



Carolina Water Service
of North Carolina™

Wastewater Treatment and Collection Performance Annual Report

Carolina Trace

NPDES: NC0038831
Collection System: WQCS00217

January 1, 2025 - December 31, 2025

P.O. Box 240908
Charlotte, NC 28224

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<https://www.myutility.us/carolinawaterservicenc>

I. General Information

Service Area:

Carolina Trace S/D

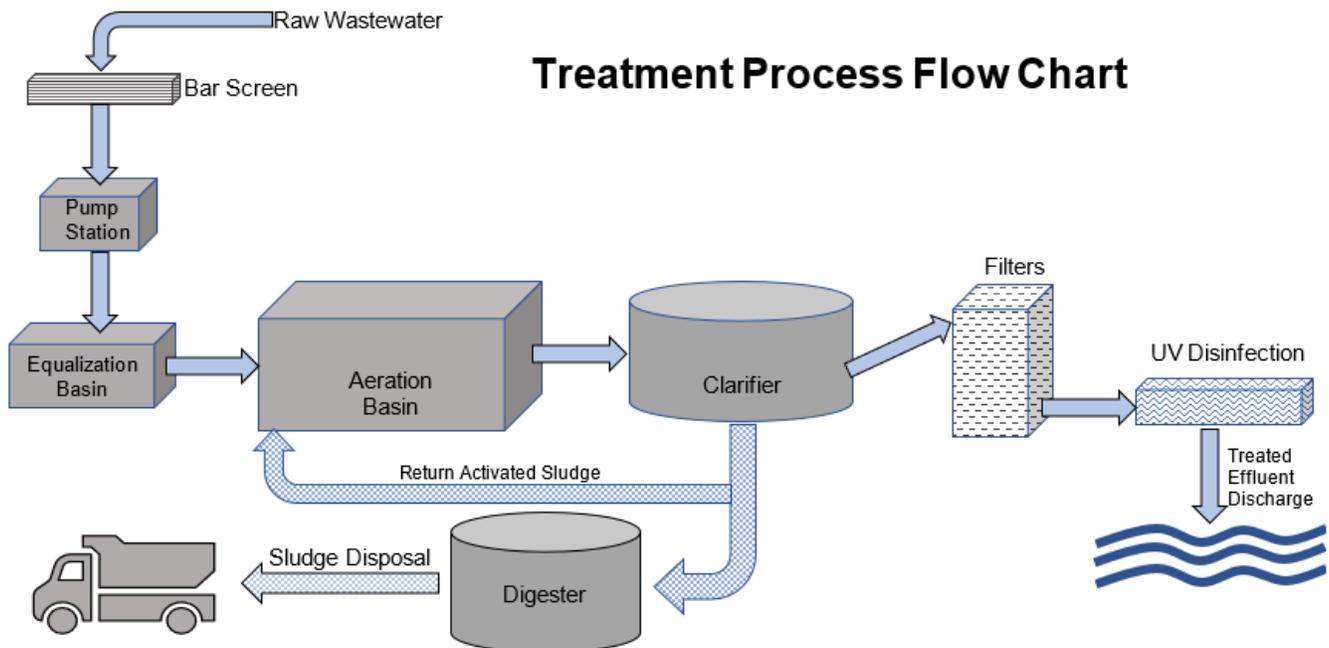
Applicable Permits:

Type	NPDES Permit Number
Wastewater Treatment Facility	NC0038831
Collection System	WQCS00217

Description of Collection and Treatment Systems:

Operation and maintenance of a wastewater collection system consisting of approximately 222,019 linear feet of gravity sewer, approximately 18,881 linear feet of force main, 6 duplex pump stations, 7 simplex pump stations, serving 1758 customer connections.

Operation of a 675,000 GPD wastewater treatment facility with the following components: Equalization basin, Circular treatment consisting of aeration chamber and clarifier, Sludge holding, Tertiary filters, UV disinfection, and Flow measuring device.



1. Pump Station – Pumps all incoming wastewater to the beginning of the treatment plant
2. Bar Screen – Removes larger debris that can potentially damage equipment such as rocks and sticks.
3. Aeration Basin — Air is circulated, and bacteria removes dissolved solids, pollutants, Phosphorus and Nitrogen.
4. Clarifier — Solids are separated from the liquid and piped back to the aeration basins via the return activated sludge piping.
5. Filters – Liquid is filtered to remove any remaining fine particles.
6. Disinfection — Effluent is disinfected by ultraviolet light to inactivate pathogenic organisms.
7. Digester — Treats the solids removed from the wastewater to allow safe and economical disposal.

Summary of Collection System Performance:

During 2025, we collected and treated over 107 million gallons of wastewater. The system experienced five sanitary sewer overflows during the calendar year.

Key Performance:

- 28,263 feet of sewer main was cleaned in 2025.
- There are 6 duplex Lift Stations serving the Carolina Trace Subdivision. Each Duplex Lift Station is checked three times a week with maintenance conducted as needed as well as emergency generator testing, wet well cleanings, and emergency/routine repairs conducted periodically.
- Duplex Lift Stations are continuously monitored using a telemetry system that will notify our staff of any issues 24/7.
- Annually, each Lift Station is inspected using our 56 Point checklist for Safety.
- Our staff throughout the year manually conducts manhole inspections and documents deterioration (if any) due to corrosive atmospheric conditions.
- We have instituted an infiltration and inflow (I&I) program. The purpose of the I&I program is to keep unwanted storm water from entering the collection system. Infiltration and inflow is a clear indicator that there could be broken pipes, uncovered sewer laterals, or someone illegally connected to the collection system.
- As a proactive measure, we educate our customers of our concerns of Fats, Oil, and Grease. Your help in what is put down the drain greatly prevents clogs due to grease buildups and improves our overall collection system. These grease buildups can result in SSO's.
- Our staff is continually monitoring and clearing rights of way (ROW's). These ROW's normally are in low lying creeks and wooded areas. ROW's need to be cleared to ensure easy access during emergency situations.

Summary of Wastewater Facility Performance:

It is our goal and standard at Carolina Water Service of North Carolina to meet 100% of our NPDES permit discharge limits. We evaluate our treatment processes daily to ensure that goal is obtained. Our permit requires us to continually monitor the effluent to determine if the treatment processes are working effectively. This monitoring consists of sampling at various points in the treatment process. These samples include: Flow measurement of how much wastewater enters and then is discharged from our plant, Biochemical Oxygen Demand (BOD), Total Chlorine Residual, Fecal Coliform, Total Ammonia, Total Nitrogen, pH, Total Phosphorus, Total Suspended Solids, Dissolved Oxygen, Temperature, and Chronic Toxicity.

Over 1800 compliance samples were taken during the 2025 calendar year with no permit limit exceedances occurring.

II. Violation Summary – 2020

January	No violations/deficiencies.
February	SSO (2)
March	No violations/deficiencies.
April	No violations/deficiencies.
May	SSO
June	No violations/deficiencies.
July	No violations/deficiencies.
August	No violations/deficiencies.
September	SSO
October	No violations/deficiencies.
November	SSO
December	No violations/deficiencies.

III. Notification

Customers will be notified of the availability of this report with a message on their bills and copies will be provided upon request.

IV. Certification

I hereby certify that the information contained in this report is accurate and complete to the best of my knowledge.

Signature:

Date: 3/19/2026

Name: Dana Hill

Title: Special Projects Manager