

Caring During COVID



Dear Neighbor,

Charlotte Water strives to be a trusted, responsible community partner that places the health and wellness of its customers above everything else.

In the year of the pandemic, you focused on taking care of you and your family. We remained on the job every single day, taking care of your water system and your water.

- There was no interruption of service, and we minimized planned disruptions to help ensure our neighbors had access to the health, wellness, and hygiene benefits of clean water.
- We fully supported and embraced the Governor's order that prevented utilities from shutting off service to customers who were experiencing financial hardship.
- For our customers encountering financial hardships, we mobilized a dedicated Customer Care Team and strengthened our relationships with local non-profit service providers to find equitable solutions for them.
- We reallocated dozens of our employees from their typical duties to make thousands of phone calls to customers who had fallen behind on payments to let them know about our new Payment Assistance Program.

If you or a neighbor are struggling during this hard time, let us know so we can help. Contact our Customer Care Team at 311 to discuss programs we have in place that have already helped hundreds of families in and around Charlotte get back on their feet.

Sincerely,

Angela D. Charles
Director

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We remained on the job every single day, taking care of your water system and your water.



2020 gave our community so many things to worry about.

Water quality was not one of them.

Our Commitment

Charlotte Water employees are trusted experts, performing the many complicated tasks required to deliver high quality, clean drinking water to our families and neighbors 24 hours a day, 365 days a year.

Why Are You Getting This?

Every year, North Carolina requires each drinking water supplier to publish a Consumer Confidence Report (CCR). Find ours at www.CLTWaterWQReport.org, along with results from our water quality testing. The report in your hands summarizes the detailed and fairly technical information published in the CCR, along with information about how we served our community last year during the pandemic.

2020: Another year with **zero** water quality violations.

Results of Pride in Our Work

Every Charlotte Water employee is committed to performing their duties with excellence and in line with industry best practices. Our hard work pays off when we consistently deliver a high quality product to your home at a dramatically lower cost than bottled water.

Cost of Water per Hundred Gallons



Bottled Water

\$ **78.44**



Tap Water

\$ **1.30**

Water Quality Testing

Our top priority is making sure that the water you use to wash your hands, bathe your children, and prepare healthy meals meets all state and federal drinking water standards.

Our scientists and water quality professionals perform more than 195,000 tests per year on your drinking water to assure its safety.

According to public health experts at the U.S. Environmental Protection Agency, drinking water – and even bottled water – may reasonably be expected to contain very small amounts of impurities. It is important to note that the water is still safe even when tests reveal the presence of impurities that are below key levels.

2020's Notable Detected Impurities

Detected Impurities	What is it?	Why We Test	Likely Source?	Was it a Safety Concern at the Levels Detected?
Microbes (like Coliform Bacteria, E. coli, & Cryptosporidium)	Very small organisms	Can make people sick	Naturally Present in Environment	✓ No Concern
Turbidity	Measure of the effectiveness of our filtering	The clearer the water, the better!	Common soil runoff	✓ No Concern
Fluoride	Naturally occurring compound, additive proven to strengthen teeth	High levels can cause stains on teeth	Erosion of natural deposits	✓ No Concern
Copper and Lead	Elemental metals	High levels can lead to health issues	Corrosion of indoor plumbing, erosion of natural deposits	✓ No Concern
Disinfectant residuals and byproducts (like chlorine, trihalomethanes, & haloacetic acids)	Byproducts of the disinfection process	High levels can cause cancer	Our water purification process	✓ No Concern

Regulated contaminants we test for

150+

Unregulated contaminants we test for

740+

Individual laboratory tests performed in 2020

Approximately **195,000**

For Detailed Results >>

Visit our water quality website at www.CLTWaterWQReport.org

