

West Carteret Water Corporation

2010 ANNUAL WATER QUALITY REPORT, NEWSLETTER & 2011 NOTICE OF ANNUAL MEMBERSHIP MEETING

Issued April 2011
PWS ID No. 04-16-040

Officers and Directors

Sheila H. Moore, *President*
R. W. Jones, *Vice-President*
Bobby A. Bell, *Secretary/Treasurer*

George F. Cribb
Samuel Gibson
William O'Neal

Brenda Newman
Bob Kenward
Ethel Shackelford

Lisa D. Smith-Perri, *General Manager/Executive Director*

H. Bryan Wilson, *System Manager*

Engineering & Architectural
The East Group, Greenville, NC
Michelle Clements, PE
David Meeks, Electrical Designer

Attorney
Doug Goines, Morehead City, NC

Accountants/Auditors
McGladrey & Pullen, LLP, Morehead City, NC

Groundwater Specialists
Groundwater Management Associates, Inc.
Dr. Richard Spruill

OFFICE LOCATION & MAILING ADDRESS: 4102 Hwy. 24, Newport, North Carolina 28570

OFFICE CONTACT NUMBERS: (252) 393-1515 or (877) 393-6829 Toll-Free ♦ (252) 393-1540 (Fax)

AFTER-HOURS: (252) 393-1515 (For instructions) or Mobile: (252) 241-0116 or (252) 241-9383

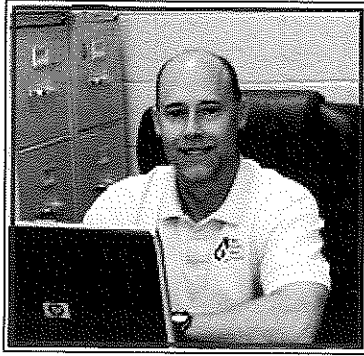
WEBSITE: www.wcwc.biz
E-MAIL ADDRESS: water@wcwc.biz

Office Hours: Monday through Friday from 8:30 a.m. until 5 p.m.

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Our staff is here to help you

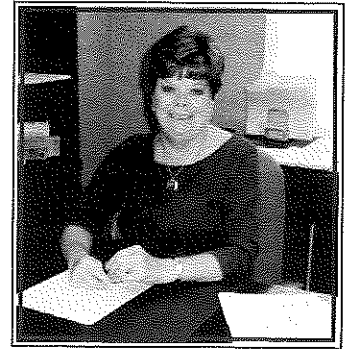
MANAGEMENT



Bryan Wilson
System Manager/ORC



Lisa Smith-Perri
General Manager
Executive Director



Cathy Gullledge
Accounting Manager

ADMINISTRATIVE STAFF



Marianne Newman
Administrative Assistant
To GM/SM



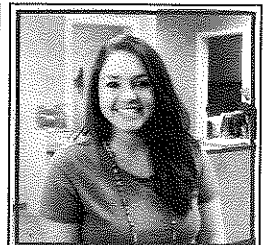
Vickie Mercer
Accounting Asst.



Pat Torrington
Accounting Asst.

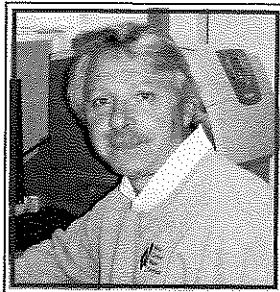


Rose Harris
Customer Service
Specialist



Lindsey Adams
Customer Service
Specialist

METERS



Gary Hill
Lead Meter Tech



Daniel Belanger
Meter Tech

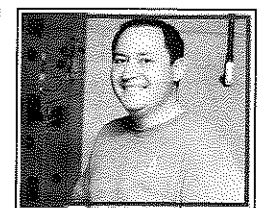
PLANT PERSONNEL



Steve Hill
Plant Operator



Ernie Melton
Backup ORC
Plant Operator



David Dashnaw
Plant Operator

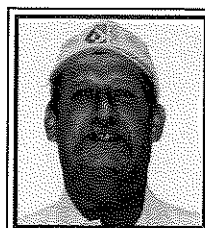
DISTRIBUTION MAINTENANCE



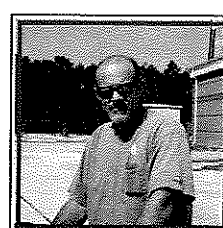
Lisa Guarino
Lab Tech



Mike Wrobel
Facility Maintenance



Milton Murdoch
Flushing/Field Tech



Fella Abbott
Field Tech



Kent Jones
Lead Field Tech

NOTICE OF ANNUAL MEETING

The Officers and Directors of West Carteret Water Corporation encourage all members to attend this year's **Annual Membership Meeting**. As always, the main purpose of this meeting is to review the events of the past year and discuss the future of your company. Our auditor, the firm of **McGladrey and Pullen**, will also be available to present this year's audit report and answer any questions that the members may have. We are also delighted this year to have with us **Sarah Phillips, NC Coastal Federation**, who will be presenting a short presentation "Water Conservation and Stewardship". Ms. Phillips will also have a booth available before and after the meeting if you would like to visit. We are looking forward to the talents of **Bogue Sound Elementary's Choral Group** that will sing before the meeting. More Bogue Sound Elementary talent will be displayed as we view the **"How I Use Water" artwork from their fifth graders** and meet the winners of the contest! After the meeting, our staff and the directors will be available to discuss any concerns or suggestions that you may have.

