE DETECTED IN THE LAST ROUND OF SAMPLING FOR THE 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, 2020. THE EPA OR THE STATE REQUIRES 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, THROUGH REPRESENTATIVE OF THE WATER QUALITY, IS MORE THAN ONE YEAR OLD.

UNREGULATED CONTAMINANTS ARE THOSE FOR WHICH EPA HAS NOT ESTABLISHED DRINKING WATER STANDARDS. THE PURPOSE OF UNREGULATED CONTAMINANT MONITORING IS TO ASSIST EPA IN DETERMINING THE OCCURRENCE OF UNREGULATED CONTAMINANTS IN DRINKING WATER AND FUTURE REGULATIONS IS WARRANTED.

## Key To Abbreviations In Table

**AL** – Action Level; the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow

**LRAA** – Locational Running Annual Average; The average of sample analytical results for samples taken at a monitoring location during the previous four calendar quarters under the Stage 2 Disinfectants and Disinfection Byproducts Rule.

**MCL** – Maximum Contaminant Level; The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs allow for a margin of safety.

**MCLG** – Maximum Contaminant Level Goal; The level of a contaminant in drinking water below which there is no known or expected risk to health. NCLGs allow for a margin of safety.

**MRDL** – Maximum Residual Disinfection 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 Disinfection 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.

**NTU** – Nephelometric Turbidity Unit; is the measurement of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

**ND** – Non-Detects; Laboratory analysis indicates that the contaminant is not present at the level of detection set for the methodology used.

**N/A** – Not-Applicable; Information not applicable/not required for that water system or for that rule.

**ppm** – Parts per million or mg/L – Milligrams per liter; This is measurement of the mass of a chemical or contaminate per unit volume of water.

**ppb** – Parts per billion or ug/L – Micrograms per liter; is the number of units of mass of a contaminant per 1000 million units of total mass.

**ppt** – Parts per trillion or nanograms/L – Nanograms per liter; is the number of units of mass of a contaminant per 100000 billion units of total mass.

**pCi/L** – Picocuries per liter; is a measure of the radioactivity in water.

**RAA** – Running Annual Average; The average of samples taken at all locations throughout the system.

**TOC** – Total Organic Carbon; has no health effects, however, organics provide a medium for the formation of disinfection by products. The TOC compliance criterion applies only to treated water.

Contaminant (Units)	Your Water	MCL Violation Yes / NO	MCL	MDLG	Likely Source of Contamination
<b>REGULATED AT THE TREATMENT PLANT</b>					
Turbidity (NTU) Annual Average for Raw Water	16.72	Turbidity > 1 NTU NO	TT	N/A	Soil Runoff
Turbidity (NTU) Annual Average for Treated Water	0.072	Less than 95% of monthly turbidity measurements are ≤1.0 NTU NO	TT	N/A	Soil Runoff
Alkalinity (mg/L) Annual Average for Raw Water	20	No	Range Low to High 12-30	N/A	Soil Runoff
Alkalinity (mg/L) Annual Average for Treated Water	26	No	Range Low to High 16-32	N/A	Soil Runoff
Chlorine (ppm) Highest Compliance Result	2.05	N/A	4	4	Water Additive used to control Microbes
Chlorine (ppm) Overall Annual Average	1.72	N/A	4	4	Water Additive used to control Microbes

\*Turbidity has no health effects, we monitor it because it is a good indicator of the effectiveness of our filtration system. The turbidity rule requires that 95% or more of the monthly samples must be less than or equal to 0.3 NTU.

<b>REGULATED AT THE CUSTOMERS TAP</b>					
Copper (ppm) (90th percentile)	10/6/2020	0.38	1.3 / 1.3 = AL	0	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb) (90th percentile)	10/6/2020	0	0 / 15 = AL	0	Corrosion of household plumbing systems; erosion of natural deposits

<b>REGULATED IN THE DISTRIBUTION SYSTEM</b>					
<b>THM (ppb) (Total Trihalomethanes)</b>					
Location B01	3/26/20	32	32-63	80 / No	By-product of drinking water chlorination
	6/26/20	34			
	9/29/20	63			
Location B02	3/26/20	41	29-53	80 / No	By-product of drinking water chlorination
	6/26/20	29			
	9/29/20	53			
Location B03	3/26/20	22	22-73	80 / No	By-product of drinking water chlorination
	6/26/20	34			
	9/29/20	73			
Location B04	3/26/20	29	25-41	80 / No	By-product of drinking water chlorination
	6/26/20	25			
	9/29/20	41			
<b>HAA5 (ppb) (Total Haloacetic Acids)</b>					
Location B01	3/26/20	18	18-26	60 / No	By-product of drinking water disinfection
	6/26/20	26			
	9/29/20	21			
Location B02	3/26/20	24	15-24	60 / No	By-product of drinking water disinfection
	6/26/20	15			
	9/29/20	20			
Location B03	3/26/20	13	13-26	60 / No	By-product of drinking water disinfection
	6/26/20	15			
	9/29/20	26			
Location B04	3/26/20	16	12-18	60 / No	By-product of drinking water disinfection
	6/26/20	12			
	9/29/20	18			

