



# 2023 Annual Water Quality Report

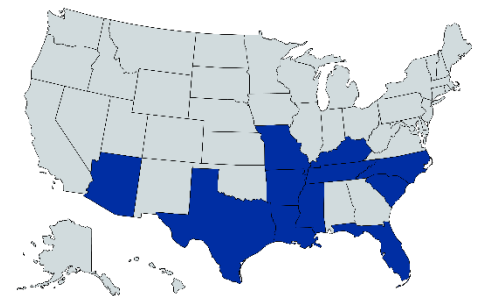
Red Bird Utility Operating Company  
Lake Royale Subdivision  
PWS ID NC0235108

## **ATTENTION: Landlords and Apartment Owners**

Please share a copy of this notice with your tenants.  
It includes important information about their  
drinking water quality.



**RED BIRD**  
Utility Operating Company  
A CSWR Managed Utility



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## What is a Consumer Confidence Report (CCR)?

We proudly present our Annual Water Quality Report, also referred to as a CCR. CCRs provide customers with important information regarding the quality of their drinking water. They let customers know what contaminants, if any, were detected in their drinking water, as well as associated potential health effects. We are pleased to report the results of the laboratory testing of your drinking water during the calendar year of 2023. For your information, we have compiled a list of tables showing the testing of your drinking water during 2023.

# About Us

Central States Water Resources is transforming how water utilities work by using technology and innovation to quickly assess and invest in reliable infrastructure that meets or exceeds stringent state and federal safety standards, ensuring all communities across the U.S. have access to safe, clean and reliable water resources while protecting the aquifers, lakes, rivers and streams that are essential to our world.

## **Our Mission:**

Central States Water Resources is working to bring safe, reliable, and environmentally responsible water resources to every community in the U.S.

This report contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2023 Report mailed to your home, please call (855)-801-8440

Este informe contiene información importante sobre la fuente y la calidad de su agua potable. Si desea recibir una copia escrita del informe anual de la calidad del agua del 2023 en su casa, llame al número de teléfono (855)-801-8440

# About Your Drinking Water Supply



In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

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).



# About Your Drinking Water Supply

**Water Source:** The water that is use by this system is surface water purchased from the Franklin County Water & Sewer who purchase their water from the Town of Franklinton, Henderson – Kerr Lake Reg Water, the Town of Louisburg, and the City of Raleigh.

**Source Water Assessment:** The North Carolina Department of Environmental Quality (DEQ), Public Water Supply (PWS) Section, Source Water Assessment Program (SWAP) conducted assessments for all drinking water sources across North Carolina. The purpose of the assessments was to determine the susceptibility of each drinking water source to Potential Contaminant Sources (PCS).

The relative susceptibility rating of each source for **Lake Royale Subdivision** was determined by combining the contaminant rating (number and location of PCSs within the assessment area) and the inherent vulnerability rating. The assessment findings are summarized in the table below:

Susceptibility of Sources to Potential Contaminant Sources (PCSs)			
Water Wholesaler	Source Name	Susceptibility Rating	SWAP Report Date
Town of Franklinton	Cedar Creek	Moderate	September 2020
	Taylor Creek	Moderate	September 2020
Henderson – Kerr Lake Reg Water	Kerr Lake	Moderate	September 2020
Town of Louisburg	Tar River	Higher	September 2020
City of Raleigh	Falls of Neuse	Higher	September 2020
	Lake Benson	Higher	September 2020

The complete SWAP Assessment report for Lake Royale Subdivision may be viewed on the Web at: <https://www.ncwater.org/?page=600>. Note that because SWAP results and reports are periodically updated by the PWS Section, the results available on this web site may differ from the results that were available at the time this CCR was prepared. If you have any questions about the SWAP report, please contact the Source Water Assessment staff by phone at 919-707-9098.