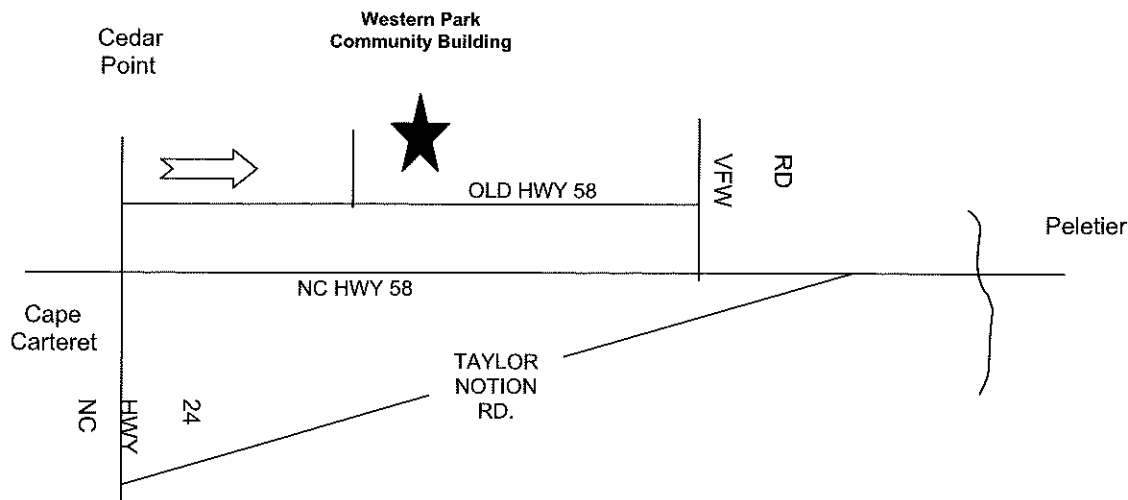
NOMINATING COMMITTEE: The purpose of the committee is to meet each year to discuss any nomination for directors that are received from the membership. The nominating committee consists of Melvin Spain, Gordon Slaughter, Judy Sutton, Jerry Meadows, and Marylene Vines. No petitions for other nominations were received from the membership per the Bylaw guidelines. Therefore, on March 8, 2010 when the committee met with our corporate attorney, Doug Goines, they placed the following incumbent directors in nomination:

Brenda Newman (Gales Creek)
Samuel Gibson (Bogue)
Roger W. Jones (Broad Creek)

The nominees will serve an additional three-year term. **No ballot voting will be required this year.**

To assist us in properly accommodating the number attending, please RSVP to water@wcwc.biz or by calling our office at (252) 393-1515 on or before Friday, May 20.

Date: Tuesday, May 24, 2010
Time: 6:30 pm – Registration desk opens/NC Coastal Federation Display
6:45 pm – Bogue Sound Elementary 3rd-5th Grade Choral Group
7:00 pm – Business Meeting
Place: Western Park Community Building



DOOR PRIZES AND REFRESHMENTS IMMEDIATELY FOLLOWING THE MEETING

PLEASE RSVP IF YOU CAN ATTEND ~ WE LOOK FORWARD TO SEEING YOU



From the Desk of the President... Sheila H. Moore

Founded in 1984, with small, personal investments from 8 local businessmen in the western area of Carteret County, West Carteret Water Corporation has grown from a start-up utility to a leader in the potable water industry; from one volunteer/part-time associate to a staff of 18 dedicated professionals. West Carteret Water Corporation has made its mark through a passion for an excellent product, which is the highest quality potable water for our community. We've also kept a commitment to our customers; we want to provide them with the best possible service as we deliver water to their homes. It's the people behind that passion and commitment who have made all the difference.

Over the past quarter century, WCWC has had the benefit of strong leadership from individuals such as George F. Cribb, Charter Director and Past President from 1984-2008, Roger Jones, Charter Director and current officer, and Lisa Smith-Perri, presently the General Manager/Executive Director and now celebrating a 25-year impeccable career with our company. Their leadership has distinguished our company. We've built a solid reputation on the local and state level thanks to our talented team of employees and business associates who understand the meaning of integrity and quality customer service. Even in these tough economic times, we've grown and stabilized due to the commitment of our loyal customers.

West Carteret Water looks at our past, but we are focused on the future and how we can take water production, service and professionalism to levels unparalleled in the water industry.

2010 Water Quality Report...

Why is your water company providing this information?

Several years ago, the EPA decided that water companies should be required to provide their customers with a report about their operations and testing results during the preceding year. At WCWC, we have always made this information available and look forward to keeping you informed by mailing this Water Quality Report each year. It includes information about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. Sections of it may look the same from year to year because there are topics that must be included. 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.

In addition to water quality and treatment information, we attempt to provide you with billing information, such as rate and procedure changes, and conservation tips.

If you have any questions about this report, concerns about your water, or suggestions, please contact the General Manager, Lisa Smith-Perri, or any Customer Service Representative at (252) 393-1515. Also, if you ever desire an opportunity to speak with the Board, you may do so by calling the office to inquire about meetings, which are generally held the third Tuesday of each month. Tours of our plant facilities can also be made by appointment.

FACEBOOK & WEBPAGE....

Do you use FACEBOOK? Well, please LIKE us so you can receive updated information regarding closings, meetings, and other key dates. Please also check out our website at www.wcwc.biz for water rates, scheduled outages, emergency repair information, office closings, and forms.

YOU REQUESTED IT!

ON-LINE BILL PAY

AVAILABLE IN AUGUST!

Please watch your water bill for the exact availability date. Bill pay has been installed on our system and is being tested at this time. In addition to paying your bill on-line using VISA, MASTERCARD, DISCOVER or your checking account, you can also view billing and usage information using I-CONNECT. By logging in at www.wcwc.biz and creating a password, most information that you need will be at your fingertips 24 hours a day!