\*Some people who drink water containing trihalomethanes (THM) in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

Total Coliform Bacteria (Presence or Absence)	<0.3% per month	NO	Determined by one positive monthly sample	0	Naturally present in the environment
E. Coli (Presence or Absence)	No Detect	NO	0*	0	Human and animal fecal waste

\*MCL is exceeded if a routine sample and repeat sample are total coliform positive and one is also E. Coli positive.

\*If a system collecting fewer than 40 samples per month has two or more positive samples in one month, the system has a MCL violation.

<b>UNREGULATED SUBSTANCES</b>					
Sodium (mg/L)	41.1	NO	N/A	N/A	N/A
Sulfate (mg/L)	75.5	NO	250	N/A	N/A
pH (S.U.)	7.19	NO	6.0-9.0	N/A	N/A

\*The Public Water Supply Section (PWS) has established a pH range of 6.0-9.0 for Pender County Water in order to ensure optimal corrosion control status.

Contaminant (Units)	Your Water	MCL Violation Yes / NO	MCL	MDLG	Likely Source of Contamination
<b>ANEXX WELL #6</b>					
Alkalinity (mg/L) Annual Average for Treated Water	145	NO	N/A	N/A	Soil Runoff
Chlorine (ppm) Highest Compliance Result	1.88	N/A	4	4	Water Additive used to control Microbes
Chlorine (ppm) Overall Annual Average	1.49	N/A	4	4	Water Additive used to control Microbes
Contaminant (Units)	Your Water (Average)	Range Low to High	Secondary MCL	Likely Source of Contamination	
pH (S.U)	6.8	6.7 - 6.9	6.0 - 9.0	N/A	
Conductivity (umhos/cm)	443	N/A	N/A	N/A	
Orthophosphate (mg/L)	2.1	N/A	N/A	N/A	
Phosphate (mg/L)	1.01	0.18 - 2.84	N/A	N/A	
Hardness (mg/L)	277	272 - 280	N/A	N/A	
Iron (mg/L)	0.43	0.24 - 1.21	300	The source of iron may be from the corrosion of iron or steel pipes or other components of the plumbing system where the acidity of the water, measured as pH, is below 6.0	
Manganese (mg/L)	0.08	0.06 - 0.08	50	is a mineral that is found naturally in the environment and is one of the most abundant metals on the earth's surface, in air, water, and soil	
Chloride (mg/L)	25.3	23.5 - 29.5	250	can result from a number of sources including the weathering of soils, salt-bearing geological formations, deposition of salt spray, salt used for road de-icing, contributions from wastewaters and in coastal areas, intrusion of asly ocean water into fresh ground water.	
Fluoride (mg/L)	0.14	0.05 - 0.19	2	Erosion of natural deposits	
Radium 228 (pCi/L)	1.13	N/A	5	Erosion of natural deposits	

If present, elevated levels of lead can cause serious health problems if ingested over many years, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with private service lines and home plumbing and not the distribution mains or water supply. The Rocky Point/Topsail Water & Sewer District is responsible for providing high quality drinking water but cannot control the variety of materials uses in plumbing components. Most sources of drinking water have no lead or very low levels of lead. Most lead gets into drinking water after the water leaves the local water well or treatment plant and comes into contact with plumbing materials containing lead with a home or business. 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. Do not boil water to remove lead and identify if your plumbing fixtures contain lead. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at the office of Pender County Utilities or from the Safe Drinking Water Hotline at 1-800-426-4791 or at <http://www.epa.gov/safewater/lead>.

If more than 10% of tap water samples exceed the lead “action level”, Pender County Utilities is required to inform the site authorizing the sample about their water quality results, provide public education on lead to those sampling sites that participate in our lead tap monitoring program, continue monitoring for lead and copper; and document our efforts to the North Carolina Department of Environment and Natural Resources Division of Environmental Health.

## Notice to the Public / Important Information About Your Drinking Water

Violation Awareness Date: January 22, 2021

Pender County Utilities is 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 water meets health standards. During the compliance period specified in the table below, we [‘did not monitor or test’ 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 this time. The monitoring was completed the following month to ensure our water meets all compliance and health requirement.

