Chalet Village North Water System

PWS ID: **TN0000849**

Tennessee Water Service

Annual Water Quality Report 2024

Message from Tiffany Van Horn, President

Dear Tennessee Water Service Customers,

I am pleased to present your Annual Water Quality Report for 2024. We strive to do our part in delivering vital, safe and reliable water services that empower our communities to flourish. Included in this report are details about where your water comes from, what it contains, and how it compares to regulatory standards.

We are proud to share this report which is based on water quality testing through December 2024. We continually strive to supply water that meets and/or exceeds all federal and state water quality regulations at your tap.

Providing a safe and reliable water supply is hard work, but it is satisfying. Our team of local water experts are proudly dedicated to providing safe, reliable, and cost-effective service every day. This commitment includes acting with integrity, protecting the environment, and enhancing the local community.

Best regards,

Tiffany Van Horn

Visit us online at
www.tennesseewaterservice.com
Or Join us on
Facebook @TennesseeWaterService &
Twitter @WaterTennessee

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.

Source of Drinking Water

Your water comes from groundwater wells located in Sevier County which draw water from a fractured bedrock aquifer. An aquifer is a geological formation that contains water. A portion of your water is purchased from the City of Gatlinburg Water System which draws surface water from the West Prong of the Little Pigeon River and also purchases water from the City of Pigeon Forge.

Source Water Assessment/Wellhead Protection

The Tennessee Department of Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the water supplies serving water to this system. Chalet Village North was rated as low in susceptibility to potential contamination. The City of Gatlinburg was rated as moderately susceptible to potential contamination. The Source Water Assessment Report can be viewed online at https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html or call TDEC at 1-888-891-TDEC to obtain a copy. In addition, Chalet Village North has developed a Wellhead Protection Plan, outlining how we protect our groundwater sources. If interested, please contact our Customer Service Department at (800) 531-2321.

Help Protect our Resources

Help put a stop to the more than **1 trillion gallons of water lost annually** nationwide 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 or more, 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.

For more information visit www.epa.gov/watersense.

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

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

Contaminants that may be present in source water include:

A. ***Microbial contaminants,*** *such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.*
B. ***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.*
C. ***Pesticides and herbicides,*** *which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.*
D. ***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.*
E. ***Radioactive contaminants,*** *which can be naturally occurring or be the result of oil and gas production and mining activities.*

What measures are in place to ensure water is safe to drink?

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which 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, which must 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 the 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 at 1-800-426-4791.

Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

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 (1-800-426-4791).

Information Concerning Lead in Water

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Tennessee Water Service is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Tennessee Water Service by emailing lead.lines@nexuswg.com. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at *https://www.epa.gov/safewater/lead*.

The Service Line Inventory (SLI) is a requirement under the Lead and Copper Rule Revisions (LCRR) to help water systems identify and replace lead service lines. It mandates that all public water systems develop and maintain an inventory of service line materials to assess the presence of lead and protect public health. The inventory will support proactive lead reduction efforts and ensure compliance with regulatory requirements to minimize lead exposure in drinking water. To access the SLI or individual Lead Tap Sample results for the water system, send a request by email at: lead.lines@nexuswg.com.

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. **Do not 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: www.epa.gov/hw/household-hazardous-waste-hhw.

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.

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)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Action level goal (ALG)	Action level goal is the level of a contaminant in drinking water below which there is no known or expected risk to health. ALGs allow for a margin of safety.
EPA	Environmental Protection Agency.
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 using the best available treatment technology.
Maximum Contaminant Level (MCL)	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 risk to health. 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.
Not applicable (N/A)	Not applicable.
Not Detected (ND)	Analysis or test results indicate the constituent is not detectable at minimum reporting limit.
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)	A measure of radioactivity in the water.
Running Annual Average (RAA)	Calculated running annual average of all contaminant levels detected.
Nephelometric Turbidity Units (NTU)	A measure of the clarity of water. Turbidity does not pose any risk to your health. Turbidity is monitored as an indication that our filtration system is functioning properly.
Treatment Technique (TT)	A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.
Turbidity	A measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system.