Reflection... Lisa Smith-Perri, GM/Executive Director

West Carteret Water Corporation has been my home for more than 25 years and I have always taken a personal stake in the success or challenges. Volunteering during high school, I never imagined I would be hired in January 1986 by The East Group Engineers to open an office for a "future" water system; the very one I had helped with customer surveys. I owe them a debt of gratitude along with the WCWC Board of Directors who has been so supportive since that time. You, as a member-customer, have a board that is not afraid to disagree with me, while at the same time working through to a solution that is beneficial to all. We have been a good match!

There is rarely one person responsible for something positive - or negative. With any team, there has to be a leader, but nothing would be accomplished without the players. I appreciate the staff at WCWC, including those no longer here. Our staff's different talents speak for themselves. Whatever the task at hand, somebody can handle it!

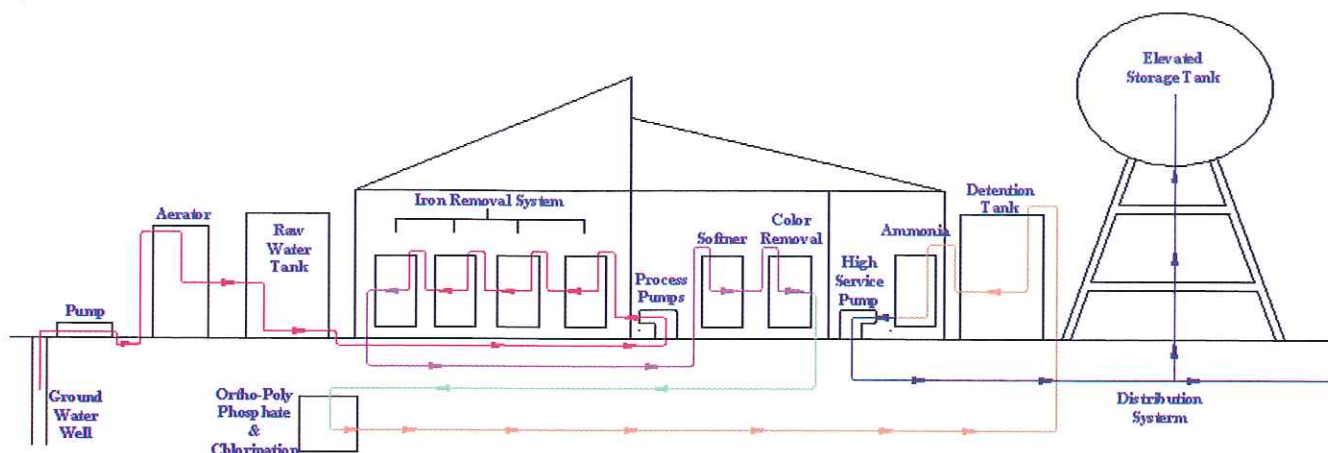
With an increase of 4,400 customers since we started pumping water in 1991, it is not possible for me to know every customer and frankly, I miss that. I enjoyed meeting everyone in the 80s - 90s and have retained many friendships through the years. So, to the newer customers, rest assured all of our staff is equally prepared to answer your questions or find someone that can, but if you ever have any concerns that you feel need my direct attention, please do not hesitate to let me know. My email address is lisa.smithperri@wcwc.biz and my direct line is 252-393-1515 Ext. 20.

In closing, I look forward to the next few years as we begin planning for our third elevated water tank in Gales Creek. During this project, we also plan to include the few side streets that do not have potable water at this time - if enough are interested. WCWC has a bright future ahead and you, the member-customer, should take credit! Thank you for a wonderful 25 years!

Facts about your water supply...

Currently, the water supply comes from five (5) 10-inch **wells** located in the Croatan National Forest and one 6-inch. The average depth of the wells is 280 feet. The water is pumped from the Castle Hayne Aquifer. The wells are equipped with either 40-hp or 50-hp pumps, which are capable of producing approximately 600 gallons per minute (gpm), with the exception of Well No. 2 that now pumps approximately 375 gpm. The raw water is pumped to the treatment plant located at 4104 Highway 24 in the community of Ocean. The water first runs through an aerator before being stored in two (2) 50,000-gallon ground storage tanks located adjacent to the plant.

In September 2008, the treatment process added **iron removal**, which is used as needed, before being **softened** by utilizing Cation Resin. This process reduces the hardness level to approximately 70-80 ppm (4 - 4.6 grains per gallon). After softening, the water continues through a train of **color (tannin) removal** vessels, which use Anion Resin. The water is then injected with **ortho-polyphosphate** as needed for corrosion control within the distribution system. Following this process, **chlorination** is next in the treatment train. The water is routed to a detention tank before being injected with **ammonia**. These last two components, chlorine and ammonia, are for disinfection purposes. This process is **chloramination**. The water is then stored in the elevated tanks or routed to the distribution system.



West Carteret Water Corporation's customer base consists of residential, commercial, and institutional members. **Distribution lines** are located from Gethsemane Memorial Park near Morehead City along the Highway 24 corridor to the White Oak River in Cedar Point. Currently, our northernmost distribution lines end at the Stella Bridge.

Source Water Assessment Program (SWAP) Results...

