

How does . . . *continued*

removal of most dirt and other larger particulate matter. This step is known as settling.

Once completed, water is filtered to remove smaller pieces of debris and bacteria. The water is chemically treated to kill any remaining bacteria.

Next, fluoride is added to protect teeth and chemicals to protect pipes are included. Federal, State, and local health laws and ordinances require these additives during treatment. Then, water is stored. Finally, it is pumped into homes and businesses around High Point and the surrounding area.

Our commitment to you

The city of High Point has a state- and federally-certified testing program for your water that meets or exceeds all standards. The water is tested as it is being collected in the watershed, during the treatment process, and, also, after it is delivered to homes and businesses in our community. Those results are presented in this report.

Some people may be more vulnerable to contaminants in drinking water than the general population. People with weakened immune systems -- chemotherapy, dialysis, and cancer patients, organ transplant recipients, or people with HIV/AIDS, for instance, and infants and the elderly may be at risk for infections. They should seek advice from their health care providers to minimize any possible effects.

Questions about your water?

Customer Service Phone Center

883-3111

24 hours a day, seven days a week

U. S. Environmental Protection Agency

Safe Drinking Water Hotline

800-426-4791

NOTE: A report about the wastewater treatment system is available upon request from High Point's Customer Service Phone Center at 883-3111.

Water Conservation Tips

There are a number of ways to save water, and they all start with you.

- ❶ When washing dishes by hand, don't let the water run while rinsing. Fill one sink with wash water and the other with rinse water.
- ❷ Check your sprinkler system frequently and adjust sprinklers so only your lawn is watered and not the house, sidewalk, or street.
- ❸ Run your washing machine and dishwasher only when they are full and you could save 1000 gallons a month.
- ❹ Avoid planting turf in areas that are hard to water such as steep inclines and isolated strips along sidewalks and driveways.
- ❺ Use the garbage disposal sparingly. Compost instead, and save gallons every time.
- ❻ Plant during the spring when the watering requirements are lower.
- ❼ Keep a pitcher of water in the refrigerator instead of running the tap for cold drinks, so that every drop goes down you -- not the drain.
- ❽ Check your water meter and bill to track water usage.
- ❾ Wash your produce in the sink or a pan that is partially filled with water, instead of running water from the tap.
- ❿ If your shower can fill a one-gallon bucket in less than 20 seconds, replace it with a water-efficient showerhead.

This information is available in another format for people with visual impairments.

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June 2003

City of High Point Consumer Water Report

January 1-December 31, 2002

Where does our water come from?

High Point's water comes from a 62-square mile area known as a watershed.

We do not have any large river systems, such as the Yadkin or Neuse River, to rely on. As a matter of fact, we are the first to use water from the beginning, or headwaters, of a larger river system called the Cape Fear River.

Our water comes from rainfall and runoff in an area roughly bordered by U. S. Highway 421 on the north (above I-40), Main Street on the southwest, N. C. Highway 66 on the west, Montlieu Avenue on the southeast, and Guilford College Road on the east.

The water collects in streams that flow together into what becomes the east and west forks of Deep River. It is then collected and stored in our two lakes: Oak Hollow and City Lake. Before we can send the water to you, it needs to be treated to remove contaminants it has picked up on the way to our water supply lakes.

How does the water get to you?

Most of the water we drink is pumped from City Lake and processed into treated drinking water at the Ward Water Plant on Kivett Drive. We have a state-of-the-art treatment facility where we remove those contaminants water picks up as it is collected in our watershed.

There are four basic steps to treating water. First, we add alum (aluminum sulfate) to water, speeding the



(continued inside)

