

2024 Annual Drinking Water Quality Report

“Town of Norlina”

Water System Number: “**NC02-93-020**”

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

We are pleased to present to you this year's Annual Drinking Water Quality Report. This report is a snapshot of last year's water quality. Included are details about your source(s) of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and to providing you with this information because informed customers are our best allies. **If you have any questions about this report or concerning your water, please contact Blaine Reese at 252-456-3325. We want our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled meetings. They are held at Norlina Town Hall on the first Monday of each month at 139 Hyco St. 7:30P.M.**

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 (800-426-4791).

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 health care providers. EPA/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).

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. Contaminants that may be present in source water include microbial contaminants, such as viruses and bacteria, which 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; and 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 which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

When You Turn on Your Tap, Consider the Source

The water that is used by this system is **surface water from Kerr Lake** and is located in northern Vance County, north of the Town of Norlina.

Source Water Assessment Program (SWAP) Results

The North Carolina Department of Environmental Quality (DEQ), Public Water Supply (PWS) Section, Source Water Assessment Program (SWAP) conducted assessments for all drinking water sources across North Carolina. The purpose of the assessments was to determine the susceptibility of each drinking water source (well or surface water intake) to Potential Contaminant Sources (PCSs). The results of the assessment are available in SWAP Assessment Reports that include maps, background information and a relative susceptibility rating of Higher, Moderate or Lower.

The relative susceptibility rating of each source for **Henderson-Kerr Lake Regional Water** was determined by combining the contaminant rating (number and location of PCSs within the assessment area) and the inherent vulnerability rating (i.e., characteristics or existing conditions of the well or watershed and its delineated assessment area). The assessment findings are summarized in the table below:

Susceptibility of Sources to Potential Contaminant Sources (PCSs)		
Source Name	Susceptibility Rating	SWAP Report Date
Kerr Lake	Moderate	September 2020

The complete SWAP Assessment report for **Henderson-Kerr Lake Regional Water** may be viewed on the Web at: <https://www.ncwater.org/?page=600> Note that because SWAP results and reports are periodically updated by the PWS Section, the results available on this website may differ from the results that were available at the time this CCR was prepared. If you are unable to access your SWAP report on the web, you may mail a written request for a printed copy to: Source Water Assessment Program – Report Request, 1634 Mail Service Center, Raleigh, NC 27699-1634, or email requests to swap@deq.nc.gov. Please indicate your system name, number, and provide your name, mailing address and phone number. If you have any questions about the SWAP report, please contact the Source Water Assessment staff by phone at (919) 707-9098.

It is important to understand that a susceptibility rating of “higher” does not imply poor water quality, only the system’s potential to become contaminated by PCSs in the assessment area.

Help Protect Your Source Water

Protection of drinking water is everyone’s responsibility. We have implemented a source water protection plan which is presently being updated.

You can help protect your community’s drinking water source(s) in several ways: (examples: dispose of chemicals properly; take used motor oil to a recycling center, volunteer in your community to participate in group efforts to protect your source, etc.).

Violations that Your Water System Received for the Report Year

During 2023-2024, or during any compliance period that ended in 2024, we received public notice violations. We are working now to do a better job of sampling and notifying our customers of any notices to ensure this does not happen again.

Important Drinking Water Definitions:

- **Not-Applicable (N/A)** – Information not applicable/not required for that particular water system or for that particular rule.
- **Non-Detects (ND)** - Laboratory analysis indicates that the contaminant is not present at the level of detection set for the particular methodology used.
- **Parts per million (ppm) or Milligrams per liter (mg/L)** - One part per million corresponds to one minute in two years or a single penny in \$10,000.

- **Parts per billion (ppb) or Micrograms per liter (ug/L)** - One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.
- **Parts per trillion (ppt) or Nanograms per liter (nanograms/L)** - One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.
- **Parts per quadrillion (ppq) or Picograms per liter (picograms/L)** - One part per quadrillion corresponds to one minute in 2,000,000,000 years or one penny in \$10,000,000,000,000.
- **Picocuries per liter (pCi/L)** - Picocuries per liter is a measure of the radioactivity in water.
- **Million Fibers per Liter (MFL)** - Million fibers per liter is a measure of the presence of asbestos fibers that are longer than 10 micrometers.
- **Nephelometric Turbidity Unit (NTU)** - Nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
- **Variances and Exceptions** – State or EPA permission not to meet an MCL or Treatment Technique under certain conditions.
- **Action Level (AL)** - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **Treatment Technique (TT)** - A required process intended to reduce the level of a contaminant in drinking water.
- **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 control of microbial contaminants.
- **Maximum Residual Disinfection Level Goal (MRDLG)** – 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.
- **Locational Running Annual Average (LRAA)** – The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters under the Stage 2 Disinfectants and Disinfection Byproducts Rule.
- **Running Annual Average (RAA)** – The average of sample analytical results for samples taken during the previous four calendar quarters.
- **Level 1 Assessment** - *A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.*
- **Level 2 Assessment** - *A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.*
- **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 treatment technology.