The North Carolina Department of Environment and Natural Resources (DENR), 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 West Carteret Water Corporation 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 for the March 2007 report are summarized in the table below:

Susceptibility of Sources to Potential Contaminant Sources (PCSs)

Source Name	Susceptibility Rating	SWAP Report Date
Well # 1	Lower	March 2007
Well #2	Lower	March 2007
Well #3	Lower	March 2007
Well #4	Lower	March 2007
Well #5	Under Construction as of last SWAP update	
Well #6	Lower	March 2007

(Please note that because SWAP results and reports are periodically updated by the PWS Section, the results available on the web site may differ from the results that were available at the time this CCR was prepared)

The complete SWAP Assessment report for WCWC may be viewed on the Web at: <http://swap.deh.enr.state.nc.us/swap> when it is not being updated by PWS. To obtain a printed copy of this report, please mail a written request to: Source Water Assessment Program – Report Request, 1634 Mail Service Center, Raleigh NC 27699-1634, or e-mail request to swap@ncmail.net. Please indicate our system name, PWSID (04-16-040), 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 919-715-2633. It is important to understand that if a susceptibility rating of “higher” was given, that does not imply poor water quality, only the system's potential to become contaminated by PCS's in the assessment area.

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 Water Drinking Hotline (800-426-4791) as well.

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 or 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 products, and can also come from gas stations, urban stormwater runoff, and septic systems.
- ♻ Radioactive contaminants 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, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

Your water company strives to keep your water safe...

We routinely monitor for over 150 contaminants in your drinking water according to Federal and State laws. The table on the next page lists all the drinking water contaminants that we tested and any detected in the last round of sampling for the particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. Unless otherwise noted, the data presented in the table in this report is from testing done January 1 through December 31, 2009. The EPA or the State requires 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

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. West Carteret Water Corporation 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>.

TESTING NOTES...UNREGULATED CONTAMINANTS

In the tables on the next page, we have included detected and undetected contaminants in order to make you, the customer, aware of the extent of the testing that is performed. As a note, unregulated contaminants are included in this report as well. The company did not have any detects in this category. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of such contaminants in drinking water and whether future regulation is warranted. Unregulated contaminants are those for which EPA has not established drinking water standards. If you would like more information on unregulated chemicals, you may call the EPA Hot Line as noted above

ABBREVIATIONS & DEFINITIONS

In the test result table located in this report, you will find many terms and abbreviations that might not be familiar to you. To help you better understand these terms, we've provided the following 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 set for the particular methodology.

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 - One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

Maximum Contaminant Level Goal (MCLG) - 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.

Maximum Contaminant Level (MCL) - Highest allowable contaminant of any substance as set by the USEPA and State Department of Health Services; MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Residual Disinfection Level Goal - The "Level" (MRDLG) 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.

Maximum Residual Disinfection Level - The "Highest Level" (MRDL) of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Action Level - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Picocuries per liter (pCi/L) - Picocuries per liter is a measure of radioactivity in water.

Secondary Contaminants, required by the NC Public Water Supply Section, are substances that affect the taste, odor, and/or color of drinking water. These aesthetic contaminants normally do not have any health effects and normally do not affect the safety of your water.

Water Characteristics Contaminants - February 2009 (Every 3 Years)				
Contaminant (units)	Sample Date	Your Water	Range Low High	Secondary MCL
Iron (ppm)	02/04/09	ND	N/A	0.3
Manganese (ppm)	02/04/09	ND	N/A	0.05
Nickel (ppm)	02/04/09	ND	N/A	N/A
Sodium (ppm)	02/04/09	95.2	N/A	N/A
pH	02/04/09	7.1	N/A	6.5 to 8.5

Did you know that your water company has a full-time lab technician on staff? Lisa "G", as she is referred, is either in the field sampling or working in the lab daily! Our System Manager coordinates with both the lab tech and our flushing staff to bring you the best quality water possible. However, if you ever have concerns or questions about your water, do not hesitate to contact us. We will be happy to make an appointment to meet with you!

Testing Results

This company tests for many contaminants, both regulated and unregulated. The results of both are listed below. A "ND" refers to non-detects. The Maximum Contaminant Levels (MCL) are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

Microbiological Contaminants-10 per month required (WCWC tests 12 sites) TESTING Fecal Coliform (E. coli) - Non-detect

Contaminant (units)	MCL Violation Y/N	Your Water	MCLG	MCL	Likely Source of Contamination
Total Coliform Bacteria (presence or absence)	N	0	0	1 positive monthly sample	Naturally present in the environment

Nitrate/Nitrite Contaminants-February 2010 (Yearly) TESTING (ND): Nitrate

Inorganics Contaminants – February 2009 (Every 3 years)

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
Fluoride (ppm)	02/04/09	N	0.10	N/A		4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Sulfate (ppm)	02/04/09	N	14.9	N/A		-	250	[No health effect language available]

ADDITIONAL TESTING (ND): Arsenic, Barium, Cadmium, Chromium, Cyanide, Manganese, Mercury, Nickel, Selenium, Antimony, Beryllium, Thallium.

