



Annual Water Quality Report 2023

TCPSA - Claypool Hill Water Treatment Plant PWSID # 1185105

Consumer Confidence Report

Spanish (Espanol)

Este informe contiene informacion muy importante sobre la calidad de su agua beber. Traduscalo o hable con alguien que lo entienda bien.

Is my water safe?

We are pleased to present this year's Annual Water Quality Report (Consumer Confidence Report or CCR) as required by the Safe Drinking Water Act (SDWA). This report is designed to provide details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. This report is a snapshot of last year's water quality. We are committed to providing you with information because informed customers are our best allies.

Do I need to take special precautions?

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 healthcare providers. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Water Drinking Hotline (800-426-4791).

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Where does my water come from?

The source of your drinking water is surface water taken from the Little River.

Source Water Assessment and its Availability

A source water assessment of our system was conducted in 2020 by the Virginia Department of Health. The river was determined to be of high susceptibility to contamination using the criteria developed by the state in its approved Source Water Assessment Program. The assessment report consists of maps showing the source water assessment area, an inventory of known land use activities of concern, and documentation of any known contamination within the 5 years preceding the assessment. The report is available by contacting your water system operator Mike Dowdy at 276-964-4711.

Why are there contaminants in my drinking water?

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 (EPA) Safe Drinking Water Hotline (800-426-4791). 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 and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity:

- Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife;

- Inorganic contaminants, such as salts and metals, which can be naturally occurring or 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 can also come from gas stations, urban stormwater runoff, and septic systems;
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production, and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

How can I get involved?

If you want additional information about any aspect of your drinking water or want to know how to participate in decisions that may affect the quality of your drinking water, please contact Ms. Jan Cordle at 276-988-2243.

The Tazewell County PSA Board of Directors meetings are scheduled for the first Monday of each month at 5:30 pm. The meetings are held at the Tazewell County PSA office located, at 168 Tazewell Mall Circle, Tazewell, VA.

Description of Water Treatment Process

Your water is treated in a "treatment train" (a series of processes applied in a sequence) that includes coagulation, flocculation, sedimentation, filtration, and disinfection. Coagulation removes dirt and other particles suspended in the source water by adding chemicals (coagulants) to form tiny sticky particles called "floc," which attract the dirt particles. Flocculation (the formation of larger flocs from smaller flocs) is achieved using gentle, constant mixing. The heavy particles settle naturally out of the water in a sedimentation basin. The clear water then moves to the filtration process where the water passes through sand, gravel, charcoal, or other filters that remove even smaller particles. A small amount of chlorine is used to kill bacteria and other microorganisms (viruses, cysts, etc.) that may be in the water before water is stored and distributed to homes and businesses in the community.

Water Conservation Tips

Did you know that the average U.S. household uses approximately 400 gallons of water per day or 100 gallons per person per day? Luckily, there are many low-cost and no-cost ways to conserve water. Small changes can make a big difference - try one today and soon it will become second nature.

- Take short showers - a 5-minute shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.
- Shut off water while brushing your teeth, washing your hair and shaving and save up to 500 gallons a month.
- Use a water-efficient showerhead. They're inexpensive, easy to install, and can save you up to 750 gallons a month.
- Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
- Water plants only when necessary.
- Fix leaky toilets and faucets. Faucet washers are inexpensive and take only a few minutes to replace. To check your toilet for a leak, place a few drops of food coloring in the tank and wait. If it seeps into the toilet bowl without flushing, you have a leak. Fixing it or replacing it with a new, more efficient model can save up to 1,000 gallons a month.
- Adjust sprinklers so only your lawn is watered. Apply water only as fast as the soil can absorb it and during the cooler parts of the day to reduce evaporation.
- Teach your kids about water conservation to ensure a future generation that uses water wisely. Make it a family effort to reduce next month's water bill!

Visit www.epa.gov/watersense for more information.

Cross Connection Control Survey

The purpose of this survey is to determine whether a cross-connection may exist at your home or business. A cross connection is an unprotected or improper connection to a public water distribution system that may cause contamination or pollution to enter the system. We are responsible for enforcing cross-connection control regulations and insuring that no contaminants can, under any flow conditions, enter the distribution system. If you have any of the devices listed below please contact us so that we can discuss the issue, and if needed, survey your connection and assist you in isolating it if that is necessary.

- Boiler/ Radiant heater (water heaters not included)
- Underground lawn sprinkler system
- Pool or hot tub (whirlpool tubs not included)
- Additional source(s) of water on the property
- Decorative pond
- Watering trough

Source Water Protection Tips

Protection of drinking water is everyone's responsibility. You can help protect your community's drinking water source in several ways:

- Eliminate excess use of lawn and garden fertilizers and pesticides - they contain hazardous chemicals that can reach your drinking water source.
- Pick up after your pets.
- If you have your own septic system, properly maintain your system to reduce leaching to water sources or consider connecting to a public water system.
- Dispose of chemicals properly; take used motor oil to a recycling center.
- Volunteer in your community. Find a watershed or wellhead protection organization in your community and volunteer to help. If there are no active groups, consider starting one. Use EPA's Adopt Your Watershed to locate groups in your community, or visit the Watershed Information Network's How to Start a Watershed Team.
- Organize a storm drain stenciling project with your local government or water supplier. Stencil a message next to the street drain reminding people "Dump No Waste - Drains to River" or "Protect Your Water." Produce and distribute a flyer for households to remind residents that storm drains dump directly into your local water body.

Other Information - Sodium

There is presently no established standard for sodium in drinking water. Water containing more than 270 ppm of sodium should not be used as drinking water by those persons whose physician has placed them on a moderately restricted sodium diet. Water containing more than 20 ppm should not be used as drinking water by those persons whose physician has placed them on a severely restricted sodium diet. For informational purposes, we wish to point out that the results of our most recent sampling (2023) indicate that your water has a sodium content of 2.29 ppm.