Contaminant (Units)	Your Water	MCL Violation Yes / NO	MCL	MDLG	Likely Source of Contamination
<b>THM (ppb)</b> (Total Trihalomethanes)					
Location B01	48	No	32-63	80 / No	By-product of drinking water chlorination
Location B02	23	No	23-53	80 / No	By-product of drinking water chlorination
Location B03	35	No	22-73	80 / No	By-product of drinking water chlorination
Location B04	16	No	16-41	80 / No	By-product of drinking water chlorination
<b>HAA5 (ppb)</b> (Total Haloacetic Acids)					
Location B01	17	No	18-26	60 / No	By-product of drinking water disinfection
Location B02	14	No	15-24	60 / No	By-product of drinking water disinfection
Location B03	8	No	8-26	60 / No	By-product of drinking water disinfection
Location B04	7	No	7-18	60 / No	By-product of drinking water disinfection

Contaminant Group	Facility ID Number	Compliance Period Begin Date	Number of Samples / Sampling Frequency	When Samples Were Taken
Disinfection Byproducts (DBPs)	D01	October 1, 2020	4 / quarterly (month of December)	January 22, 2021

(HAA5) – Haloacetic Acids – include Monochloroacetic Acid, Dichloroacetic Acid, Trichloroacetic Acid, Monobromoacetic Acid, and Dibromoacetic Acid

(THM) – Total Trihalomethanes – include Chloroform, Bromoform, Bromodichloromethane, and Dibromochloromethane

**What should I do?** There is nothing you as a customer needs to do at this time.

**What is being done?** We have since taken the required samples, as described in the last column of the table above. The sample results showed we are meeting drinking water standards.





# Why Conserve Water?

Water is essential to life on earth. We need water to grow food, keep clean, provide power, control fire, and last but not least, we need it to stay alive.

If water is constantly being cleaned and recycled through the earth's water cycle, why do we need to conserve it? The answer is that people use up our planet's fresh water faster than it can naturally be replenished.

To provide enough clean fresh water for people, water is cleaned at the drinking water treatment plant before it is used. And after water is used, it is cleaned again at wastewater plants before being put back into the environment.

Saving water is good for the earth, your family, and your community.

- When you use water wisely, you help the environment. You save water for fish and animals. You help preserve drinking water supplies. And you ease the burden on wastewater treatment plants – the less water you send down the drain, the less work these plants must do to make water clean again.
- When you use water wisely, you save energy. You save the energy that your water supplier uses to treat and move water to you, and the energy your family uses to heat your water.
- When you use water wisely, you save money. Your family pays for the water you use. If you use less water, you'll have more money left to spend on other things.

## Protecting the Environment

In addition to saving money on your water bill, water conservation helps prevent water pollution in nearby lakes, rivers, and local watersheds. Conserving water can also extend the life of your septic system by reducing soil saturation and reduce pollution due to leaks. Overloading municipal sewer systems can cause untreated sewage to flow to lakes and rivers. The smaller the amount of water flowing through these systems the lower the likelihood of pollution. The U.S. population has doubled over the past 50 years. While our thirst for water has tripled. With at least 40 states anticipating water shortages by 2024, the need to conserve water is critical.

Water is essential to life on earth. We use it for so many things: to grow, keep clean, make power, control fires, and most important of all, to stay alive! Therefore, it's our responsibility to learn more about water conservation and how we can keep our water pure and safe for generations to come.

## WHAT IF I HAVE ANY QUESTIONS OR WOULD LIKE TO BECOME MORE INVOLVED?

Please contact Pender County Utilities at:  
(910) 259-1570

If you have any questions regarding this report or your water, we want our valued customers to be informed about their water quality.



## How to save water

There are many simple ways to save water. You can start by taking shorter showers, turning the water off when you brush your teeth, and fixing leaks. By using water saving features you can reduce your in-home use by 35%. This means the average household, which uses 130,000 gallons per year could save 44,000 gallons of water per year. On daily bases the average household, which uses 350 gallons per day could save 125 gallons of water per day. Saving water is good for the earth, your family, and your community. Water Conservation at home is one of the easiest measures to put in place and saving water should become part of everyday family practice.

More information can be found at:

<https://www.pendercountync.gov/utl/>

## Community Participation

You can be involved in decisions regarding Pender County Utilities' water or other County issues. Citizens are welcome to attend regularly scheduled Board of County Commissioner's meetings on the first and third Monday of each month at 4:00 p.m.

All meetings are open to the public and are held at the Public Assembly Room located at 805 South Walker Street, Burgaw, NC 28425. Public Comment is accepted at all meetings at designated times on the agenda. Meeting agendas, minutes, and videos are generally posted on <https://pendercountync.civicweb.net/portal/>

Before 11 a.m. on the Friday preceding the meetings and videos are generally posted the next business day. Questions regarding the meetings can be directed to the County Manager's office at 910-259-1200.

**“Serving our Community”**