- **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.

Water Quality Data Tables of Detected Contaminants

We routinely monitor for over 150 contaminants in your drinking water according to Federal and State laws. The tables below list all the drinking water contaminants that we detected in the last round of sampling for each particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in this table is from testing done January 1 through December 31, 2024.** The EPA and the State allow us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old.

Lead and Copper Contaminants

Contaminant (units)	Sample Date	Your Water (90 th Percentile)	Number of sites found above the AL	Range Low High	MCLG	AL	Likely Source of Contamination
Copper (ppm) (90 th percentile)	Sept 2021	0.344	0	ND -0.681 (ppm)	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90 th percentile)	Sept 2021	0	0	N/D - .009 (ppm)	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits

The table above summarizes our most recent lead and copper tap sampling data. If you would like to review the complete lead tap sampling data, please email us at waterdept@townofnorlina.com.

We have been working to identify service line materials throughout the water system and prepared an inventory of all service lines in our water system. To access this inventory, waterdept@townofnorlina.com.

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. **Town of Norlina** is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact **Town of Norlina** at waterdept@townofnorlina.com. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's disease should consult their personal doctor.

Total Trihalomethanes (TTHM) and Haloacetic Acids (five) (HAA5)

Disinfection Byproduct	Year Sampled	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
TTHM (ppb)	2024	N	36	32-36 (ppb)	N/A	80	Byproduct of drinking water disinfection
HAA5 (ppb)	2024	N	33	27-33 (ppb)	N/A	60	Byproduct of drinking water disinfection

Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

Disinfectant Residuals Summary

	MRDL Violation Y/N	Your Water (RAA)	Range Low High	MRDLG	MRDL	Likely Source of Contamination
Chlorine (ppm)	N	1.31 (ppm)	1.1-1.8 (ppm)	4	4.0	Water additive used to control microbes

Inorganic Contaminants (KERR LAKE REGIONAL WATER)

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
Fluoride (ppm)	3/21/24	N	.05 (ppm)	N/A	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

Turbidity* (KERR LAKE REGIONAL WATER)

Contaminant (units)	Treatment Technique (TT) Violation Y/N	Your Water	MCLG	Treatment Technique (TT) Violation if:	Likely Source of Contamination
Turbidity (NTU) - Highest single turbidity measurement	N	0.08 NTU	N/A	Turbidity > 1 NTU	Soil runoff
Turbidity (%) - Lowest monthly percentage (%) of samples meeting turbidity limits	N	100%	N/A	Less than 95% of monthly turbidity measurements are ≤ 0.3 NTU	

* 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. The turbidity rule requires that 95% or more of the monthly samples must be less than or equal to 0.3 NTU.

Total Organic Carbon (TOC) (KERR LAKE REGIONAL WATER)

Contaminant (units)	TT Violation Y/N	Your Water (lowest RAA)	Range Monthly Removal Ratio Low - High	MCLG	Treatment Technique (TT) violation if:	Likely Source of Contamination
Total Organic Carbon (TOC) Removal Ratio (no units)	N	1.14	0.08-1.78	N/A	Removal Ratio RAA <1.00 and alternative compliance criteria was not met	Naturally present in the environment

Microbiological Contaminants in the Distribution System(KERR LAKE REGIONAL WATER)

Contaminant (units)	MCL Violation Y/N	Number of Positive/Present Samples	MCLG	MCL	Likely Source of Contamination
<i>E. coli</i> (presence or absence)	N	0/Absent	0	Routine and repeat samples are total coliform-positive and either is <i>E. coli</i> -positive or system fails to take repeat samples following <i>E. coli</i> -positive routine sample or system fails to analyze total coliform-positive repeat sample for <i>E. coli</i> <u>Note:</u> If either an original routine sample and/or its repeat samples(s) are <i>E. coli</i> positive, a Tier 1 violation exists.	Human and animal fecal waste