Synthetic Organic Chemical Contaminants including Pesticides and Herbicides – April and August 2008 (ND)

(In 2009, WCWC received reduced sampling; Next retest 2011)

ADDITIONAL TESTING (ND): Alachlor, Atrazine, Benzo(a)pyrene (PAH), Carbofuran, Chlordane, Dalapon, Di-2(ethylhexyl)adipate, Di-2(ethylhexyl)phthalate, Dibromochloropropane, Dinoseb, Endrin, Ethylene Dibromide (EDB), Heptachlor, Heptachlor epoxide, Hexachlorobenzene, Hexachlorocyclopentadiene, Lindane, Methoxychlor, Oxamyl [Vydate], PCBs [Polychlorinated biphenyls], Picloram, 2,4,5-TP (Silvex), Simazine, Toxaphene, 2,4-D (ppb), Pentachlorophenol (ppb)

Volatile Organic Chemical Contaminants - July 2009 (ND-Every 3 Years)

ADDITIONAL TESTING (ND): 1,2,4-Trichlorobenzene, c-1,2-Dichloroethylene, Xylenes, Dichloromethane, o-Dichlorobenzene, p-Dichlorobenzene, Vinyl Chloride, 1,1-Dichloroethylene, t-1,2-Dichloroethylene, 1,2-Dichloromethane, 1,1,1-Trichloroethane, Carbon Tetrachloride, 1,2-Dichloropropane, Trichloroethylene, 1,1,2-Trichloroethane, Trichloroethylene, Chlorobenzene, Benzene, Toluene, Ethylbenzene, Styrene

Lead and Copper Contaminants - 2008 (30 samples per year every 3 years; Next retest 2011)

Contaminant (units)	Sample Date	Your Water	# of sites found above the AL	MCLG	MCL	Likely Source of Contamination
Copper (ppm) (90 th percentile)	Mar - Oct 2008	0.412	0	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb) (90 th percentile)	Mar - Oct 2008	3.0	0	0	AL=15	Corrosion of household plumbing systems, erosion of natural deposits

Radiological Contaminants - 2005 (Next retest 2013 and 2016)

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	MCLG	MCL	Likely Source of Contamination
Alpha emitters (pCi/l)	1 st Qtr	N	.78	0	15	Erosion of natural deposits
	2 nd Qtr	N	.94			
	3 rd Qtr	N	.86			
	4 th Qtr	N	.81			
Beta/photon emitters (pCi/l)	1 st Qtr	N	.69	0	50	Decay of natural and man-made deposits
	2 nd Qtr	N	.78			
	3 rd Qtr	N	.64			
	4 th Qtr	N	.84			

Disinfection By-Product Contaminants – Stage I (September 2010)

Contaminant (units)	MCL/MRDL Violation Y/N	Your Water (AVG)	Range Low High	MCLG	MCL	Likely Source of Contamination
TTHM (ppb) [Total Trihalomethanes]	N	31	31	N/A	80	By-product of drinking water chlorination
HAA5 (ppb) [Total Haloacetic Acids]	N	22.8	22.8	N/A	60	By-product of drinking water disinfection
Chloramines (ppm) (Total)	N	2.93 (10 months/yr)	1.3 - 4.0	MRDLG = 4	MRDL = 4	Water additive used to control microbes
Chlorine (ppm) [Free]	N	2.63 (2 months/yr)	1.6 - 3.9	MRDLG = 4	MRDL = 4	Water additive used to control microbes

Just a little water chatter about hardness and fluoride...

Hardness... Total hardness is defined as the sum of the calcium and magnesium concentrations (or salts). Both of these are expressed as calcium carbonate in units of milligrams per liter. Calcium is the major component of hardness in water. It is present in many minerals, principally limestone and gypsum. There is no U.S. EPA drinking water MCL for hardness. Silica (SiO₂) is found in crystalline (quartz, rock crystal amethyst and microcrystalline) formations. In the presence of Magnesium it can form a scale. There is no U.S. EPA drinking water MCL for Silica. Evidence of both Calcium and Silica may be observed as water dries on or near fixtures.

The average (untreated) concentration of calcium carbonate from the wells at West Carteret Water Corporation is approximately 250 mg/l. The water is softened to 50 – 60 mg/l on average before entering the distribution system. This is considered to be a moderately hard range of water. Softened water can be corrosive to certain types of plumbing. Therefore, the moderately hard range has been chosen to minimize problems from occurring in the distribution system and customer's plumbing. A further reduction of calcium carbonate can be managed by installing one of many varieties of water softeners that are available on the market today.

Fluoride... In March 2011, all operating wells plus areas in the distribution system were monitored for fluoride. The results for both were 0.14-0.16 mg/l of naturally occurring fluoride.

FREQUENTLY ASKED QUESTIONS...

Security Deposits are refunded to accounts with a minimum of 12 consecutive months of timely payments. If you feel that you should have received a refund, please call one of our customer service representatives.

Due Date & Cut-off process... Bills are mailed around the 14th of the month and are due by the 7th of the following month. **The due date on the bill is for current charges only.**

Can't pay your bill on time? Do you have to regularly pay additional disconnection fees? There is a 10 day grace period following the due date. Past due balances not received by the 18th are subject to an additional late charge of \$20. Contact us for information about an **extension PRIOR** to this date. The account holder must request an extension ***in person*** at the office. It can save you money and prevent the unnecessary inconvenience of service interruptions (see below).

The past due balance reflected on your water bill will be the only notification that you will receive. Our general policy is to not tag doors, call or send second notices except in extenuating circumstances. Cut-offs for nonpayment generally occurs the last week of the month. Account holders are responsible for water charges *whether or not* you receive a billing. If you have not received a bill by the 20th of the month, please contact us.

Disconnection Fee! The disconnection fee is \$40 per account. Accounts whose names appear on the cut off list will be subject to this fee whether or service is interrupted. Please don't get cut-off! Let us know if we can assist you. If disconnected, your entire account balance plus a disconnection fee must be paid in full before service can be restored (cash, credit card, money orders or certified checks only)! It may also mean an increase in your Security Deposit!

Adjustments... Although WCWC has an adjustment policy, you may not be eligible for this benefit where it is determined that the high water usage could have been avoided, such as unprotected piping during cold weather, irrigation systems, and water service at docks damaged during a hurricane.

