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## **INFORMATION:**

### **June 6 Workshop Agenda To Be Distributed on Friday**

*Staff Resource: Julie Burch, City Manager's Office, 704-336-3187, [jburch@charlottenc.gov](mailto:jburch@charlottenc.gov)*

On Wednesday afternoon Council requested a briefing on the events that occurred in the Center City on the evening of May 28. The briefing is being scheduled for the Council Workshop on Monday, June 6. The Workshop Agenda will reflect this additional topic and will be distributed to Council on Friday, June 3.

### **Cooperation and Assistance Agreement Between Charlotte and Mecklenburg County for DNC Related Permitting**

*Staff Resource: Carol L. Jennings, City Manager's Office, 704-336-7285, [cljennings@charlottenc.gov](mailto:cljennings@charlottenc.gov)*

In accordance with the City's contract for the 2012 Democratic National Convention, staff has prepared a Cooperation and Assistance Agreement between the City of Charlotte and Mecklenburg County for expediting DNC related permitting. The County Commission will consider approving this agreement at their meeting on June 7, 2011. City Council has already authorized the City Manager to execute the agreement on the City's behalf.

### **Next Set of Regulated Floodplain Maps Going to Public Meetings**

*Staff Resource: Jennifer Smith, E&PM, 704-336-7924, [jgsmith@charlottenc.gov](mailto:jgsmith@charlottenc.gov)*

Charlotte-Mecklenburg is in the middle of a multi-year process to remap all local regulated floodplains. A \$2 million dollar Federal Emergency Management Agency (FEMA) grant is being matched with \$1.1 million in County Storm Water Services fees to pay for the remapping. The maps will replace current versions that are based on 1997 data.

Mecklenburg County staff of Charlotte-Mecklenburg Storm Water Services has now completed draft regulated floodplain maps for about 35 percent of the county. Draft maps for Briar and Little Sugar Creek watersheds were finished in late 2010. The draft maps show flood risks changed for about 80 percent of property in those two watersheds. For some, the new maps show their flood risk is lower than they thought. For others, the new maps show their flood risk has increased. The change can affect the cost of flood insurance and how floodplain development regulations apply to the property.

The newest maps show regulated floodplains in 12 southern and eastern watersheds. The newly remapped section stretches from Ballantyne to Hickory Grove and includes the City of Charlotte and the Towns of Matthews and Mint Hill.

Drop-by meetings for the public to see the draft regulated floodplain maps will be held in late May and early June. Storm Water Services' employees will be available to talk with residents

about their individual flood risks and answer questions. Dates and information are below. [Click here to see the latest area to be remapped and get details about the public meetings.](#)

**Matthews:**

Tuesday, May 31, 2011  
CPCC-Levine Campus, Room LV2218  
2800 Campus Ridge Road, Matthews  
6:00 to 8:00 p.m. (drop in)

**Marvin:**

Thursday, June 2, 2011  
Wesley Chapel Volunteer Fire Department  
8821 New Town Road, Marvin  
6:00 to 8:00 p.m. (drop in)

**Center City:**

Tuesday, June 7, 2011  
Hal Marshall Building, Auditorium  
700 North Tryon Street, Charlotte  
6:00 to 8:00 p.m. (drop in)

The new regulated floodplain maps are on the Internet. Storm Water Services' new [3D Interactive Floodzone Map](#) shows far more than who must buy flood insurance. A new feature shows how often each property in the regulated floodplain is expected to flood. And residents within the regulated floodplains can see how deep the floodwater is expected to get. The public can also use an [online feature](#) to ask questions or give comments about the draft floodplain maps.

The new regulated floodplain maps will not be used for insurance or regulatory purposes until approved by FEMA. Federal approval of maps for Mecklenburg's central and southeastern sections is expected in 2012. For western and northeastern sections of the County, FEMA approval is expected in 2014 or 2015.