UCMR 4**Unregulated Contaminants(KERR LAKE REGIONAL WATER)**

Contaminant (units)	Sample Date	Your Water (average)	Range	
			Low	High
HAA6Br	2018-2019	9 (ppb)	0-13 (ppb)	
Haa9	2018-2019	19.3 (ppb)	2-64 (ppb)	

UCMR 5 sampling 2023**Entry point (EO1)****Unregulated Contaminants(KERR LAKE REGIONAL WATER)**

Contaminant (units)	Sample Date	Your Water (average)	Range	
			Low	High
PFOS	2023	0.0048 (ppb)	N/D-0.0048 (ppb)	

Kerr-Lake Regional water system which supplies the Town of Norlina with drinking water has sampled for a series of unregulated contaminants. Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulations are warranted. If you are interested in examining the results, please contact us at leadcooper@hendersonnc.gov.

Other Miscellaneous Water Characteristics Contaminants (KERR LAKE REGIONAL WATER)

Contaminant (units)	Sample Date	Your Water	Range		SMCL
			Low	High	
Sodium (ppm)	3/21/24	12.0 (ppm)	N/A		N/A
Sulfate (ppm)	3/21/24	18.8 (ppm)	N/A		250

Tap Water vs. Bottled

The perceived benefits of bottled water aren't always accurate. In most places, tap water is just as safe to drink as bottled water – and, according to blind taste tests, just as tasty as well. And while bottled water can indeed be more convenient and trendy than tap water, it's also more expensive and wasteful. Here's a look at how tap water and bottled water stack up on four major criteria: cost, taste, safety, and sustainability.

Cost

Bottled water isn't just more expensive than tap water – it's a lot more expensive. According to the average cost per gallon of bottled water – not counting imported or sparkling waters – was \$1.99 in 2021. That doesn't sound too bad until you look at the cost of tap water, which is from \$5.50 to \$6.50 per every thousand gallons. That means that, priced by the gallon, bottled water is more than 600 times more expensive than tap water.

Spending \$1 on a bottle of water every now and then isn't that big a deal, but when you make a regular habit of it, it really adds up. If you buy just one \$1 bottle of water each day, your annual spending on bottled water comes to \$365. Getting the same amount of water from your tap would cost you less than \$0.10.

Moreover, when you pay a price premium for bottled water, what you're getting is often just tap water that's been filtered or purified in some way. Both Dasani, bottled by the Coca-Cola company, and Aquafina, bottled by PepsiCo, start out with public water sources. If filtered tap water is what you want, for about \$40 – less than the cost of six weeks' worth of bottled water – you could install a simple faucet-mounted filter in your kitchen and make your own.

Taste

In most blind taste tests, tap water easily holds its own against bottled waters, even the pricey ones. You can see the result in numerous cities, both in the U.S. and abroad:

- **New York City.** In a 2005 taste test run by the ABC News show 20/20, New York City tap water came in tied for third out of six water samples. Even users who said they didn't like tap water had no problem with it when they didn't know what it was. And in an earlier test, run by ABC's Good Morning America, tap water actually trounced the competition, beating out three other waters – including the high-end imported brand Evian, which almost no one liked.
- **Boston.** In 2011, Boston University conducted a blind taste test to compare tap water with Vermont Pure bottled water, the brand used in the student lounge's water cooler. Dozens of students sampled both waters and were asked to guess which was which. Of the 67 testers, only one-third of the respondents correctly identified the tap water sample. Another one-third thought it was the bottled water, and the rest said they couldn't tell the difference.
- **Washington, D.C.** The Center for Nutrition, Diet and Health at the University of the District of Columbia conducted a blind taste test with 218 participants, most of whom said they preferred to drink bottled water at home. Testers tried samples of four waters – tap water, spring water, distilled water, and mineral water – and ranked them in order of preference. Tap water wasn't the top pick, but it came in a close second, with 30% of the vote.
- **Cleveland.** ABC's NewsChannel5 Cleveland invited residents to try samples of three waters: Sam's Choice Purified bottled water from Walmart, Aquafina bottled water, and Cleveland tap water. Once again, tap water wasn't the favorite, but it came in a close second to

Aquafina. Both samples were preferred by more than two to one over the Sam's Choice water – which most people guessed was tap water.