Customer Cut-Off Valves: The angle valve located in the meter box is for WCWC's use only and is not meant as a customer shut-off. Frequent use may cause it to fail and not turn off the water. If you generally use that valve to cut off the water to your home, please install another valve near the meter box. If the valve is replaced due to excessive use, you may be charged a replacement fee.

Tampering: Any individual (resident, contractor, or developer) who tampers with a meter or any water line or appurtenances may be pursued legally. Any attempt to tap or use water, bypass a water meter, or turn on a meter without WCWC approval, will also be considered tampering. Tampering carries high fees/penalties. We all play a role in maintaining the safety of our water system. Thanks for your help in accomplishing this goal!

Water Rates: Water rates are posted on our website or we can mail you a rate schedule. The more water you use, the higher the rate. Track your usage closely when watering the lawn.

PAYMENT OPTIONS

In addition to our office drive-through and night deposit box, we have several payment options available. If you prefer to pay by mail, we can provide you with return envelopes or labels. We also have credit card draft or bank draft available. By calling the office, we can process a payment using your VISA, Mastercard, Discover, or debit card. At this time, we cannot process check payments by phone. Finally, beginning August 2011, you can make a payment on-line using **I-CONNECT** by visiting our website at www.wcwc.biz.

METER CHANGE-OUT CONTINUES... SLOWLY!

In 2009, as part of cutting expenditures, your board voted to slow the meter change-out process. Changes in the Rules and Regulations allowed us to remove unused, electronic meters that have been in meter boxes for more than 6 months. Those meters have been transferred to areas that will benefit from an electronic meter. We have resumed meter change-out and will progress as funds allow. For those that have the new meter, it is a great customer service tool! Using it, we are able to closely track usage!

Please note that if you do not have a personal cut off valve located on your side of the water meter, you need to have one installed, regardless of where you

Water Conservation... For Our Future!



Check for leaks....

1. Locate your meter & note the reading. In a few hours, after not using any water, take another reading.
2. If there is a difference, subtract the readings to determine the amount of usage.
3. Check all toilets, faucets, pipes and connections. You can isolate the leak location by turning the water off near the home and then repeating steps 1 & 2. If the meter stops moving, then the leak is in the home. If not, it is between the meter and the cut-off valve to the home.
4. Once leaks are located, have them repaired quickly.

The season for watering is upon us. Everyone loves a beautiful yard and water is a great recreation tool for children. Here are some warm weather tips for using water wisely!

- ⌘ Sprinklers and hoses use a large amount of water in a short period of time. Try taking a meter reading and then turning on a sprinkler or hose. Let the water run for 15 minutes, then take another reading. Multiply the reading by 4 and you can calculate the gallons that you are using per hour (gph). To assist with estimating your bill, multiply the number of hours that you plan to water during the month and the rate (gph). After obtaining a total figure (gallons), calculate your water bill by using the current rate structure. (Available by request or on the website.) You may be shocked, but at least you'll be prepared! Do not hesitate to contact us if we can assist in calculating your usage. (See section on pages 11 regarding in-ground irrigation systems.)
- ⌘ Use a broom or rake to clean driveways and walkways, not a hose.
- ⌘ Taking a dip in the pool? Keep the level low and minimize splashing. Use a cover in the summer to slow evaporation. Check walls, filtration systems & inlets regularly to make timely repairs.
- ⌘ Use a hose nozzle that you can cut-off quickly and adjust, especially when washing cars and boats. When you are finished, shut the hose off at the house to avoid leaks. Check hoses and connections for drips.

**GUIDELINE FOR CROSS CONNECTION CONTROL PLAN
APPLICABLE TO ALL COMMERCIAL ACCOUNTS
and RESIDENTIAL ACCOUNTS WITH THE FOLLOWING:
IN-GROUND IRRIGATION, DOCKS, SWIMMING POOLS**

**-PLEASE READ CAREFULLY-
DECEMBER 31, 2011 DEADLINE**

Public Water Supplies requires that all public water systems have an active cross connection control plan (CCCP) and a certified operator employed to ensure the protection of the water from contamination. In 2006, we approved and began implementing a more stringent cross connection control policy using guidelines from Public Water Supply, the Plumbing Code, and other resources. A **cross-connection** can be found where an approved water source is connected with an unapproved water source or potentially harmful connection. Backflow preventers keep water from re-entering the public water system's lines once it has passed through the meter. West Carteret Water Corporation has always provided some form of backflow prevention devices, but, with the increase in backflow events, rules changes require that companies closely scrutinize backflow prevention methods.

There are a few different types of backflow preventers. Since the purpose of this policy is to protect the water system and customers from potentially harmful sources in the event of backsiphonage or backflow, West Carteret Water Corporation decided to begin requiring the reduced pressure zone backflow preventer (RPZ) when we developed our CCCP policy in 2006. The RPZ is an above-ground installation. It must be used at all commercial accounts (regardless of hazard level), as well as, residential accounts that provide water to irrigation systems, swimming pools, and docks.

This policy was first presented in the 2007 Consumer Confidence Report and many customers began installing RPZs at their home or business. (All new accounts since 2006 have the required backflow prevention while existing customers' deadlines have been extended by the board.) Your board realizes that this installation is expensive, but a deadline needed to be established. **In April 2010, the West Carteret Water Corporation Board of Directors established December 31, 2011 as a deadline to allow residential customers time to provide the required backflow prevention if it is applicable to their home. The following information is provided to help residential accounts with this change. Any questions or additional guidance needed should be addressed to our office. We will be happy to assist you.**

Commercial installations will be scheduled by West Carteret Water Corporation and coordinated directly with the customer. A separate mailing will be sent to all commercial accounts that do not already have a RPZ installed.

