



Annual Water Quality Report 2024

Wise County Public Service Authority PWS ID # 1195900

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 Consumer Confidence Report (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. It is also a snapshot of last year's (2024) 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. Immuno-compromised 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. The Environmental Protection Agency (EPA) and the 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 Drinking Water Hotline (800-426-4791).

Where does my water come from?

The Wise County Public Service Authority (PSA) Water Treatment Plant obtains water from the Clinch River, a surface water source. The intake structure is located in Carfax near the CSX Railway Line. The plant is located at 3055 Carfax Road, Coeburn. It is capable of treating 2.0 million gallons per day, with current treatment averaging 1.3 million gallons per day.

Source water assessment and its availability

A source water assessment of our system was conducted in 2020 by the Virginia Department of Health (VDH). 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 and an inventory of known land use activities of concern. The report is available by contacting your water system representative at the phone number or address given elsewhere in this drinking water quality report.

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?

The times and location of regularly scheduled board meetings are as follows:

Location: Wise County PSA Office 5622 Industrial Park Rd, Wise, VA 24293

Date: 2nd Tuesday of each month Time: 6:00 PM

For additional information, call (276) 679 -1520.

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 our most recent sampling (2024) results indicate that your water has a sodium content of 9.77 ppm.

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. The Wise County PSA 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>.

Lead Service Line Inventory (LSLI)

The EPA requires all public water utilities to create an inventory of utility-owned and customer-owned service lines by October 2024. To comply with the EPA's Lead & Copper Rule Revision, the Wise County PSA requests your assistance in completing the following survey to help identify what material the service line is on the customer side of the water meter.

The Wise County PSA has completed the initial requirement of the Lead Service Line Inventory (LSLI) and submitted a copy of the LSLI to the Virginia Department of Health (VDH), Office of Drinking Water. The current inventory results are accessible online by visiting the following website at <https://arcg.is/19fi4W0>. Paper versions of the Customer LSLI Survey Forms are still available for completion in the office.

Violations

A Maximum Contaminant Level (MCL) or Total Tolerance Level (TRL) violation was issued in 2024. During the 12-month monitoring period of March 1, 2024, through December 31, 2024, the water supplied by this waterworks exceeded the four-quarter Primary Maximum Contaminant Level Running Annual Average (MCL LRAA) of 80 parts per billion for Total Trihalomethane (TTHM). Quarterly TTHM and HAA5 samples continue to be collected. This was on the South Fork system on one sample during this testing period. We had an annual running average of 84 parts per billion, based on one quarter being high, due to re-chlorination to ensure we carried a good chlorine residual, to keep the water safe from pathogenic issues.

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, though representative, some of our data may be more than one year old. 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.

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Water Quality Data 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 control of microbial contaminants)								
Chlorine (as Cl ₂) (ppm)	4	4	RAA 1.14	0.2	2.2	2024	No	Water additive used to control microbes
Haloacetic Acids (HAA5) (ppb)	NA	LRAA < or = 60	RAA 25	14	60	2024	No	By-product of drinking water chlorination
TTHMs [Total Trihalomethanes] (ppb)	NA	LRAA < or = 80	RAA 77	21	152	2024	Yes	By-product of drinking water disinfection
Total Organic Carbon (% Removal)	NA	TT	>1.0	1.1	2.2	2024	No	Naturally present in the environment
Inorganic Contaminants								
Barium (ppm)	2	2	0.034	NA	NA	2024	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Nitrate [measured as Nitrogen] (ppm)	10	10	0.80	NA	NA	2024	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Sodium (optional) (ppm)	NA	NA	9.77	NA	NA	2024	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	0.04	0.18	2024	No	Soil runoff
100% of the samples were below the TT value of .3. A value less than 95% constitutes a TT violation. The highest single measurement was 0.18. Any measurement in excess of 1.0 is a violation unless otherwise approved by the state.								
Radioactive Contaminants								
Radium (combined 226/228) (pCi/L)	0	5	1.5	NA	NA	2021	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	0.045	2023	0	No	Corrosion of household plumbing systems; Erosion of natural deposits	

Contaminants	MCLG	AL	Your Water	Sample Date	# Samples Exceeding AL	Exceeds AL	Typical Source
Lead - action level at consumer taps (ppb)	0	15	0	2023	0	No	Corrosion of household plumbing systems; Erosion of natural deposits

Violations and Exceedances

A Maximum Contaminant Level (MCL) or Total Tolerance Level (TRL) violation was issued in November of 2024 and compliance was achieved in December of 2024.

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)
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 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 a 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 which 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 a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for 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.

This report shows that your drinking water exceeds all State and Federal requirements. The employees at the Wise County Regional Water Treatment Plant are committed to delivering safe and reliable drinking water to all customers. We will readily accept any comments or questions concerning this report. To view a digital copy of this report, please visit the Wise County PSA website at <https://wisecountypsa.org/water-quality-report>. A paper copy of this CCR can also be obtained at the Wise County PSA Office.

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.

Bobby Reynolds

Mailing Address: P.O. Box 3388

Physical Address: 5622 Industrial Park Rd.

Wise, VA 24293

Phone: 276-762-0159

<https://wisecountypsa.org/>

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