\*It is important to understand that a susceptibility rating of “higher” does not imply poor water quality, only the system’s potential to become contaminated by PCSs in the assessment area

# Definition of Terms

**Action Level (AL):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, that a water system must follow.

**Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**Maximum 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.

**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.

**Nephelometric Turbidity Units (NTU):** Measure of the clarity, or turbidity of the water.

**pH:** A measure of acidity, 7.0 being neutral.

**Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.

**NA:** Not Applicable

**ND:** Not Detected

**Picocuries per liter (pCi/L):** Measure of the natural rate of disintegration of radioactive contaminants in water.

**Parts per billion (ppb):** One part substance per billion parts water or microgram per liter ( $\mu\text{g/L}$ ).

**Parts per million (ppm):** One part substance per million parts water or milligram per liter ( $\text{mg/L}$ ).

**Parts per trillion (ppt):** One part substance per trillion parts water or nanograms per liter ( $\text{ng/L}$ ).

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:

Microbes	such as viruses and bacteria may come which may occur through sewage treatment plants, domesticated animals, or wildlife.
Inorganic Chemicals	such as toxic heavy metals and salts, which come from urban stormwater runoff, industrial waste discharges, oil and gas production, mining, or farming.
Pesticides & Herbicides	which may come from a variety of sources such as agricultural or stormwater runoff, and residential uses.
Organic Chemicals	including synthetic or volatile organic human-made compounds, such as dry-cleaning solvents, may occur due to disposal of untreated waste into septic systems or stormwater runoff.
Radioactive Contaminants	which can be naturally occurring or man-made may occur through weathering rock, mining, and runoff.

### Special Health Information:

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).

The following page will display the results of your water quality

- We routinely monitor for over 150 contaminants in your drinking water according to Federal and State laws. The tables below list all the drinking water contaminants that we detected in the last round of sampling for each particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in this table is from testing done January 1 through December 31, 2023.**
- Regulated contaminants not listed in this table, were not found in the treated water supply.





# Water Quality Results

2023 Water Quality Test Results								
Disinfectants	Violation Y or N		Running Annual Average (RAA)	Range of levels detected (Low-High)	MRDL	MRDLG	Collection Date	Likely Source of Contamination
Chlorine (ppm)	N		0.54	0.21-0.84	4	4	2023	Water additive used to control microbes.
Chloramines (ppm)	N		0.82	N/A	4	4	2023	Water additive used to control microbes.
Disinfection By-Products	Sample Location	Violation Y or N	Running Annual Average (RAA) OR Highest Level Detected	Range of levels detected (Low-High)	MCL	MCLG	Collection Date	Likely Source of Contamination
Haloacetic Acids (HAA5) (ppb)	B01	N	34	17-34	60	N/A	2023	By-product of drinking water disinfection.
	B02	N	34	10.2-34	60	N/A	2023	
Total Trihalomethanes (TTHM) (ppb)	B01	N	75	32-75	80	N/A	2023	By-product of drinking water disinfection.
	B02	N	75	31-75	80	N/A	2023	

The tables listing all the drinking water contaminants that our provider has detected in the last round of sampling for each contaminant group can be found on their respective webpages. The links are provided here:

**Franklin County:** <https://cms9files.revize.com/franklincountync/Public%20Utilities/2023-CCR-0235030.pdf>

Lake Royale Subdivision reported no violations in 2023.



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. Red Bird UOC is responsible for providing high quality drinking water but cannot control the variety of plumbing materials. 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.

In compliance with Federal Regulation (40 CFR Part 141 Subpart 1) CSWR finds it necessary for the health and safety of our customers to adopt lead control standards which ban the use of lead materials in the public drinking water system and private plumbing connected to the public drinking water system.

If you live in an older home or 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>.

## Reduce Your Exposure

1. **Flush your home's pipes** by running the tap before drinking the water. Residents should contact their water utility for recommendations about flushing times in their community.
2. **Use Cold water** only for drinking, cooking, and making baby formula. Boiling water does not remove lead.
3. **Clean your aerator** (screen of faucet) regularly to remove sediments, debris, and lead particles that naturally collect over time.
4. **Use a filter** that is certified to remove lead. Regularly replace the filter as it becomes less effective after expiration. Do not run hot water through the filter.
5. **Have a licensed plumber check your plumbing** for lead-based materials