**RPZ (BACKFLOW PREVENTION) FOR
INDIVIDUAL RESIDENTIAL ACCOUNTS**
-SEE PRIOR PAGE FOR ADDITIONAL INFORMATION-
Installation Deadline: December 31, 2011

Any water services on property with a swimming pool, dock, and/or in-ground irrigation system must install an ASSE 1013 approved RPZ backflow preventer for every water service on that property. (IMPORTANT: For lawn irrigation systems, you may also be required to install a new, separate irrigation water meter under a new law G.S.143-355.4, which passed in 2009. See the next page for specifics regarding this new law and how it might affect you.) RPZs can be installed by the homeowner or a licensed plumber. A plumbing permit is required. After installing, the device must be inspected at that time and yearly, thereafter. If you wish for WCWC to handle that testing, you can contact us to do so. The inspection will be billed to the water account. Currently, WCWC uses Safeflow, Inc. (252-235-7776) and you can contact them directly.

The account holder is required to install an ASSE 1013 approved RPZ backflow preventer that is also approved by the USC Foundation for Hydraulic Research using the following guidelines:

1. Installation

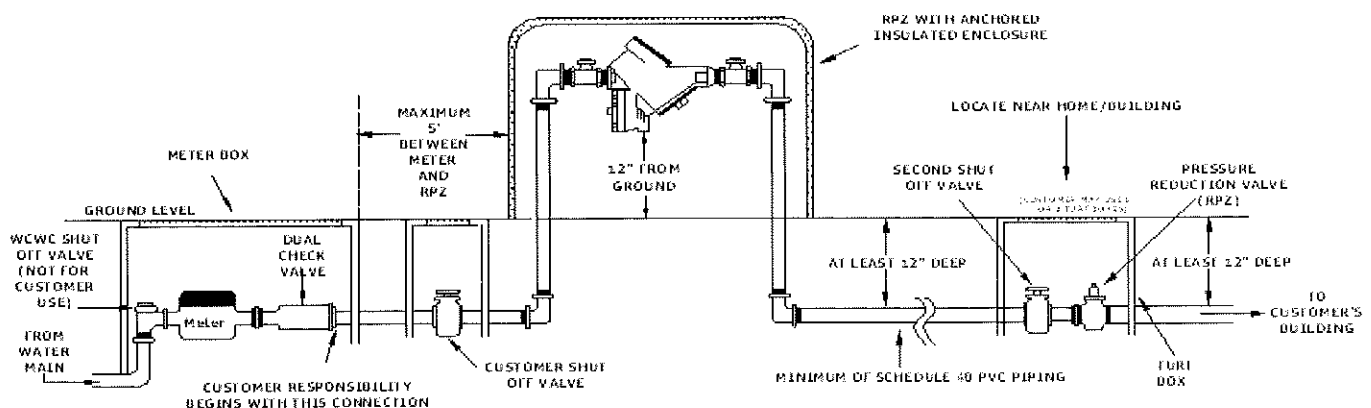
- a. The installation must be completed by the homeowner or a licensed plumber according to manufacturer's specifications and WCWC Guidelines.
- b. A plumbing permit is required.
- c. The RPZ must be installed within 5 feet of the water meter using a RPZ model approved by WCWC.
 - i. Wilkins Model 975 XL (3/4" - 1")
 - ii. Watts
 1. Series 909 (3/4" - 1")
 2. Series 009 (3/4" - 1")
 3. Series 919 (3/4" - 1")
 - iii. Febco 825Y (3/4" - 1")
- d. No other connections will be allowed between the meter and RPZ.
- e. The RPZ should be covered and properly anchored to the ground or a concrete pad. For concrete pad installs, allow for proper box drainage.
- f. The cover must be ASSE 1060 approved and have adequate access for maintenance and testing.
- g. Additional insulation is advised to prevent damage from cold weather. However, insulation efforts should not hinder the ability to test the device.

2. Testing & Certification

- a. The manufacturer and WCWC requires that these devices be tested immediately after installation and then on a yearly basis thereafter according to the manufacturer's specifications.
- b. This procedure must be handled by a certified backflow cross connection tester who must also be approved by our Operator in Responsible Charge. (Since their certifications must be renewed, contact our office for a current listing of approved testers and installers. This listing is reviewed by our ORC and updated monthly. Currently, WCWC uses Safeflow, Inc. [252-235-7776].)
- c. Once tested, a copy of the testing report must be provided to WCWC. This requirement will be considered delinquent if testing results are not provided within 30 days following the anniversary testing date. For past due inspections, WCWC will contact a certified tester and the charges will be billed to the customer's account.

3. Retest Certifications for Failed Devices

- a. When a RPZ does not pass, it must be repaired by a certified tester or plumber immediately.
- b. Afterwards, it must be re-tested following the guidelines provided.