CONSTITUENTS FOUND IN THE CITY OF HIGH POINT'S DRINKING WATER -- January 1 - December 31, 2002

COMPOUND	GREATEST	LAST	LAST	UNIT	MAXIMUM		HEALTH	SOURCE
	AMOUNT	AMOUNT	DATE		ALLOWED	ALLOWED		
	FOUND	FOUND	TESTED		MCL ⁽¹⁾	MCLG ⁽²⁾	EFFECT	
At the Ward Water Treatment Plant								
pH	7.6	7.6	2-Dec-02	units	>6.5	no limit	none	
Barium	0.039	0.039	2-Dec-02	mg/L	<2.0	<2.0	circulatory system effects	natural, pigments, epoxy sealants, spent coal
Fluoride	1.02	1.02	2-Dec-02	mg/L	<4.0	<4.0	skeletal and dental fluorosis	natural, fertilizer, aluminum industry, water treatment
Sodium	15.9	15.9	2-Dec-02	mg/L	no limit	no limit	none	natural
Sulfate	28	28	2-Dec-02	mg/L	no limit	no limit	diarrhea	natural deposits, water production
Nitrate	0.271	0.271	23-Jan-02	mg/L	<10.0		methemoglobinemia	animal waste, fertilizer, natural deposits, septic tanks, sewage
Nitrate+Nitrite	0.271	0.271	23-Jan-02	mg/L	no limit	<10	methemoglobinemia	combined
Gross Beta	2.83	2.83	15-Mar-99	pCi/L	<4	none	cancer	natural and man-made deposits
Simazine	0.09	0.09	15-Jan-02	ug/L	<4	none	cancer	herbicide on grass sod, some crops, aquatic algae
Total asbestos	<0.20	<0.20	20-Sep-94	MFL>10um	7.0	none	cancer	natural deposits; cement, brake linings
At the Customer's Faucet								
Heterotrophic bacteria	123*	<1	Dec-02	/100	500	no limit	no health effect, treatment indicator	not listed
Total Coliform	<1*	<1	Dec-02	/100	<5% samples	none	indicator of other pathogens	human and animal fecal waste
Lead	<5	<5	Sep-02	ug/L	<15	<5	kidney, nervous system damage	natural/industrial deposits, plumbing, solder, brass alloy faucets
Copper	165	88	Sep-02	ug/L	<1300	<1300	gastrointestinal irritation	natural/industrial deposits, wood preservatives, plumbing
Total Trihalomethanes	0.05675	NA	4-Dec-02	mg/L	no limit	NA	cancer, suspected premature birth	drinking water chlorination by-product
TTHM Rolling Average	NA	0.0452	4-Dec-02	mg/L	<0.100	NA	cancer, suspected premature birth	drinking water chlorination by-product
TOTAL HAAs (Rollavg)	0.0488	0.0453	4-Dec-02	mg/L	<0.60	NA		drinking water chlorination by-product

* = does not include specific situations that may have altered the water at the consumer's tap beyond our control.

PUBLIC NOTICE: The results for pH were not reported by the commercial contracted laboratory on the required state form. The water plant operations staff monitors pH several times a day. It is also reported daily as a compliance parameter monthly in the required Public Water Supply Report submitted to the N. C. Public Water Supply Section. The city's water quality and the health of its consumers were NOT compromised at any time.

Definitions:

°C – degrees centigrade.

NTU – turbidity units, used only to define this measurement

mg/L – milligrams per liter or parts per million (ppm).

ug/L – micrograms per liter or parts per billion (ppb).

pCi/L – picocuries per liter, used only for radioactivity measurements.

≤ - less than

≥ - greater than, both are applied to numbers to indicate a boundary such as, "The number should not exceed" or "the value cannot be measured below this number."

MCL – (Maximum Contaminant Level) the greatest amount allowed in your water by law that determines whether it is safe or not.

MCLG – (Maximum Contaminant Level Goal) This would be an ideal situation. This may or may not exist anywhere on earth, but it is the best we wish we could achieve.

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

Heterotrophic – a group of bacteria that is a general indicator of many bacteria but are not health threatening.

Coliform – a group of very resistant bacteria usually associated with disease.

SELECTED AVERAGE VALUES

(from monthly N. C. Public Water Supply Reports)

Type of Test	Drinking Water	
	Average	Maximum
Total Coliform	<1	<1
Heterotrophic bacteria	5	56
Temperature (°C)	not normally analyzed	
Turbidity (ntu)	0.097	1.200
Total organic carbon (mg/L)	2.126	2.397
Dissolved organic carbon (mg/L)	2.176267	2.4243
Specific ultra violet absorption @254 nm	1.291583	1.3725
pH (std units)*	7.0	7.9
Free Disinfectant Residual (as chlorine in mg/L)	2.1	2.6
Alkalinity (mg/L)	25	37
Hardness (mg/L)	39	NA
Aluminum (mg/L)	<0.50	<0.50
Copper (mg/L)	0.139	0.278
Fluoride (mg/L)	1.03	1.46
Iron (mg/L)	<.500	<.500
Manganese (mg/L)	<0.025	<0.025
Sodium (mg/L)	16.1	20.6
Nitrate+Nitrite (mg/L)	0.270	0.437
Phosphorus (mg/L)	0.094	0.255

* pH and Total Coliform are a range of minimum and maximum values rather than an average.