



Annual WATER
QUALITY
REPORT

Reporting Year 2011

Presented By _____
Ocean Sands Development

PWS ID#: 04-27-105

Meeting the Challenge

We are once again proud to present our annual water quality report covering all testing performed between January 1 and December 31, 2011. Over the years we have dedicated ourselves to producing drinking water that meets all state and federal standards. We continually strive to adopt new methods for delivering the best quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

Please share with us your thoughts or concerns about the information in this report. After all, well-informed customers are our best allies.

Where Does My Water Come From?

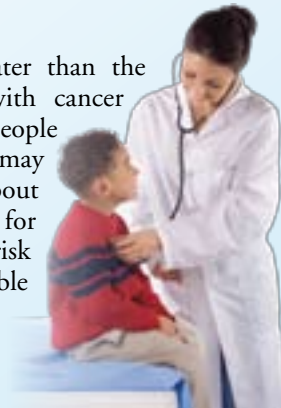
The Ocean Sands Development is supplied by Southern Outer Banks Water System's 47 wells. There are 42 shallow groundwater wells; 16 of these wells are 45 feet deep and located at 734 Ocean Trail, Corolla, NC. The remaining 26 shallow wells are located in the Ocean Sands Development. In addition, 5 brackish deep-water wells serve the desalination section of the treatment plant. These wells are 250 feet deep and located in the Village of Ocean Hill, Whalehead Section, and the Whalehead Club.

How Is My Water Treated and Purified?

The Southern Outer Banks Water Treatment Plant (WTP) that serves the Ocean Sands Development is a 2-million-gallon-a-day groundwater facility located in Corolla, NC. The treatment plant includes two separate process trains: a conventional process train and a reverse-osmosis (RO) train. Shallow well fields in the surficial aquifer provide raw water to the conventional side of the Southern Outer Banks WTP. The conventional process train includes raw water aeration (hydrogen sulfide removal and iron oxidation), greensand filtration (iron and manganese removal), and ion exchange filtration (total organic carbon and color removal). The five wells in the brackish Yorktown Aquifer provide raw water to the RO process train. Filtered water from the conventional train and permeate from the RO train are blended prior to post-treatment and finished water storage.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or <http://water.epa.gov/drink/hotline>.



Lead in Home Plumbing

If present, elevated levels of 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. We are responsible for providing high-quality drinking water, but we 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 2 minutes before you use water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

Fact *or* Fiction

Tap water is cheaper than soda pop. *(Fact: You can refill an 8 oz. glass of tap water approximately 15,000 times for the same cost as a single six-pack of soda pop. And water has no sugar or caffeine.)*

Methods for the treatment and filtration of drinking water were developed only recently. *(Fiction: Ancient Egyptians treated water by siphoning water out of the top of huge jars after allowing the muddy water from the Nile River to settle. And Hippocrates, known as the father of medicine, directed people in Greece to boil and strain water before drinking it.)*

A typical shower with a non-low-flow shower head uses more water than a bath. *(Fiction: A typical shower uses less water than a bath.)*

Water freezes at 32 degrees Fahrenheit. *(Fiction: You can actually chill very pure water past its freezing point (at standard pressure) without it ever becoming solid.)*

The Pacific Ocean is the largest ocean on Earth. *(Fact: The Atlantic Ocean is the second largest and the Indian Ocean is the third largest.)*

A single tree will give off 70 gallons of water per day in evaporation. *(Fact)*

QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please call Benjie Carawan, Utilities Superintendent, at (252) 453-2620.

Water-Main Flushing

Distribution mains (pipes) convey water to homes, businesses, and hydrants in your neighborhood. The water that enters the distribution mains is of very high quality; however, water quality can deteriorate in areas of the distribution mains over time. Water-main flushing is the process of cleaning the interior of water-distribution mains by sending a rapid flow of water through the mains.

Flushing maintains water quality in several ways. For example, flushing removes sediments like iron and manganese. Although iron and manganese do not pose health concerns, they can affect the taste, clarity, and color of the water. Additionally, sediments can shield microorganisms from the disinfecting power of chlorine, contributing to the growth of microorganisms within distribution mains. Flushing helps remove stale water and ensures the presence of fresh water with sufficient dissolved oxygen, disinfectant levels, and an acceptable taste and smell.

During flushing operations in your neighborhood, some short-term deterioration of water quality, though uncommon, is possible. You should avoid tap water for household uses at that time. If you do use the tap, allow your cold water to run for a few minutes at full velocity before use and avoid using hot water, to prevent sediment accumulation in your hot water tank.

Please contact us if you have any questions or if you would like more information on our water-main flushing schedule.

Source Water Assessment

Source Water Assessments have been completed for the for the 42 shallow wells that serve the Southern Outer Banks Water System, which in turn serves Ocean Sands Development.

The inherent vulnerability rating refers to the geologic characteristics or existing conditions of each well and its delineated assessment area. These characteristics include aquifer rating, unsaturated zone rating, and well integrity/well construction rating. The aquifer rating is an assessment of the water-transmitting characteristics of the aquifer. The unsaturated zone rating is an assessment of the likelihood that contaminants from surface and shallow sources will follow the path of aquifer recharge and reach the water table. The well integrity/construction rating is an assessment of the quality of the construction of the well.