Changes in Rules & Regulations, Cross Connection Control Policies, & General Guidance

Meter Removal for Inactive Services: *Electronic water meters that remain unhooked to customer's plumbing for a period of 6 months may be removed from the meter boxes for safekeeping. The customer will be notified and will continue to receive monthly minimum billing. Upon request, the meter will be reinstalled at no charge.*

Meters for All Use: *West Carteret Water Corporation will attempt to meter all use except where impractical, such as fire fighting and specific areas where flushing water lines cannot be metered. Water for construction or contracting purposes will be metered at a location as designated by West Carteret Water Corporation. Attempts to use water otherwise will result in fines as established by the corporation.*

Irrigation Meters: As of July 1, 2009, community water systems in North Carolina must require separate meters for all new, residential, in-ground irrigation systems. To adopt the new law, on September 15, 2009, the Board of Directors adopted the following:

- I. *Irrigation Meters: In compliance with G.S. 143-355.4, all new in-ground irrigation systems installed after application of this section that are supplied water by West Carteret Water Corporation shall be independently connected to the system and water consumption shall be measured through a separate irrigation meter.*
- II. *An irrigation service may be installed as a separate tap or by a split line off the non-irrigation service line at a point between the main and the non-irrigation service line (split tap). Either method of connection shall be performed by West Carteret Water Corporation.*
- III. *An irrigation service line, the irrigation meter and all related appurtenances shall be installed in accordance with the same regulations, policies and procedures that apply to non-irrigation meters.*
- IV. *During times of drought, excessive water usage, state mandates, and any other consideration, West Carteret Water Corporation will have the right to interrupt services to such meters and/or alter watering times, such as specific days of the week or after midnight.*

RETURN THIS BOTTOM PORTION IF YOU ALREADY HAVE AN IN-GROUND IRRIGATION SYSTEM THAT IS SERVED BY WCWC. BY RETURNING, YOU WILL NOT BE REQUIRED TO INSTALL AN ADDITIONAL METER!

IMPORTANT: ALTHOUGH THIS LAW WENT INTO EFFECT FOR NORTH CAROLINA IN JULY 2009, ALL IN-GROUND IRRIGATION SYSTEMS INSTALLED AT THE TIME OF THIS MAILING WILL BE CONSIDERED GRANDFATHERED BY THIS WATER COMPANY. THEREFORE, WE MUST IDENTIFY EXISTING IRRIGATION SYSTEMS. IF YOU HAVE AN IRRIGATION SYSTEM INSTALLED, YOU SHOULD IMMEDIATELY COMPLETE THE BOTTOM PORTION AND RETURN TO OUR OFFICE. IRRIGATION SYSTEMS IDENTIFIED DURING ROUTINE SYSTEM MAINTENANCE, METER READING AND SO FORTH THAT ARE NOT ON FILE WILL BE REQUIRED TO INSTALL A SEPARATE IRRIGATION METER. A RPZ BACKFLOW PREVENTER IS REQUIRED ON NEW OR EXISTING IRRIGATION SYSTEMS. (SEE PREVIOUS PAGES FOR RPZ INSTALLATION INFORMATION.)

As of _____ (date), we have an installed in-ground irrigation system and should be considered grandfathered from G.S. 143-355.4.

Also, indicate whether or not you have a RPZ installed (Grandfathering will not require a separate meter, but a RPZ will be required regardless on all in-ground irrigation systems.)

() A RPZ is already installed on our water meter that serves our irrigation system.

() A RPZ is not installed on our water meter that serves our irrigation system, but we understand that we must install this device by December 31, 2011.

NAME _____ ACCOUNT NO. _____

ADDRESS _____

PHONE NOS. _____ EMAIL _____

COMPLETED BY: _____ (Signature) DATE: _____

West Carteret Water Corporation
4102 Hwy 24
Newport, NC 28570

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Newport, NC
Permit 43

ADDRESS SERVICE REQUESTED

RESIDENTIAL RATE INCREASE – EFFECTIVE AUGUST 15, 2011 BILLING

Last year, WCWC's board announced a 2% rate increase yearly to prevent future one-time, larger rate increases. However, in evaluating the rates during our budgeting process, we found that the financial demand is during summer months when irrigation is the highest. Regarding high usage, the Public Water Supply requests that all public utilities set rates, as well as, take other appropriate measures to promote water conservation. (See pages 9-11 for irrigation meter information.)

Those two combined reasons lead our board to establish two rates. One of these is for dedicated irrigation meters that serve only in-ground irrigation system – not for outdoor use by your potable water meter, such as washing your car, etc. This rate is \$18 per 1,000. (Currently, we do not have any customers using an irrigation meter.)

For all other customers that do not use an in-ground irrigation system, the water rate is increasing, but only after 16,000 gallons of water used (see below). Therefore, effective August 15, 2011 billing, please be aware that water used over 16,000 gallons will be billed using the following rate:

Residential
\$15.50 Flat Rate Plus (NO CHANGE)
\$6.60/1,000 for 0 – 2,000 Gallons (NO CHANGE)
\$6.90/1,000 for 2,001 – 4,000 Gallons (NO CHANGE)
\$7.10/1,000 for 4,001 – 8,000 Gallons (NO CHANGE)
\$7.45/1,000 for 8,001 – 16,000 Gallons (NO CHANGE/EXTRA 4,000 ALLOWED)
\$8.30/1,000 for 16,001 – 40,000 Gallons (INCREASE BEGINS HERE)
\$12.00/1,000 for 40,001 – 100,000 Gallon
\$18.00/1,000 for 100,000 + Gallons

**DON'T MISS THIS YEAR'S
ANNUAL MEMBERSHIP MEETING**
Tuesday, May 24, 2011
Western Park Community Building, Old
Hwy 58, Cedar Point

Register at door early...

Bogue Sound Elementary's
5th Grade Water Art
will be available and we will
be recognizing the winners!

Bogue Sound Elementary's
3rd -5th Grade Choral Class
Will be singing at 6:45 pm

Business Meeting - 7 pm
Followed by door prizes & refreshments

**PLEASE RSVP BY MAY 20 IF YOU
PLAN TO ATTEND
BY EMAILING WATER@WCWC.BIZ
OR CALLING 252-393-1515.
SEE NOTICE OF ANNUAL MEETING
INSERT
ON PAGE 2 FOR ADDITIONAL
INFORMATION.**