As indicated in the Memorandum of Agreement developed to form the stormwater utility, County Storm Water Services oversees the management of the regulated floodplain / major drainage system (draining more than 1 square mile) while City Storm Water Services oversees the management of the minor drainage system (draining less than 1 square mile) inside the City limits and within the ETJ.

**June 2 – North Carolina Department of Transportation Citizen’s Informational Workshop for the Proposed Replacement of Bridges on N. Tryon St. (US 29) Over Mallard Creek**

*Staff Resource: Tim Gibbs, CDOT, 704-336-3917, [tgibbs@charlottenc.gov](mailto:tgibbs@charlottenc.gov)*

Staff from the North Carolina Department of Transportation (NCDOT) will host a citizen’s informational workshop about replacement of the bridges on N. Tryon St. (US 29) over Mallard Creek on Thursday, June 2 from 4:30 p.m. until 7:00 p.m. at the Hickory Grove Baptist Church – North Campus, located at 2350 Odell School Road in Charlotte.

The purpose of this workshop is for NCDOT representatives to provide information, answer questions, and accept written comments regarding the project. Maps denoting the proposed project area will be displayed.

While there will not be formal presentations made during the workshop, the format will allow citizens to talk with staff in an informal setting, ask questions and provide comments related to the project. Detours during project construction for both the roadway and the Mallard Creek greenway will be discussed.

A map of the project location area is **attached (SEE TABLE OF CONTENTS ON LEFT)**.

**Tree Regulations/Albemarle Road Presbyterian Church**

*Staff Resources: Dave Weekly, E&PM, 704-336-4103, [dweekly@charlottenc.gov](mailto:dweekly@charlottenc.gov)*

*Tom Johnson, E&PM, 704-336-3622, [tjohnson@charlottenc.gov](mailto:tjohnson@charlottenc.gov)*

A story Saturday in *The Charlotte Observer* brought attention to Albemarle Road Presbyterian Church being in violation of the City’s tree ordinance due to improper topping of protected trees. It created significant response from readers, many of whom were given the impression that the trimming of any tree on private property residences would result in a fine. This is not the case. *The Charlotte Observer* plans to run a follow-up article on Thursday.

This memo is a clarification of requirements for protected trees and the details regarding Albemarle Road Presbyterian Church.

The City of Charlotte tree ordinance, first adopted in 1978, requires commercial sites to plant trees along street frontage and internally on the site when land is developed. These trees are protected from removal and incorrect pruning, often called “topping,” which is defined by the International Society of Arboriculture as “The indiscriminate cutting of tree branches to stubs or lateral branches that are not large enough to assume the terminal role.” Topping trees removes stored resources trees need to be healthy and subjects the tree to disease and decay. Topping of large trees often results in several new branches that originate in the cut area. When these branches become large they can break off because they are attached to a point on the tree that is weak and decayed due to the old wound. This makes the tree a hazard.

For commercial development, the tree ordinance requires small maturing trees to be planted

along the street where overhead power lines are present. Small maturing trees will not grow large enough to create conflicts with the power lines. The crape myrtle is a small maturing tree that was at one time allowed to be planted to meet this requirement, but due to the pervasive topping problem it is no longer approved. Crape myrtle trees are often “topped” and when this occurs to tree ordinance-protected trees on commercial property it can result in a violation. The tree ordinance states in Section 21.62 (d) of the City Code that trees must be allowed to grow to their natural height and form.

Section 21.124 (b) describes the penalties that will be assessed when trees are damaged and destroyed. Historically, severely-topped crape myrtles would result in automatic fines and tree replacement. Recently, due to the widespread improper topping of crape myrtles, the office of Urban Forestry has begun to waive all fines associated with severe crape myrtle topping when the trees are replaced. The goal of the office of Urban Forestry is to insure Charlotte has a healthy tree canopy and help property owners remain in compliance with the tree ordinance.