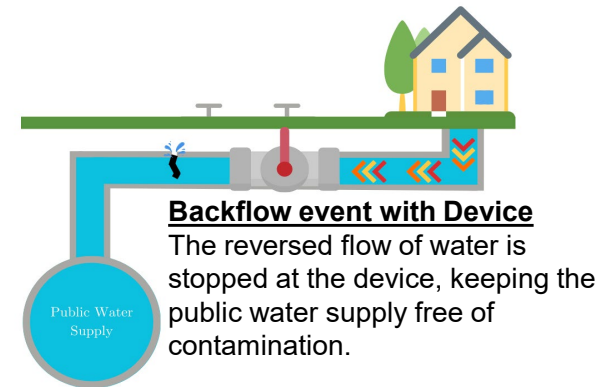
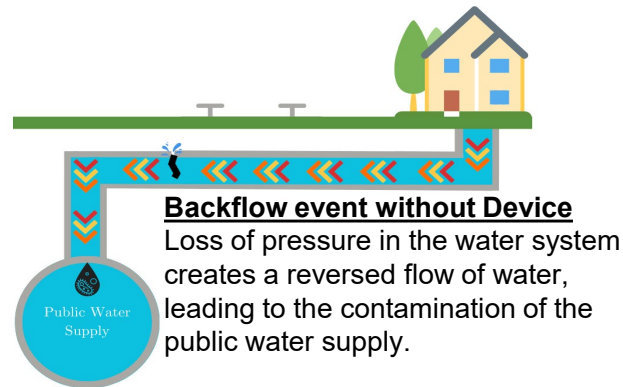
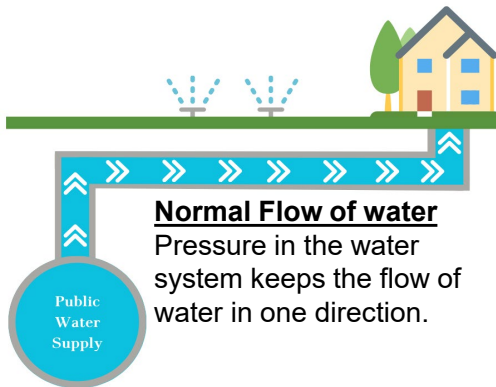


# Backflow Prevention

Backflow is the unwanted reversal of flow from a customer to the water supply. This is caused by a loss of pressure in the water supply line or an increase in pressure on the customer side. Common situations where backflow occurs are water main breaks or firefighting events. These events create low pressure in the distribution system. Backpressure can cause backflow when the pressure in a building exceeds the pressure in the water supply line, causing liquid from the customer's line to move into the water supply. Backflow Prevention Devices are designed to restrict the flow of water to one direction.

## Cross Connection

Cross-connections are links between a customer and the drinking water supply lines. Cross-Connections may contaminate the drinking water supply if there is a backflow event. Backflow through cross-connections are very serious and have the potential to cause serious health hazards.



## Common household items requiring installation of a Backflow Prevention Device

Lawn Irrigation/Sprinkler System, Pool, Hot Tub, Fire Protection Sprinklers and Boilers

If you have any questions about Backflow Prevention or would like to notify CSWR of your Backflow Devices, please call or email: Red Bird Utility Operating Company at 1-855-565-5273 or [support@redbirduoc.com](mailto:support@redbirduoc.com)



# How to Participate

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect shared resources. This includes utilities, businesses, residents, government and non-profit organizations.

If you have any questions about this report or concerning your water utility, please contact Red Bird Utility Operating Company at 1-855-565-5273.

## WATER INFORMATION SOURCES:

Central States Water Resources (CSWR)

<https://www.centralstateswaterresources.com/contact-us/>

North Carolina Department of Environmental Quality (DEQ)

<https://deq.nc.gov/>

United States Environmental Protection Agency (USEPA)

[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline (800) 426-4791

Centers for Disease Control and Prevention [www.cdc.gov](http://www.cdc.gov)

American Water Works Association [www.drinktap.org](http://www.drinktap.org)

Water Quality Association [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health

[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

## WHAT CAN YOU DO?



Properly dispose of pharmaceuticals, household chemicals, oils and paints.



Clean up heating or fuel tank leaks with cat litter. Sweep material and seal in bag. Check with local facility for disposal.



Clean up after your pets and limit the use of fertilizers and pesticides.



Take part in watershed activities or volunteer outreach programs.