

## 2023 Consumer Confidence Report (CCR) Certification Form

**Water System Name:** Smoky Mountain Retreat - Eagle's Nest

**Water System No.:** NC 1 0 4 4 0 0 4

**Report Year:** 2023

**Population Served:** 386

The Community Water System (CWS) named above hereby confirms that all provisions under 40 CFR parts 141 and 142 requiring the development of, distribution of, and notification of a consumer confidence report have been executed. Further, the CWS certifies the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency by their NC certified laboratory. In addition, if this report is being used to meet Tier 3 Public Notification requirements, as denoted by the checked box below, the CWS certifies that public notification has been provided to its consumers in accordance with the requirements of 40 CFR 141.204(d).

**Certified by: Name:** Jason Herbert

**Title:** General Manager

**Signature:** Jason Herbert

**Phone #:** (828) 926-0145

**Delivery Achieved Date:** \_\_\_\_\_

**Date Reported to State:** \_\_\_\_\_

The CCR includes the mandated Tier 3 Public Notice for a monitoring/reporting violation (check box, if yes).

Check **all** methods used for distribution (see instructions on back for delivery requirements and methods):

- Paper copy to all       US Mail       Hand Delivery
- Notification of availability of paper copy (Provide a copy of the notice.)  
Notification Method \_\_\_\_\_ (i.e., US Mail, door hanger)
- Notification of CCR URL (must be direct URL): \_\_\_\_\_  
Notification Method \_\_\_\_\_ (i.e., on bill, bill stuffer, separate mailing, email)
- Direct email delivery of CCR       Attached       Embedded  
Notification Method \_\_\_\_\_ (i.e., on bill, bill stuffer, separate mailing)
- Newspaper (attach copy) Name of Paper? \_\_\_\_\_ Date Published: \_\_\_\_\_  
Notification Method \_\_\_\_\_ (i.e., on bill, bill stuffer, separate mailing, email)
- "Good faith" efforts** (in addition to one of the above required methods) were used to reach non-bill paying consumers such as industry employees, apartment tenants, etc. These efforts included the following methods:
  - posting the CCR on the Internet at URL: \_\_\_\_\_
  - mailing the CCR to postal patrons within the service area
  - advertising the availability of the CCR in news media (attach copy of announcement)
  - publication of the CCR in local newspaper (attach copy of newspaper)
  - posting the CCR in public places such as: (attach list if needed) \_\_\_\_\_
  - delivering multiple copies to single bill addresses serving several persons such as: apartments, businesses, and large private employers
  - delivery to community organizations such as: (attach list if needed) \_\_\_\_\_

**Note:** Use of social media (e.g., Twitter or Facebook) or automated phone calls DO NOT meet existing CCR distribution methods under the Rule.

# 2023 Annual Drinking Water Quality Report

## Smoky Mountain Retreat-Eagle's Nest

Water System Number: NC 10-44-004

**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 Jason Herbert at (828) 926-0145. 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 [**

### **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).

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. Smoky Mountain Retreat-Eagles Nest 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>.

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 purchased from the Town of Waynesville.

## 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 the Town of Waynesville 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
Allen Creek Reservoir	Moderate	September 2020

The complete SWAP Assessment report for the Town of Waynesville 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 web site 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@ncdenr.gov](mailto:swap@ncdenr.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. 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, or during any compliance period that ended in 2023, we received No Violations.

## **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.
- **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.
- **Variations 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.
- **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.

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## **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, 2023.** 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.

**REVISED TOTAL COLIFORM RULE:  
Microbiological Contaminants in the Distribution System**

Contaminant (units)	MCL Violation Y/N	Number of Positive/Present Samples	MCLG	MCL	Likely Source of Contamination
Total Coliform Bacteria (presence or absence)	N/A	N/A	N/A	TT*	Naturally present in the environment
<i>E. coli</i> (presence or absence)	N	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>  Note: 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

**Lead and Copper Contaminants**

Contaminant (units)	Sample Date	Your Water (90 <sup>th</sup> Percentile)	Number of sites found above the AL	MCLG	AL	Likely Source of Contamination
Copper (ppm) (90 <sup>th</sup> percentile)	7/25/23	ND	0	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90 <sup>th</sup> percentile)	7/25/23	ND	0	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits

**Disinfectant Residuals Summary**

	MRDL Violation Y/N	Your Water (RAA)	Range		MRDLG	MRDL	Likely Source of Contamination
			Low	High			
Chlorine (ppm)	N	0.98 ppm	0.9	1.1 ppm	4	4.0	Water additive used to control microbes

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

Contaminant (units)	Year Sampled	MCL Violation Y/N	Your Water (highest LRAA)	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
TTHM (ppb)	2023	N				N/A	80	Byproduct of drinking water disinfection
B01			24 ppb	24	24 ppb			
HAA5 (ppb)	2023	N				N/A	60	Byproduct of drinking water disinfection
B01			22 ppb	22	22 ppb			

*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.*

# Town of Waynesville - 2023

## NC 01-44-010

### Water Quality Data Tables of Detected Contaminants

#### Turbidity\*

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	0.09 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 $\leq$ 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.

#### Inorganic Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
Fluoride (ppm)	2023	N	0.803 ppm	0.677	0.803 ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

#### Total Organic Carbon (TOC)

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	1.00	1.00 - 2.86	N/A	Removal Ratio RAA < 1.00 and alternative compliance criteria was not met	Naturally present in the environment

#### Disinfectant Residuals Summary

	MRDL Violation Y/N	Your Water (RAA)	Range		MRDLG	MRDL	Likely Source of Contamination
			Low	High			
Chlorine (ppm)	N	0.85 ppm	0.3	1.6 ppm	4	4.0	Water additive used to control microbes

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

Contaminant (units)	Year Sampled	MCL Violation Y/N	Your Water (highest LRAA)	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
TTHM (ppb)	2023	N				N/A	80	Byproduct of drinking water disinfection
B01			27 ppb	20	31 ppb			
B02			27 ppb	17	36 ppb			
HAA5 (ppb)	2023	N				N/A	60	Byproduct of drinking water disinfection
B01			22 ppb	17	25 ppb			
B02			23 ppb	13	29 ppb			

### *Cryptosporidium*

Our system monitored for *Cryptosporidium* and found levels of 0 (oocysts/L).

*Cryptosporidium* is a microbial pathogen found in surface water throughout the U.S. Although filtration removes *Cryptosporidium*, the most commonly-used filtration methods cannot guarantee 100 percent removal. Our monitoring indicates the presence of these organisms in our source water and/or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of *Cryptosporidium* may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. *Cryptosporidium* must be ingested to cause disease, and it may be spread through means other than drinking water.

### Unregulated Contaminants

Contaminant (units)	Sample Date	Your Water (average)	Range	
			Low	High
Bromochloroacetic Acid (BCAA)	2018	.79	.42	1.1
Bromodichloroacetic Acid (BDCAA)	2018	.72	.59	.87
Dichloroacetic Acid (DCAA)	2018	10.7	5.2	16
Trichloroacetic Acid (TCAA)	2018	11.5	9.1	14
Cyanotoxins	2020	ND	NA	