Prior to issuing a notice of violation the City inspects a property and then follows up with details regarding a violation along with recommendations to become compliant and avoid fines. Additionally the City provides a list of approved trees and how the trees must be planted. The City also provides a point of contact and option to appeal the notice of violation.

Albemarle Road Presbyterian Church topped eight ordinance-protected trees. City staff has been in contact with the church and is working to find a satisfactory solution. A civil penalty of \$4,700 will be waived if the parties reach an agreement on a mitigation plan which might include replacement of the trees or planting of additional trees that meet ordinance requirements.

This list shows the tree ordinance commercial violations in the past year:

- Shell Gas Station, 2507 Park Rd: 9 crape myrtles replaced
- Mount Sinai Baptist Church, 1243 West Blvd: 12 maples and crape myrtles topped, \$2,200 fine (appeal requested)
- Burger King Restaurant, 5200 Central Avenue: 10 crape myrtles replaced
- Burger King Restaurant, 1729 N. Sardis Rd: 5 crape myrtles replaced
- Charlotte Montessori School, 219 East Blvd: 2 crape myrtles replaced
- Aldi Food Store, 2558 Freedom Dr: replacing 19 crape myrtles
- Our Lady of the Assumption Catholic Church, 4207 Shamrock Dr: 14 crape myrtles topped, \$1,050 fine
- Carpet and Rug Superstore, 5892 South Blvd: 8 maples topped, \$9,850 fine (appeal requested)
- Auto Inspection, 5775 Brookshire Blvd: 9 crape myrtles topped, \$675 fine (appeal requested)

### **Annual Water Quality Report Delivered This Week**

*Staff Resource: Barry Gullet, Utilities, 704-391-5098, [bgullet@charlottenc.gov](mailto:bgullet@charlottenc.gov)*

Beginning this week, the 2010 Water Quality Report will be delivered to all residents of Mecklenburg County. The annual report compiled by Utilities outlines the results of the extensive water quality testing done throughout the year and meets stringent EPA reporting guidelines.