Monitoring Your Water

We routinely monitor for contaminants in your drinking water according to Federal and State laws. The tables below lists all the drinking water contaminants that were 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 the table is from testing done January 1 through December 31, 2024.** 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, maybe more than one year old.

If You Have Questions Or Want To Get Involved

Tennessee Water Service does not have regularly scheduled public meetings. Please contact our Customer Service Department at (800) 531-2321 should you have any questions.

Violations

In 2024, Tennessee Water Service received a violation for failing to perform sodium monitoring during the required time period of January 1, 2024 to December 31, 2024. Results were at normal levels from the samples that were collected in 2021 and 2022 from this well. Monitoring for all other contaminants was performed, and we did not exceed any allowable levels for these contaminants. A copy of this report was provided to the regulatory authority during the recent sanitary survey and the final report reflects the system has returned to compliance. No additional action is required. See the last page of the report for a public notice violation.

Water Quality Test Results - Tennessee Water Service, Inc.

Contaminant (units)	Year Sampled	AL Exceedance Y/N	Your Water	# of sites found above the AL	Range Low High	MCLG	MCL	Likely Source of Contamination
Lead and Copper Contaminants								
Copper (ppm) (90th percentile)	2024	N	0.08	0	0.012-0.082	1.3	AL= 1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Lead (ppb) (90th percentile)	2024	N	<2	0	<2-<2	0	AL = 15	Corrosion of household plumbing systems; erosion of natural deposits.

During the most recent round of Lead and Copper testing, 0 out of 10 households sampled contained concentrations exceeding the action level.

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline (1-800-426-4791).

Contaminant (units)	Year Sampled	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
Nitrate/Nitrite Contaminants							
Nitrate, as Nitrogen (ppm)	2024	N	0.441	0.417 - 0.466	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Inorganic Contaminants							
Arsenic (ppb)	2021	N	1.44	ND - 1.44	0	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronic production wastes
Stage 2 Disinfection Byproduct Compliance							
TTHM (ppb) [Total Trihalomethanes]	2024	N	1.39	N/A	N/A	80	Byproduct of drinking water disinfection

Disinfectant Residuals Summary

Contaminant (units)	Year Sampled	MRDL Violation Y/N	Your Water (highest RAA)	Range Low High	MRDLG	MRDL	Likely Source of Contamination
Chlorine (ppm)	2024	N	1.08	0.5 - 1.6	4	4.0	Water additive used to control microbes

Violations Table

Sodium

Sodium does not have a state or federal MCL. Monitoring is required to provide information to consumers and health officials that are concerned about sodium intake due to dietary precautions.

Violation Type	Violation Begin	Violation End	Likely Source of Contamination
Monitoring, Routine Major	01/01/2024	12/31/2024	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.

The utility has incorporated a monitoring schedule and tracking program to correct future sampling issues. The 2025 sodium results show levels within normal ranges.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

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 regulation is warranted. For additional information call the Safe Drinking Water Hotline at (800) 426-4791.

Unregulated Inorganic Contaminants

Contaminant (units)	Sample Date	Level Detected (highest)	Range Low High	Secondary MCL
Sodium (ppm)	2021, 2022	10.6	10.3 - 10.6	No Limit

Please see the ***Violations*** section of this report for a violation we received for sodium monitoring.

Unregulated VOC Contaminants

Contaminant (units)	Sample Date	Level Detected (highest)	Range Low High	Likely Source of Contamination
Chloroform (ppb)	2024	1.39	1.39 - 1.39	Byproduct of drinking water disinfection

PFAS Testing

Tennessee Water Service continues efforts to conduct statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. On April 10, 2024, the EPA approved new sampling requirements and drinking water limits for six PFAS including PFOA, PFOS, PFNA, PFHxS, PFBS, and GenX Chemicals. We are completing PFAS sampling ahead of the 2027 initial monitoring deadline and will take appropriate action to meet new regulations as needed.