An inherent vulnerability rating of “higher” was assigned to the 16 Southern Outer Banks Water wells located at 734 Ocean Trail, Corolla, NC. An inherent vulnerability of “higher” was assigned to the 26 wells that serve the Southern Outer Banks Water System that are located in the Ocean Sands Development wells.

The contaminant rating for the wells is determined by the number and location of potential contaminant sources within the delineated area. A contaminant rating of “lower” was assigned for the 16 Southern Outer Banks wells located at 734 Ocean Trail, Corolla, NC. The contaminant rating for the 26 wells that serve the Southern Outer Banks Water System that are located in the Ocean Sands Development wells is “lower.”

The susceptibility rating is based on two components: the contaminant rating and the inherent vulnerability rating. The susceptibility rating is “moderate” for the 16 Southern Outer Banks wells located at 734 Ocean Trail, Corolla, NC. The susceptibility rating for the 26 wells that serve the Southern Outer Banks Water System that are located in the Ocean Sands Development wells is “moderate.”

If you would like to review the Source Water Assessment Plan, please feel free to view it online at www.ncwater.org/pws/ (this site can be confusing). Under “Source Water Assessment and Protection” click on “Source Water Assessment”, click on “N.C. SWAP Info”, click “OK” on the pop-up. On the top tool bar click on “SWAP REPORTS”, enter “Southern Outer Banks Water System” and click on “Get Report”. Click on the PDF icon to the left of “Southern Outer Banks Water” and you should be able to view the SWAP Report.

What Are PPCPs?

When cleaning out your medicine cabinet, what do you do with your expired pills? Many people flush them down the toilet or toss them into the trash. Although this seems convenient, these actions could threaten our water supply.

Recent studies are generating a growing concern over pharmaceuticals and personal care products (PPCPs) entering water supplies. PPCPs include human and veterinary drugs (prescription or over-the-counter) and consumer products, such as cosmetics, fragrances, lotions, sunscreens, and house-cleaning products. Over the past five years, the number of U.S. prescriptions increased 12 percent to a record 3.7 billion, while nonprescription drug purchases held steady around 3.3 billion. Many of these drugs and personal care products do not biodegrade and may persist in the environment for years.

The best and most cost-effective way to ensure safe water at the tap is to keep our source waters clean. Never flush unused medications down the toilet or sink. Instead, check to see if the pharmacy where you made your purchase accepts medications for disposal, or contact your local health department for information on proper disposal methods and drop-off locations. You can also go on the Web at www.Earth911.com to find more information about disposal locations in your area.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. 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 these contaminants does not necessarily indicate that the water poses a health risk.

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, in some cases, radioactive material, and substances resulting from the presence of animals or from human activity. Substances 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, or wildlife;

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may 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 may also come from gas stations, urban stormwater runoff, and septic systems;

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.



Who uses the most water?

On a global average, most freshwater withdrawals—69 percent—are used for agriculture, while industry accounts for 23 percent and municipal use (drinking water, bathing and cleaning, and watering plants and grass) just 8 percent.

How much water does a person use every day?

The average person in the U.S. uses 80 to 100 gallons of water each day. During medieval times, a person used only 5 gallons per day.

Should I be concerned about what I'm pouring down my drain?

If your home is served by a sewage system, your drain is an entrance to your wastewater disposal system and eventually to a drinking water source. Consider purchasing environmentally friendly home products whenever possible, and never pour hazardous materials (e.g., car engine oil) down the drain. Check with your health department for more information on proper disposal methods.

How much emergency water should I keep?

Typically, 1 gallon per person per day is recommended. For a family of four, that would be 12 gallons for 3 days. Humans can survive without food for 1 month, but can only survive 1 week without water.

Sampling Results

During the past year we have taken hundreds of water samples in order to determine the presence of any radioactive, biological, inorganic, volatile organic, or synthetic organic contaminants. The tables below show only those contaminants that were detected in the water.

The state requires us to monitor for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

REGULATED SUBSTANCES							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Chlorine (ppm)	2011	[4]	[4]	0.77	0.26–1.30	No	Water additive used to control microbes
TTHMs [Total Trihalomethanes] (ppb)	2009	80	NA	19	NA	No	By-product of drinking water disinfection
Tap water samples were collected for lead and copper analyses from sample sites throughout the community							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH%TILE)	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2011	1.3	1.3	0.205	0/10	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2011	15	0	12	1/10	No	Corrosion of household plumbing systems; Erosion of natural deposits
SECONDARY SUBSTANCES							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
pH	2011	6.5-8.5	NA	7.49	7.41–7.52	No	Naturally occurring

Definitions

AL (Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

MCL (Maximum Contaminant Level): 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.

MCLG (Maximum Contaminant Level Goal): 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.

MRDL (Maximum Residual Disinfectant 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 Disinfectant 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.

NA: Not applicable

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).