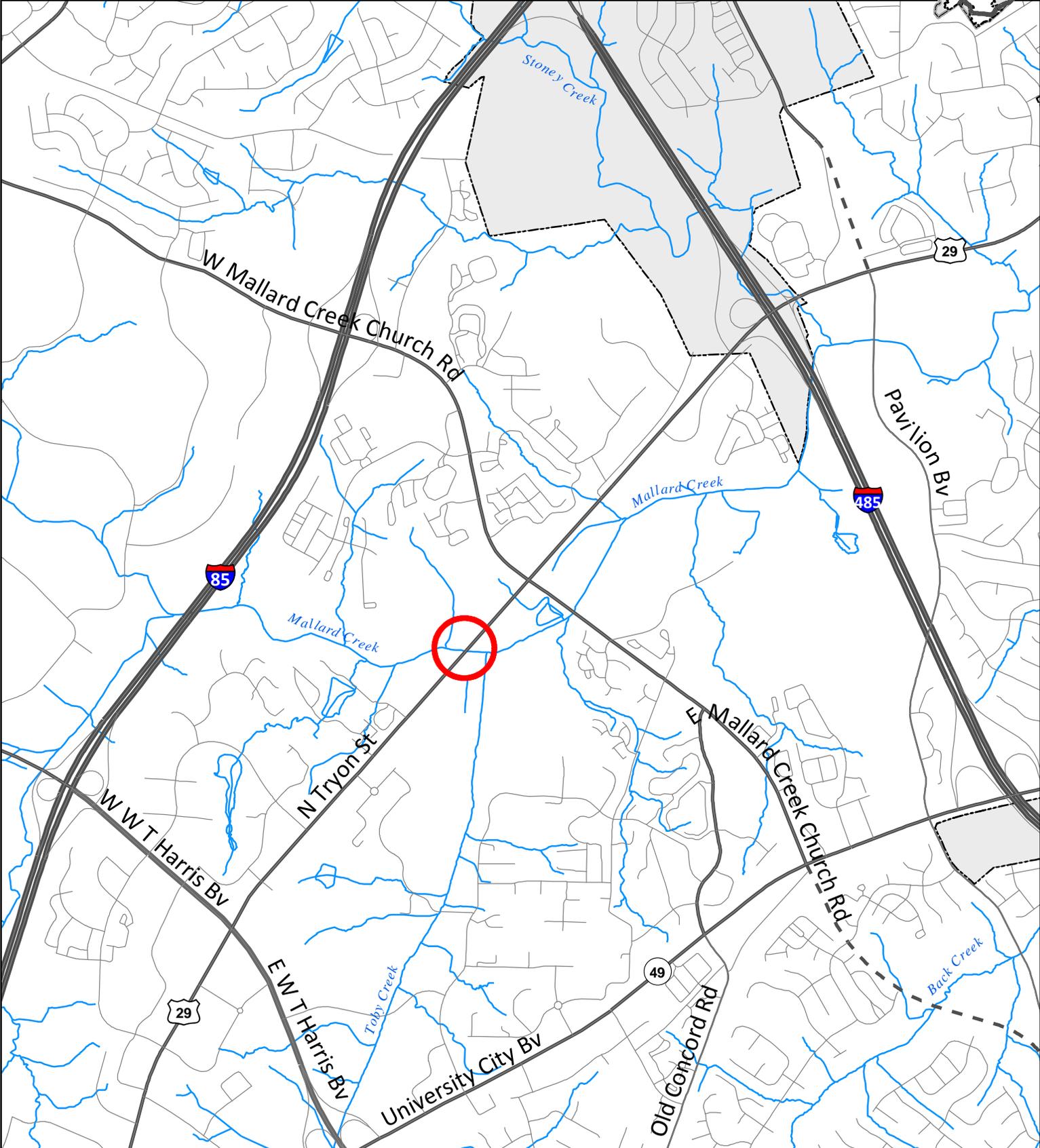
Once again, Charlotte-Mecklenburg's drinking water meets and exceeds all state and federal standards. Utilities conducted more than 150,000 tests on drinking water in 2010, far exceeding the required amount. These tests look for more than 150 substances, many of which occur naturally in the environment. Even the highest contaminant levels detected were well below federal limits.

In addition to mailing the report as required by the EPA, Utilities will be communicating the outstanding results via the following channels:

- News Release on June 1 (see **attachment**)
- Social media
- Website
- Cmail
- Utilities email list
- Outreach to town contacts
- Advertisement in *Que Pasa*
- FAQ for 311

**Attached (SEE TABLE OF CONTENTS ON LEFT)** please find the report as well as the news release that was issued Wednesday, June 1.

# N Tryon St (US 29)/Mallard Creek Bridge Replacement Project



<p><b>Thoroughfares</b></p> <ul style="list-style-type: none"> <li> Freeway</li> <li> Major - Class III</li> <li> Major thoroughfare</li> <li> Minor thoroughfare</li> <li> Freeway - Proposed</li> <li> Major - Proposed</li> <li> Minor - Proposed</li> </ul>	<p><b>Spheres of Influence</b></p> <ul style="list-style-type: none"> <li> City Limits</li> <li> Charlotte Sphere of Influence</li> <li> Adjoining Municipalities and Their Spheres of Influence</li> </ul>	Project Location
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Planning & Design - GIS  
 May 24, 2011  
 GIS\Projectfiles\Maps\  
 MallardCreek\_Tryon\_BridgeReplace.mxd





NEWS RELEASE

June 1, 2011

## **Charlotte-Mecklenburg Utilities releases Water Quality Report**

CHARLOTTE –Beginning this week, the 2010 Water Quality Report will be delivered to all residents of Mecklenburg County as required by the EPA.

