

Carolina Water Service, Inc., Inc.
Country Oaks
System ID# 4650020

Your Annual Water Report

We are pleased to provide you with the 2015 Water Quality Report. This report is designed to inform you of the quality of water we delivered to you over the past year. Our goal is to provide you a safe and dependable supply of drinking water.

Our water source is the groundwater from wells located in York County and water purchased from the City of Rock Hill. The South Carolina Department of Health & Environmental Control (DHEC) has completed the Source Water Assessment Plan (SWAP) for Country Oaks. The relative susceptibility rating of each source was ranked as having high susceptibility. DHEC has completed the Source Water Assessment Plan (SWAP) for the City of Rock Hill. The relative susceptibility rating of each source was ranked as having high, moderate, and/or low susceptibility. The rating is determined by identifying potential pollution sources near each well. It is important to understand that a susceptibility rate of "high" does not imply poor water quality, only the systems' potential to become contaminated by potential pollution sources in the assessment area

The Source Water Assessment Plan can be made available by providing the system ID # found at the top of this report to Mr. Jim Ferguson at (803) 898-3531 or e-mail at fergusjm@dhec.sc.gov.



Help put a stop to the more than **1 trillion gallons of water lost annually** due to household leaks. These easy-to-fix leaks waste the average family the amount of water used to fill a backyard swimming pool each year.

Plumbing leaks can run up your family's water bill an extra 10 percent plus, but chasing down these water- and money-wasting culprits is as easy as 1—2—3. Simply check, twist, and replace your way to fewer leaks and more water savings:

- **Check** for silent leaks in the toilet with a few drops of food coloring in the tank, and check your sprinkler system for winter damage.
- **Twist** faucet valves; tighten pipe connections; and secure your hose to the spigot. For additional savings, twist a WaterSense labeled aerator onto each bathroom faucet to save water without noticing a difference in flow. They can save a household more than 500 gallons each year—equivalent to the amount water used to shower 180 times!
- **Replace** old plumbing fixtures and irrigation controllers that are wasting water with WaterSense labeled models that are independently certified to use 20 percent less water and perform well.

Message From Rick Durham, President

Dear Carolina Water Service, Inc. Customers,

I am pleased to share your Annual Water Report for 2015. As the local President of your community water utility, this direct communication is part of our continuing effort to emphasize to our customers that we understand "water is local." And I'm also pleased to confirm that we now provide you with customer service personnel dedicated to your area.

Our team is committed to providing safe, reliable and cost effective service to our customers. All of our employees share in our commitment to act with integrity, protect the environment, and enhance the local community.

We are proud to share this report which is based on water quality testing through December 2015. You will find that we continually strive to supply water that meets or exceeds all federal and state water quality regulations.

These results don't happen by chance. Our dedicated local team of water quality experts is working in the community everyday ensuring that you, our customer, are our top priority and providing the highest quality drinking water and service - now and in the years to come.

Best regards,



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The Safe Drinking Water Act was passed in 1974 due to congressional concerns about organic chemical contaminants in drinking water and the inefficient manner by which states supervised and monitored drinking water supplies. Congress' aim was to assure that all citizens served by public water systems would be provided high quality water. As a result, the EPA set enforceable standards for health-related drinking water contaminants. The Act also established programs to protect underground sources of drinking water from contamination.

EPA Wants You To Know:

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 may pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- (i) Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- (ii) Inorganic contaminants, such as salts and metals, that may be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- (iii) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- (iv) Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also come from gas stations, urban stormwater runoff, and septic systems.
- (v) Radioactive contaminants, which may be naturally-occurring or be the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, U.S. EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. FDA regulations establish limits for contaminants in bottled water that shall provide the same protection for public health. 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 may be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 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. Carolina Water Service, Inc. 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 Environmental Protection Agency requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the tables below are the only contaminants detected in your drinking water.