Our focus will remain, as always, on supplying our customers with quality, reliable water service.

For the latest PFAS results, visit our website at www.tennesseewaterservice.com and click Water Quality Reports under Water Safety. For more information visit https//www.epa.gov/pfas.

2024 Water Quality Test Results - City of Gatlinburg Water System

*Please see the following sample results for water quality tests conducted by the **City of Gatlinburg Water System (PWS ID# 0000256).** If you have any questions about this information, please contact Mr. Dale Phelps, Utilities Manager, at (865) 436-4681.*

Contaminant	MCLG in CCR units	MCL in CCR units	Level Found in CCR units	Number of Samples Exceeding AL	Range of Detections Low High	Violations	Year Sampled	Typical Source of Contaminant
Microbiological Contaminants								
*Turbidity	N/A	TT	0.30 NTU	0	0.03 - 0.29	None	2024	Soil runoff
**Total Organic Carbon (TOC)	N/A	TT	ND	0	ND	None	2024	Precursor for control of disinfection by-products
Turbidity - To comply with the TT, 95% of turbidity samples must be less than 0.3 NTU. Gatlinburg's filter plant met this standard in 99.9% of samples collected during the year.* * Total Organic Carbon (TOC) - During the calendar year, Gatlinburg was required to achieve a 35% reduction in TOC. The treatment technique for TOC was met.*								
Inorganic Contaminants								
Asbestos	0	7 MFL	BDL***	0		None	2020	Decay of asbestos, cement pipe, erosion of natural deposits.
Fluoride	4	4 ppm	0.751 avg 4 qtrs.	0	0.701 to 0.810 ppm	None	2024	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Nitrate (as Nitrogen) (ppm)	10	10	ND	0		None	2024	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion from natural deposits
Sodium (ppm)	N/A	N/A	5.82	0	N/A	None	2024	Naturally present in the environment
Stage 2 Disinfection Byproduct Compliance								
TTHM (ppb) [Total Trihalomethanes]	0	80	35 ppb avg.	0	22– 59	None	2024	Byproduct of drinking water disinfection
HAA5 (ppb) [Total Haloacetic Acids]	NA	60	28 ppb avg.	0	16– 38	None	2024	Byproduct of drinking water disinfection
***Below Detection Limit (BDL) - Laboratory analysis indicates the constituent is not present.								

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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

Monitoring Requirements Not Met for Chalet Village North TN0000849

Our water system violated a drinking water standard over the past year. Even though this was not an emergency, as our customers, you have a right to know what happened and what we did to correct these situations.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the monitoring period beginning 1/1/2022, we did not collect samples for lead and copper within the time period prescribed by Tennessee Department of Environment & Conservation (TDEC) therefore cannot be sure of the quality of our drinking water during that time.

As a result of the violation included in this notification, we also incurred a Public Notice violation for failure to notify our customers within the timeframe required. The Public Notification Rule helps to ensure that consumers will always know if there is a problem with their drinking water. These notices immediately alert consumers if there is a serious problem with their drinking water (e.g., a boil water emergency).

What This Means

There is nothing you need to do at this time. The table below lists the contaminant(s) we did not properly test for, how often we are supposed to sample for it and how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were taken.

Contaminant	Required sampling frequency	Number of samples taken	When all samples should have been taken	When samples were or will be taken
Lead and Copper	6 month	10 out of 20	1/1/2022-6/30/2022	The required samples for July were collected on July 26, 2022. No further samples have been missed for this system.

Steps We are Taking

We are working with TDEC to return this violation to compliance. All required samples since the 1/1/22-6/30/22 sampling period have been collected in accordance with the regulations. Monitoring for all other contaminants was performed, and we did not exceed any allowable levels for these contaminants.

For more information, please contact Ron Medders with Tennessee Water Service at (800) 531-2321.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.