Once again, drinking water provided by Charlotte-Mecklenburg Utilities meets and exceeds all state and federal standards. Utilities conducted more than 150,000 tests on drinking water in 2010 to ensure that the water we all drink is safe. These tests look for more than 150 substances, many of which occur naturally in the environment. Even the highest contaminant levels detected were well below federal limits.

“There is a direct link between our community’s investment in both water infrastructure and well trained staff and the high quality of our water,” said Barry Gullet, Charlotte-Mecklenburg Utilities Director. “We have been recognized for the superior operation of the water system and the quality of the drinking water produced on many occasions, and once again our annual water quality report reflects the high level of confidence customers should have in the tap water they drink.”

The annual report compiled by Charlotte-Mecklenburg Utilities is required by the U.S. EPA and outlines the results of the stringent testing done throughout the year. The report also includes the results of the Source Water Assessment Program conducted by the state of North Carolina, information on impurities that might be present in untreated water, and basic information about the water treatment process.

For more information about the report, visit [www.cmutilities.com](http://www.cmutilities.com) or dial 311.

## Clean Water for a Healthy Community

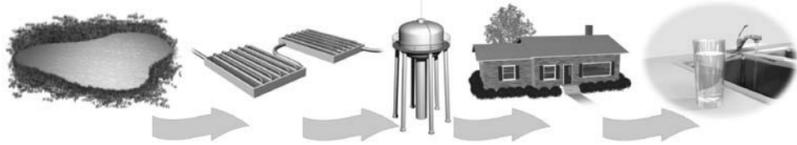
Charlotte-Mecklenburg Utilities takes its responsibility to provide high quality drinking water and to protect the environment very seriously. We send this report annually, as federally required, to help you learn more about the water resources that are so critical to this community. We invite you to read on about Charlotte's drinking water and how it arrives to your tap.

## Our Shared Water Supply

Mountain Island Lake and Lake Norman supply our treatment plants with high quality water for your home, business or school. These surface waters are part of the Catawba River Basin, which provides water for more than 1.5 million people in our growing region. Utilities operates three water treatment plants, and they collectively clean an average of 108 million gallons a day for 776,000 people in Mecklenburg County.

## Our Treatment Process

Long before you step in the shower or turn on the tap, Utilities employees have overseen numerous processes to protect our drinking water and those who use it. First we pump the water from Mountain Island Lake and Lake Norman to one of the three water treatment plants - Franklin, Vest or Dukes. We add aluminum sulfate (alum) in the rapid mix phase to cause dirt particles to clump together, where they are removed through settling. The water then flows through filters that trap even smaller particles. We add chlorine to prevent bacterial growth and fluoride to promote dental health. We also use lime to adjust the water's pH and prevent pipe corrosion. We then pump the water to homes, businesses and storage tanks through more than 4,000 miles of water pipes.



## What's in Our Water?

Our treatment plants are designed and operated to clean water to a level of safety far exceeding that required by the Environmental Protection Agency (EPA.)

Utilities tests for more than 150 different substances throughout the year, and this report lists only those substances actually found in the water. Many of those impurities occur naturally in the environment. The following chart outlines the substances detected in your water in 2010, how those levels compare with federal limits and the likely sources of those impurities. For a complete list of monitored substances not detected, please call 311 or visit [www.cmutilities.com](http://www.cmutilities.com).