- **San Francisco.** In 2009, testers at Mother Jones magazine compared samples of their local San Francisco tap water – both filtered and unfiltered – with samples of eight different bottled waters. The unfiltered tap water came in third, beating out expensive brands such as Voss, Evian, and Fiji Water. Interestingly, the filtered tap water was far lower down the list. Tasters found it “tinny and metallic.”
- **Belfast, Ireland.** In a BBC News story, passersby on a Belfast street were invited to try samples of three different waters. The first, “harvested from icebergs in the Canadian Arctic,” sells for more than 26 pounds – about \$40 – per bottle; the second, made from the sap of maple trees, costs the equivalent of \$24; and the third came from the tap. Most tasters couldn't correctly identify the tap water, and one described the \$40 sample as “horrible.”

Safety

Many people choose bottled water because of concerns about the safety of their tap water. In many cases, these fears are perfectly reasonable.

Environmental writer Elizabeth Royte, author of the new book, “Bottlemania: How Water Went on Sale and Why We Bought It,” points out in an interview with NPR that more than 10% of the community water systems in the U.S. don't meet the standards set by the Safe Drinking Water Act. Also, about 10% of all Americans get their water from private wells, which aren't covered under the SDWA. That means about 60 million Americans are getting tap water that may or may not be safe to drink.

However, choosing bottled water isn't really a solution. According to the EPA, the standards for bottled water in the U.S. are exactly the same as those for tap water – and bottled water isn't subject to the same reporting standards as tap water. Under the SDWA, municipal water systems must send users a consumer confidence report once per year telling them where their water comes from and whether it meets federal standards.

Bottled water, by contrast, is considered a food product and regulated by the Food and Drug Administration (FDA). Under FDA rules, bottled water doesn't usually have to state what source it comes from or what methods were used to treat it. A 2009 investigation by the U.S. Government Accountability Office found that only “a small percentage” of all bottled water companies give their customers access to the same information about their water that municipal water suppliers are required to provide.

The FDA monitors and inspects water bottling plants, but it considers this job a “low priority” and doesn't do it on any kind of regular schedule. Moreover, if a bottler fails to meet federal safety standards, it can still sell the water. All it has to do is put a statement on the label, such as “contains excessive bacteria” or “excessively radioactive.” In 1999, the National Resources Defense Council, an environmental group, tested 1,000 bottles of water from 103 different brands and found that for about one-third of them, at least one sample was over the allowable limits for synthetic organic chemicals, bacteria, or arsenic.

Germs are particularly likely to cause problems in bottled water. As the World Health Organization explains in its 2008 Guidelines for Drinking-Water Quality, “Some microorganisms that are normally of little or no public health significance may grow to higher levels in bottled water.” Food Safety News reports that in June 2015, 14 different brands of bottled water had to be recalled because of possible contamination with *E. coli* bacteria.

Fortunately, no one was sickened by this water, but problems with bottled water aren't always caught in time. The Centers for Disease Control and Prevention lists 14 outbreaks of acute gastrointestinal illness caused by bottled water between 1973 and 2010.

Sustainability

When it comes to taste and safety, bottled water isn't necessarily worse than tap water – it just isn't better. However, when it comes to its environmental impact, tap water is definitely far greener. The environmental costs of bottled water include the following:

- **Water Scarcity.** Fiji Water isn't the only brand that comes from a place where water resources are limited. Many American brands get their water from drought-ridden California. Arrowhead and Crystal Geyser tap natural springs in the California Mountains, while Aquafina and Dasani draw on the municipal water supply in California cities, according to an investigation by The Desert Sun. In fact, The Desert Sun reports that Nestle Waters North America gets its Arrowhead water from a spring in the San Bernardino National Forest using a permit that officially expired in 1988. To add insult to injury, the companies use still more water in the manufacturing process. A representative of the Coca-Cola Company admitted to Mother Jones that its plants use 1.63 liters of water for every liter of bottled beverages they produce in California – including Dasani bottled water.
- **Toxic Chemicals.** Most water bottles are made from a kind of plastic called polyethylene terephthalate, or PET. Manufacturing this type of plastic produces a variety of toxic chemicals into the air, including nickel, ethylbenzene, ethylene oxide, and benzene. According to a report by the Berkeley Plastics Task Force, making a 16-ounce bottle out of PET creates more than 100 times as much air and water pollution as making the bottle out of glass. Worse still, some of the toxic chemicals in the plastic can leach out over time into the water inside – particularly if the bottle is rinsed and reused.
- **Energy Use.** Bottled water uses energy at every stage of production: treating the water, manufacturing the bottles, filling them, shipping them, and keeping the water cold. The Pacific Institute calculated in 2007 that just producing the bottles for the bottled water Americans drink used the equivalent of more than 17 million barrels of oil. A 2009 Pacific Institute report, published in the peer-reviewed journal *Environmental Research Letters*, concludes that across its entire life cycle, bottled water takes anywhere from 1,100 to 2,000 times as much energy to produce as tap water.
- **Greenhouse Gas Emissions.** Anything that uses fossil fuels also creates greenhouse gases. The Pacific Institute estimates that the manufacturing of plastic water bottles alone produced more than 2.5 million tons of carbon dioxide in 2006 – not even counting the emissions from shipping the bottles. According to the EPA's Greenhouse Gas Equivalencies Calculator, that gives water bottles a carbon footprint equal to more than half a million passenger vehicles.
- **Packaging Waste.** The Pacific Institute calculates that about 3.8 million tons of PET are used each year to make water bottles – and only about 31% of that PET gets recycled, according to a 2012 EPA fact sheet. The rest ends up in landfills or gets burned (releasing toxic chemicals such as dioxin in the process), or simply gets tossed aside as litter. Many discarded plastic bottles eventually make their way into the oceans, where they can prove deadly to fish, seabirds, and other creatures that swallow them.