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

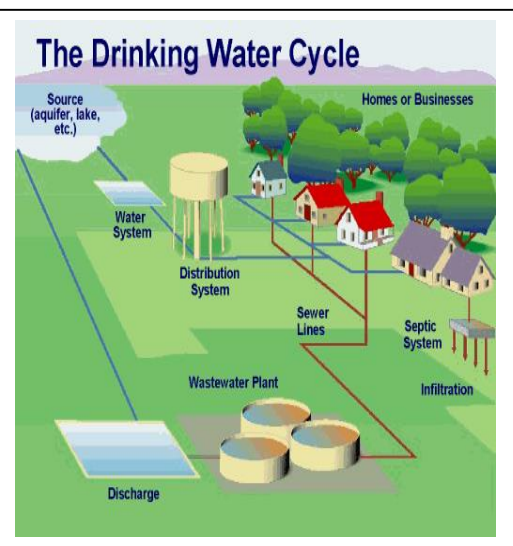


We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future.

Drain Disposal Information: Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

- Never pour grease down sink drains or into toilets. Scrape grease into a can or trash.
- Put strainers in sink drains to catch food scraps/solids for disposal.

Prescription Medication and Hazardous Waste - Household products such as paints, cleaners, oils, and pesticides, are considered to be household hazardous waste. Prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the wastewater treatment system and enter rivers and lakes (or leach into the ground and seep into groundwater in a septic system). Follow the directions for proper disposal procedures. **Don't flush hazardous waste or prescription and over-the-counter drugs down the toilet or drain.** They may flow downstream to serve as sources for community drinking water supplies. Many communities offer a variety of options for conveniently and safely managing these items. For more information, visit the EPA website at: <http://www.epa.gov/epawaste/conserve/materials/hhw.htm>



Understanding This Report:

In order to help you understand this report, we want you to understand a few terms and abbreviations that are contained in it.

- **Action level (AL)** - Action level is the concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
- **EPA** – Environmental Protection Agency
- **Maximum contaminant level (MCL)** - The maximum contaminant level is the highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
- **Maximum contaminant level goal (MCLG)** - The "goal" is the level of a contaminant in drinking water below which there is no known or expected health risk. MCLG's allow for a margin of safety.
- **Maximum Residual Disinfectant 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 Disinfectant 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.
- **N/A** – This means not applicable for this item.
- **ND** – This means not detected and indicates that the substance was not found by laboratory analysis.
- **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.
- **Picocuries per liter (pCi/L)** – Picocuries per liter is a measure of radioactivity in the water.
- **Running Annual Average (RAA)** – Calculated running annual average of all contaminant levels detected.
- **Treatment Technique (TT)** - A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

Carolina Water Service, Inc. routinely monitors your drinking water according to Federal and State laws. The table below lists the drinking water substances that we 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. Based on certain criteria, some systems may be allowed to monitor for regulated contaminants less often than once a year. In this case, the table will include the date and results of the most recent sampling.

If You Have Questions Or Want To Get Involved?

Carolina Water Service, Inc. does not have regularly scheduled public meetings. Please contact our Customer Service Department at (800) 367-4314 should you have any questions. We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future.

Water Quality Test Results

TEST RESULTS								
Contaminant	Violation Y/N	Date Collected	Level Detected	Range of Detects or # of Samples Exceeding MCL/AL	Unit of Measurement	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants								
Barium (CWS wells)	N	2014	0.086	ND-0.086	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Cadmium	N	2014	0.25	0 - 0.25	ppm	5	5	Corrosion of galvanized pipes; erosion of natural deposits; discharge from metal refineries; runoff from waste batteries & paints.
Lead (90th percentile)	N	2015	5	0	ppb	0	15	Corrosion of household plumbing systems; Erosion of natural deposits.
Copper (90th percentile)	Y**	2015	1.48	2	ppm	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Fluoride (CWSwells)	N	2014	0.43	0 - 0.43	ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer & aluminum factories.
Fluoride (Rock Hill)	N	2014	0.7	N/A	ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer & aluminum factories.
Nitrate (as Nitrogen)(CWS wells)	N	2015	0.72	0.4 - 0.72	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
Nitrate (as Nitrogen) (Rock Hill)	N	2014	0.46	N/A	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
Disinfection By-Products/Disinfectants								
TTHM (Total Trihalomethanes)	N	2015	40.2	39.7 - 40.2	ppb	No total for goal	80	By-product of drinking water chlorination.
Haloacetic Acids	N	2015	11.2	N/A	ppb	No total for goal	60	By-product of drinking water chlorination.
Chlorine	N	2015	RAA=0.94	0.51 - 1.21	ppm	4	4	Water additive used to control microbes.

** Copper sampling exceeded the action level and a desktop study is being performed to recommend treatment. *Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short 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.*