# Charlotte-Mecklenburg Drinking Water Substances Detected in 2010

Contaminant	Meets Standard	Your Water	EPA Limit (MCL)	EPA Goal (MCLG)	Likely Source
<b>Microbial Contaminants</b>					
Total Coliform (% positive) Distribution System	✓	0.05% monthly average 0.6% highest monthly average	No more than 5% positive/month	0	Naturally present in the environment
<b>Turbidity</b>					
Turbidity (NTU) Franklin Vest Lee Dukes	✓	0.05/100% 0.06/100% 0.05/100%	TT = 0.3 NTU TT = % of samples ≤0.3	N/A	Soil runoff
<b>Inorganic Contaminants</b>					
Fluoride (mg/L) Franklin Vest Lee Dukes	✓	1.01 0.98 1.00	4	4	Erosion of natural deposits; water additive that promotes strong teeth
<b>Synthetic Organic Chemical Contaminants</b>					
Picloram (mg/L) Vest	✓	0.0001	.05	.5	Runoff
<b>Copper and Lead Contaminants</b>					
Copper (ppm) Distribution System	✓	None detected @ 90th percentile	AL = 1.3	1.3	Corrosion of household plumbing; erosion of natural deposits
Lead (ppb) Distribution System	✓	None detected @ 90th percentile	AL = 15	0	Corrosion of household plumbing; erosion of natural deposits
<i>1 of 53 sites exceeded Action Levels (AL)</i>					
<b>Disinfectants and Disinfection Byproduct Contaminants</b>					
Chlorine (mg/L) Franklin Vest Lee Dukes	✓	1.34 1.28 1.18	MRDL=4	MRDLG=4	Water additive used to control microbes and ensure safety
THM (ppb) Trihalomethanes Distribution System	✓	46.2	80	N/A	Byproduct of drinking water chlorination
HAA5 (ppb) Haloacetic Acids Distribution System	✓	15.7	60	N/A	Byproduct of drinking water disinfection
<b>TOC Removal</b>					
Total Organic Carbon (ppm) Franklin Vest Lee Dukes	✓	1.45 (1.05 - 1.76) 1.42 (.092 - 11.77) 1.46 (1.25 - 1.64)	TREATED Average (Min–Max) 0.93 (0.77 - 1.1) 0.89 (0.72 - 1.21) 0.9 (0.74 - 1.03)	Compliance Criteria < 2.0	Likely Source Naturally present in the environment

## Our Results

Our drinking water again meets and exceeds all state and federal drinking water standards.

Our state-certified water treatment operators and expertly trained lab staff work to provide an average of 108 million gallons of clean drinking water every day. Utilities conducted more than 150,000 drinking water tests in 2010, which far exceeds the required amount. Even the highest contaminant levels detected were well below federal limits; you can feel confident in the quality of your water.



## Glossary

**Action Level (AL)** – the concentration of a contaminant, which if exceeded, triggers treatment or other requirements.

**EPA Goal/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.

**EPA Limit/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 technology.

**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 controlling microbial contaminants.

**Maximum Residual Disinfection Level Goal (MRDLG)** – the level of a drinking water disinfectant below which there is no known or expected health risk. This goal does not reflect the benefits of using disinfectants to control microbial contaminants.

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

**Non-Applicable (N/A)** – information not applicable or required.

**Parts per billion (ppb)** – one part per billion (micrograms per liter) corresponds to one minute in 2,000 years, or one penny in \$10 million.

**Parts per million (ppm)** – one part per million (milligrams per liter) corresponds to one minute in two years, or a single penny in \$10,000.

**Nephelometric Turbidity Unit (NTU)** – a measure of the cloudiness of the water. Turbidity over 5 NTU is just noticeable to the average person. Low turbidity is a good indicator of the effectiveness of our filtration system.

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

**TT** – a treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

**Turbidity %** – low percentages are a goal for all substances except turbidity. The turbidity rule requires that 95% or more of the monthly samples be less than or equal to 0.3 NTU.

EPA limits are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink two liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

## Source Water Assessment Program (SWAP) Results

The state's Source Water Assessment Program conducts periodic evaluations of all drinking water sources across North Carolina to determine their susceptibility to potential contaminant sources. A rating of "higher" does not indicate poor water quality - only the system's vulnerability to become contaminated in the future by potential sources.

The susceptibility rating for each water source was determined by considering the number and location of potential contaminants, along with the conditions of your water source and watershed. For a more detailed report, visit <http://www.deh.enr.state.nc.us/pws/swap>.