Important message below:

Damage To Our Water Meter Could Cost You Money

Most automatic meter reading devices mount through the meter box lid. From the top, it looks like a black or silver disc about seven inches in diameter. It sticks up $\frac{1}{2}$ inch to $\frac{3}{4}$ inch above the top of the meter box lid. The center part of the unit is made of hard plastic that is hard enough to support the weight of a car, but not able to survive an encounter with a lawn mower blade or a lawn aerator spike. Please be careful when you are aerating or mowing around water meter pits. Never run your aerator over the top of a meter pit, and check the clearance between your mower blade and the top of the meter box. The 2023 standard charge for replacing the entire meter is approximately \$850.00.

While doing landscape projects, be sure the meter box lid remains exposed, level with the ground, and outside any fences or walls. Never put rocks, flower pots or other objects on the meter box.

“This institution is an equal Opportunity provider and employer.”

Proper Disposal of Fats, Oils, and Grease (FOG)

The first line of defense and the easiest way to solve the FOG buildup problem in your community and help prevent sewerage overflows is by keeping this material out of the sewer system. Here are a few tips:

- ***Never*** pour grease down sink drains or into toilets.
- ***Scrape*** grease and food scraps from trays, plates, pots, pans, utensils, and grills and cooking surfaces into a can or the trash for disposal.
- ***Pour*** fats, oils and grease into a container such as an empty jar or coffee can. Once the materials have cooled and solidified and the container is full, secure the lid and place it in the trash.
- ***Don't*** put grease down garbage disposals. Put baskets/strainers in sink drains to catch food scraps and other solids, and empty the drain baskets/strainers into the trash for disposal.
- ***Communicate*** with your friends and neighbors about the problem of grease in your sewer system and how to keep it out. The solution starts right in your home with your actions.



Putting these greasy materials down a sink can lead to a clogged sanitary sewer line. Clogs can then lead to wastewater backing up into your home or business, spilling out onto the streets, and even finding its way into storm drains and to the streams and tributaries. Cleanup can be expensive for residential homeowners and especially expensive for commercial businesses like restaurants. They can also be subject to fines and closures if the situation is serious enough. While the Town maintains the *public* sewer system, the sewer line within your own home and on your property out to the sewer main is the responsibility of the *property owner*.

Please review the following Enforcement Matrix the Town has adopted to enforce improper disposal of fats, oils, and grease.

FOG Enforcement Matrix

	1st Occurrence	2nd Occurrence	3rd Occurrence	4th Occurrence	5th Subsequent Occurrence
Minor violation: FOG concentration in excess of action level but less than two times action level; pumping records not available or accessible; excess solids accumulation; inadequate retention time; monitoring and/or sampling hindrance (equipment related)	Tier I	Tier II	Tier III	Tier IV	Tier V
Intermediate violation: FOG Concentration between two times and three times action level	Tier II	Tier III	Tier IV	Tier V	Tier VI
Major violation: FOG concentration in excess of three times action level; monitoring or sampling hindrance (willful intent); falsification of documentation	Tier V	Tier VI	Tier VI	Tier VI	Tier VI
Sanitary sewer overflows: User responsible for conditions resulting in failure of collection system, causing sewer overflow.	Tier VII	Tier VII	Tier VII	Tier VII	Tier VII

Enforcement tier levels:

1.0 Tier I--No civil penalty; NTC (notice to correct).

2.0 Tier II--\$50.00; NOV (notice of violation)

3.0 Tier III--\$150.00; NOV (notice of violation)

4.0 Tier IV--\$300.00; NOV (notice of violation)

5.0 Tier V--\$500.00; NOV (notice of violation)

6.0 Tier VI--\$1,000.00; NOV (notice of violation), possible NOS (notice of severance) followed by termination of service.

