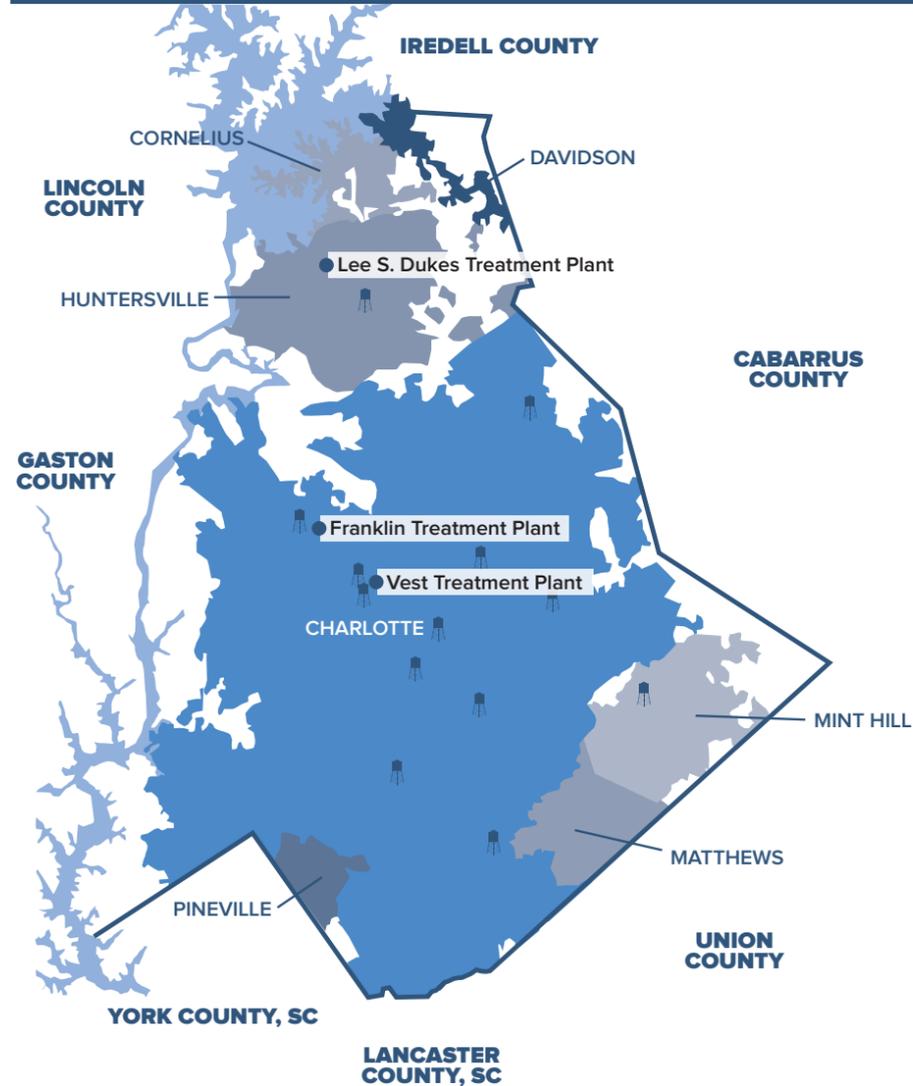


Charlotte Water is committed to serving our community 24/7, 365 days a year



| Plant | Daily Capacity (MGD) | Number of Water Quality violations in 2021 |
|----------|----------------------|--|
| Franklin | 132 | 0 |
| Vest* | 24 | 0 |
| Dukes | 18 | 0 |

* Vest Treatment Plant was offline in 2021 for a major construction upgrade project

Did you know?

We receive our water from Mountain Island Lake and Lake Norman.

Water from Mountain Island Lake goes to Franklin and Vest Water Treatment Plants. Water from Lake Norman flows to Lee S. Dukes Water Treatment Plant. **Across our plants, we pumped an average of 110 million gallons daily (MGD) in Fiscal Year 2021!**

2021 Drinking Water Quality Report

This report summarizes the Consumer Confidence Report (CCR), required by state and federal governments to be published annually by every drinking water supplier.

For Detailed Results »

To view the full CCR report, visit www.CLTWaterWQReport.org



Additional details on laboratory data, versions in multiple languages and more are available on our website's water quality pages at: <https://charlottenc.gov/Water/WaterQuality/Pages/WaterQuality.aspx>



Water Quality Testing

Charlotte Water's 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 well-trained laboratory analysts and water quality professionals perform more than 175,000 tests per year on your drinking water to ensure its safety.

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

At our state-of-the-art and independently certified laboratory facilities, we test for more than 150 regulated contaminants and more than 740 unregulated contaminants.

Charlotte Water staff also monitor over 300 field sampling stations to ensure drinking water remains high quality from the treatment plant to your tap.

Our Region's Future

Our long-term planning efforts and strategic operations not only keep rates affordable, but they also provide capacity for economic development in the region. Charlotte Water has over 120 water and wastewater improvement projects ongoing for the next five years as we work to repair and prepare for growth throughout our region.

To learn more, please visit the [Projects Page](#) on our website.



PROJECT SPOTLIGHT

South End Water Main

The South End Charlotte area is experiencing significant growth. To meet increased demands and update the system, the new water main will be able to supply around 4-times its current volume.

Lead and Copper Rule Revision

In 2021, the Environmental Protection Agency (EPA) updated and revised its Lead and Copper Rule (LCRR), which strengthened regulations for eliminating lead from drinking water to better protect children and communities.

Charlotte Water has monitored lead and copper since 1991 and has always met state and federal standards. Charlotte Water actively conducts corrosion control measures, such as delivering drinking water at an average pH of 8.6 to prevent corrosion during distribution. Generally, lead corrosion is of limited concern in Charlotte because the city experienced most development after the initial federal lead ban. However, small amounts of lead can get into water from customer-owned water service lines and household plumbing that contains lead.

In compliance with the recently strengthened Lead and Copper Revised Rule, Charlotte Water will be undertaking a multi-year project to inventory pipe materials, increase testing, and reduce lead risk.

To learn more, visit charlottewater.org/lead.

Highlights of 2021 Water Quality Tests and Results

| Contaminant or Water Quality Metric Tested | What is it? | Why We Test | Likely Source? | Was it a Safety Concern at the Levels Detected? |
|--|---|---------------------------------------|--|---|
| Microbes like Coliform, E. coli, Cryptosporidium | Very small organisms | Can make people sick | Naturally present in environment or fecal contamination | No |
| Turbidity | Measures of the effectiveness of filtering | The clearer the water, the better! | Common soil runoff | No |
| Fluoride | Naturally occurring compound, additive proven to strengthen teeth | High levels can cause stains on teeth | Erosion of natural deposits | No |
| Lead and Copper | Metal contaminant due to plumbing corrosion | High levels can lead to health issues | Corrosion of indoor plumbing, erosion of natural deposits | No |
| Disinfectant residuals and byproducts like chlorine, trihalomethanes, haloacetic acids | Byproducts of the disinfection process | High levels can cause cancer | Water purification process-controlled levels of chlorine prevent bacterial growth in pipes | No |

Charlotte Water maintains



330,000
active water service lines



4,482
miles of water mains

Did you know?



Potential contaminants are often measured and regulated in parts per million all the way to parts per trillion!



One part per million (ppm) is like dropping two drops of ink into a 10-gallon fish tank.

Charlotte Water maintains

313,177
water meters

87,190
valves

*Statistics above are from fiscal year 2021, ending in July 2021