Other Information – PFAS, Per- and polyfluoroalkyl substances (PFAS)

In November of 2023, the systems participated in a voluntary sampling program performed by the Virginia Department of Health, Office of Drinking Water (VDH-ODW) for per- and polyfluoroalkyl substances (PFAS). At this point, this sampling is not required and all the values were found to be below the EPA Reporting Limit. These chemicals are a large complex group of man-made synthetic chemicals that includes PFOSA, PFOS, Gen X, and many other chemicals that have been used in consumer products around the world since about the 1950s. They are ingredients in various everyday products. Examples of where PFAS can be found include cleaners, textiles, leather, paper and paints, fire-fighting foams, and wire insulation.

In our continuing efforts to maintain a safe and dependable water supply, it may be necessary to make improvements in your water system. The cost of these improvements may be reflected in the rate structure. Future rate adjustments may be necessary in order to address these improvements.

Additional Information for Lead

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. TCPSA - Claypool Hill Water Treatment Plant 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 2 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>.

Water Quality Data Table

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of contaminants in water provided by public water systems. The table below lists all of the drinking water contaminants that we detected during the calendar year of this report. Although many more contaminants were tested, only those substances listed below were found in your water. All sources of drinking water contain some naturally occurring contaminants. At low levels, these substances are generally not harmful in our drinking water. Removing all contaminants would be extremely expensive, and in most cases, would not provide increased protection of public health. A few naturally occurring minerals may actually improve the taste of drinking water and have nutritional value at low levels. Unless otherwise noted, the data presented in this table is from testing done in the calendar year of the report. The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not vary significantly from year to year, or the system is not considered vulnerable to this type of contamination. As such, some of our data, though representative, may be more than one year old.

Water Quality Data Table Water Quality Data Table

In this table, you will find terms and abbreviations that might not be familiar to you. To help you better understand these terms, we have provided the definitions below the table.

Contaminants	MCLG or MRDLG	MCL, TT, or MRDL	Detect In Your Water	Range		Sample Date	Violation	Typical Source
				Low	High			
Disinfectants & Disinfection By-Products								
(There is convincing evidence that the addition of a disinfectant is necessary for the control of microbial contaminants)								
Chlorine (as Cl ₂) (ppm)	4	4	1.54	0.6	2.2	2023	No	Water additive used to control microbes
Haloacetic Acids (HAA5) (ppb)	NA	LRAA < or = 60	40	13	54	2023	No	By-product of drinking water chlorination
TTHMs [Total Trihalomethanes] (ppb)	NA	LRAA < or = 80	56	12	74	2023	No	By-product of drinking water disinfection
Total Organic Carbon (Ratio must be ≥1.0)	A	TT	1.1	NA	NA	2023	No	Naturally present in the environment
Inorganic Contaminants								
Barium (ppm)	2	2	0.019	NA	NA	2023	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Nitrate [measured as Nitrogen] (ppm)	10	10	0.71	NA	NA	2023	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Sodium (optional) (ppm)	NA	NA	2.92	NA	NA	2023	No	Erosion of natural deposits; Leaching; See more information about Sodium in the "Other Information" section elsewhere in this report.
Microbiological Contaminants								
Turbidity (NTU)	NA	95% of Values < 0.3	100% of Values < 0.3	0.03	0.08	2023	No	Soil runoff
100% of the samples were below the TT value of 0.3; A TT violation occurs when less than 95% of samples measure below 0.3. The highest single measurement was 0.08. Any measurement in excess of 1.0 is a violation unless otherwise approved by the state.								
Radioactive Contaminants								
Alpha emitters (pCi/L)	0	15	0.29	NA	NA	2020	No	Erosion of natural deposits
Beta/photon emitters (pCi/L)	0	50	0.61	NA	NA	2020	No	Decay of natural and man-made deposits. The EPA considers 50 pCi/L to be the level of concern for Beta particles.
Radium (combined 226/228) (pCi/L)	0	5	0.51	NA	NA	2020	No	Erosion of natural deposits

Contaminants	MCLG	AL	Your Water	Sample Date	# Samples Exceeding AL	Exceeds AL	Typical Source
Inorganic Contaminants							
Copper - action level at consumer taps (ppm)	1.3	1.3	0.035	2022	0	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead - action level at consumer taps (ppb)	0	15	2.6	2022	0	No	Corrosion of household plumbing systems; Erosion of natural deposits

Unit Descriptions	
Term	Definition
ppm	ppm: parts per million, or milligrams per liter (mg/L)
ppb	ppb: parts per billion, or micrograms per liter (µg/L)
pCi/L	pCi/L: picocuries per liter (a measure of radioactivity)
NTU	NTU: Nephelometric Turbidity Units. Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.
NA	NA: not applicable
ND	ND: Not detected
NR	NR: Monitoring is not required, but recommended.
Important Drinking Water Definitions	
Term	Definition
MCLG	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.
MCL	MCL: Maximum Contaminant Level: The highest level of contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
TT	TT: Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.
AL	AL: Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Variances and Exemptions	Variances and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.
MRDLG	MRDLG: Maximum residual disinfection 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.
MRDL	MRDL: Maximum residual disinfectant level. The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for the control of microbial contaminants.
MNR	MNR: Monitored Not Regulated
MPL	MPL: State Assigned Maximum Permissible Level
RAA	The average of all sample analytical results taken during the previous four calendar quarters
LRAA	The average of analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

For more information, please contact:

For questions, comments, or concerns about any of the information in this report or the public water system, please contact the following person.

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Phone: 276-988-1822
<https://tcpsa.org/>
<https://tcpsa.org/water-quality-report>