7.0 Tier VII--Civil or criminal penalties with possible fines and/or imprisonment. Increase Penalty in relation to degree and extent of harm to environment, public health, private property or sewer system as warranted. Site remediation and cost recovery for SSO. NOS, followed by termination of service if warranted. Press release regarding spill. Include in annual wastewater performance report.

FLUSHABLE WIPES ARE NOT FLUSHABLE

The products do not breakdown and disperse in the sewer system.
The only things that should ever be flushed in a toilet are human waste and toilet paper.

Single use wipes should be thrown in the trash.

Toilet paper is designed to disintegrate in our pipes and sewage systems, but flushable wipes are not. They're typically made with synthetic materials, plastics, or polyester, that won't break down. So even if they flush down your toilet, they end up clogging our sewers and damaging our pumps. This poses hazardous risks to sewage professionals that must break these clogs up as well as considerable costs. Over the last several years Norlina has spent thousands of dollars a year to address damage to our pumps and clear the pipes.

As wipes meet cooking fat in the sewage system, it builds up into a monstrous obstacle, a "fatberg."

A fatberg is a huge mass of solid waste largely consisting of cooking fats, disposable wipes, tampons, and other sanitary items that get flushed down the commode. They're unhygienic, expensive to fix, and incredibly gross (if you're really curious, you can check out [Museum of London's Fatberg Autopsy](#)). Clogs and fatbergs make jobs that are already hazardous and very difficult even more so.

As the use of these wipes has gone up over the years we have seen an alarming increase in Sanitary Sewer Maintenance costs. These wipes wrap around the pump shafts causing the mechanical seals to overheat and fail. When this failure occurs, the failed seal allows water to penetrate the motor housing burning the wiring in the electrical motor. The cost to repair these motors starts around \$5,000-\$6,000 dollars and can be as much as \$10,000 per incident. These repair costs are passed on to the customers so please try to educate everyone in your household of the risk of flushing wipes and disposing of grease, fats, and oils down your drain.

Wipes Clog Pipes!

ONLY FLUSH THE 3P'S:



PEE

Pee is treated at our
Wastewater Treatment
Plant.



POOP

Poo breaks down, is
treated at our plant,
and doesn't clog pipes.



PAPER

Toilet paper dissolves
in water.

Important Notice to all Home and Property Owners

Yard Debris & Leaves

Please be sure to keep grass clippings, tree and brush trimmings, and leaves in separate piles. All yard waste piles that are co-mingled will not be eligible for roadside pick up by the town.

Brush – Year Round

4 foot max length – 200 lbs. per week

Building Materials

Pallets, Concrete, Lumber, etc is not eligible for roadside pickup. These materials are the responsibility of the homeowner and or contractor.

Paid Landscapers and Contractors

It is the responsibility of the homeowner to ensure all tree trimmings, tree removals, stump removals, plant removals, shrub removals, and any other major or minor yard renovations

are removed by the contractor doing the work. All yard debris of this nature that is piled by the street the homeowner will be notified and billed by the town for removal.

Appliances and Furniture

Any appliances, electronics and or furniture are not to be left by the street. These items are to hauled to the nearest Transfer Station.

Leaves and Pine straw

Leaves and Pine straw pickup season is Oct 15 through Jan 15

Piles can be placed by the street loosely to not impede traffic or stormwater drainage.

From Jan 15 through Oct 15 Pine straw and Leaves must be bagged and placed by the street in biodegradable yard debris bags for pick up.

TOWN CREWS MAKE WEEKLY NEIGHBORHOOD SWEEPS TO COLLECT YARD WASTE BUT SOMETIMES DUE TO STORMS, SPECIAL EVENTS, AND OR HIGH DEMAND CREWS GET BEHIND.

PLEASE FEEL FREE TO CALL TOWN HALL IF YOU HAVE ANY QUESTIONS OR WOULD LIKE TO SCHEDULE ANY PICKUPS

NORLINA TOWN HALL

139 HYCO ST.

NORLINA NC

252-456-3325