Please note that because SWAP results and reports are periodically updated, the results on this Web site may differ from the results that were available at the time this Water Quality Report was prepared. To obtain a printed copy of the SWAP report, please mail a written request to: *Source Water Assessment Program – Report Request*, 1634 Mail Service Center, Raleigh NC 27699-1634, or email request to [swap@ncmail.net](mailto:swap@ncmail.net). If you have any questions about the SWAP report, please contact the Source Water Assessment staff by phone at 919.715.2633.



Source Name	Inherent Vulnerability Rating	Contaminant Rating	Susceptibility Rating	Date
Mt. Island/ Catawba River	Moderate	Moderate	Moderate	March 2010
Lake Norman	Higher	Higher	Higher	March 2010

### Translation

La información contenida en este folleto es de gran importancia. Por favor de hablar con una persona que la entienda o llame por teléfono al número 311 o 704.336.7600 para pedir una copia de este folleto en español.

Trong tập tài liệu chỉ dẫn này có nhiều điều quan trọng. Xin quý vị nhờ người thông dịch hay nhờ bạn bè dịch lại để có thể được hiểu rõ ràng.



## 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 at 800.426.4791.

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 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 the parasite *Cryptosporidium* and other microbiological contaminants are available from the Safe Drinking Water Hotline at 800.426.4791.

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. Charlotte-Mecklenburg Utilities 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 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 <http://www.epa.gov/safewater/lead>.

All sources for tap and bottled water are fed by water that passes over the land's surface or from underground. Water collects naturally-occurring minerals, radioactive material and substances from human and animal activity on its journey.

### Impurities that may be present in untreated water include:

- Microbial - viruses and bacteria from human, agricultural or wildlife sources.
- Inorganic - salts and metals that are naturally-occurring or result from urban runoff, industrial or domestic wastewater discharges, mining or farming.
- Pesticides and herbicides - may come from agricultural runoff or residential use.
- Organic chemicals - may come from industrial or domestic processes, oil and gas production, runoff and septic systems.
- Radioactive materials - can be naturally occurring or the result of mining or human activities.

The EPA regulates the amount of certain substances in your tap water. The Food and Drug Administration establishes limits for contaminants in bottled water also to protect public health.

### Why does Utilities add chlorine and fluoride to our drinking water?

Chlorine is added to kill bacteria and prevent waterborne illness, and fluoride provides a defense against tooth decay. Both of these substances are added to water during the water treatment process.

Fluoride has been proven to promote oral health. Charlotte-Mecklenburg Utilities has added fluoride to our water since 1949. At such low levels chlorine and fluoride do not pose a health risk but provide a significant health benefit.

### Is our water hard or soft?

Hardness is primarily a measurement of calcium and magnesium concentration. Water is considered hard if it measures more than 125 parts per million, or 7.5 grains per gallon of trace minerals. Our water has a hardness measure of 30 parts per million, or 1.8 grains per gallon, which is considered soft.

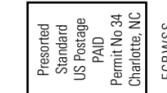
### What is Charlotte-Mecklenburg doing to protect our water from threats?

Your water is safe to drink and all reasonable steps are in place to protect the public water system. Water quality control has been an everyday part of our mission long before 9/11/2001.

While security details aren't something we discuss publicly, they are a vital part of our operating procedure. Charlotte-Mecklenburg Utilities continually enhances security measures and participates in emergency preparedness exercises with state and federal agencies. We will take all appropriate steps to ensure continued delivery of safe and sufficient drinking water.

### For more information:

To report a water quality or billing issue, please call Charlotte-Mecklenburg Customer Service at 311 or 704.336.7600. To learn more about this report or how to get involved in local water issues, call 704.366.4793. Visit [www.cmutilities.com](http://www.cmutilities.com) for details on water treatment, conservation, customer service, rates and more.



Postal Customer



Good News!  
Our drinking water  
meets and exceeds  
all state and  
federal drinking  
water standards.

2010 Water Quality Report

Charlotte-Mecklenburg Utility  
Public Water System ID#01-60-010