



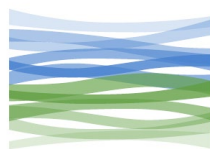
We are **TRU** to our customers!

**2025**

***Annual Drinking Water Quality Report***

***Two Rivers Utilities***

Water System Number: **NC 01-36-010**



**CATAWBA  
WATER**  
WATER MANAGEMENT GROUP



**NC ONE  
WATER**  
American Water Works Association  
North Carolina Section **wef** Water Environment Federation

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

We are pleased to present to you this year's Annual Drinking Water Quality Report. This report is a snapshot of last year's water quality. Included are details about your source(s) of water, what it contains, and how it compares to standards set by regulatory agencies. 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. We are committed to ensuring the quality of your water and to providing you with this information because informed customers are our best allies. **If you have any questions about this report or concerning your water, please contact Kyle Shelton, Assistant Division Manager – Water Quality, at 704-854-6686. We want our valued customers to be informed about their water utility.**

## Achievements and Accomplishments

Two Rivers Utilities is proud of the following achievements and accomplishments it received in 2025:

- 💧 Maintained ISO 14001 (Environmental Management System) Accreditation
- 💧 Maintained NC Environmental Stewardship Initiative (ESI) Membership
- 💧 WINNER - Best Tasting Water Award from NC One Water Annual Conference
- 💧 Maintained Membership with Catawba Wateree Water Management Group (CWWMG)
- 💧 Achieved (1) Grade 1 Physical/Chemical Operator Certification
- 💧 Achieved (3) A-Surface Water Treatment Certifications
- 💧 Achieved (5) B-Surface Water Treatment Certifications
- 💧 Achieved (4) C-Surface Water Treatment Certifications
- 💧 Identified the service line material for 18,300 water service lines under the EPA-directed Lead and Copper Rule



*Representatives from Two Rivers Utilities accepting the 2025 Best Tasting Water Award at the Jan. 20<sup>th</sup>, 2026 City of Gastonia Council Meeting*



*2025 NC One Water Annual State Conference Award for Best Tasting Water*

## 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).

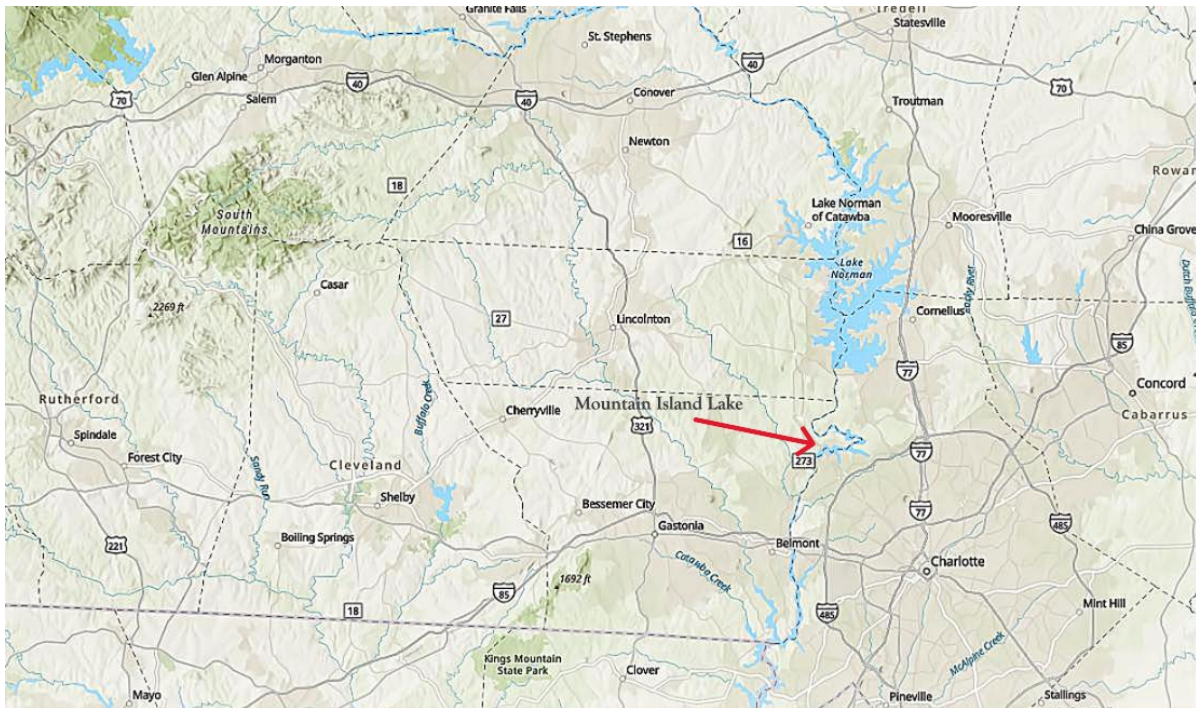
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants 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 Drinking Water Hotline (800-426-4791).

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 and 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 production, and can also come from gas stations, urban stormwater runoff and septic systems
- **Radioactive Contaminants:** which 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, 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.



Map of the location of Mountain Island Lake to the surrounding area – Two Rivers Utilities Water Source

## When You Turn on Your Tap, Consider the Source

The water that is used by Two Rivers Utilities is surface water that is drawn from Mountain Island Lake, which is an impoundment on the Catawba River. Mountain Island Lake was created in 1924 and it is located northwest of Charlotte, North Carolina. This 3,281-acre lake gets its name from the mountain which appears as an island in the lake.

### Source Water Assessment Program (SWAP) Results



Mountain Island Lake on a Spring Day – Two Rivers Utilities Water Source

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 (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 Two Rivers Utilities 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 are summarized below:

### Susceptibility of Sources to Potential Contaminant Sources (PCSs)

Source Name	Susceptibility Rating	SWAP Report Date
MTN ISLAND Lake	Moderate	09/09/2020

The complete SWAP Assessment report for Two Rivers Utilities 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 website may differ from the results that were available at the time this CCR was prepared. If you are unable to access your SWAP report on the web, you may mail a written

request for a printed copy to: Source Water Assessment Program – Report Request, 1634 Mail Service Center, Raleigh, NC 27699-1634, or email requests to [swap@deq.nc.gov](mailto:swap@deq.nc.gov). Please indicate your system name, number, 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) 707-9098.

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

## Help Protect Your Source Water

Protection of drinking water is everyone’s responsibility. You can help protect your community’s drinking water source(s) in several ways:

- 💧 Dispose of chemicals properly
- 💧 Recycle motor oil
- 💧 Volunteer to pick up litter and trash around the source water
- 💧 Report any suspected violations to your local authority

## Important Drinking Water Definitions:

- 💧 **Action Level (AL)** - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- 💧 **Herbicide** – Any chemical(s) used to control undesirable vegetation.
- 💧 **Level 1 Assessment** - A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
- 💧 **Level 2 Assessment** - A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.
- 💧 **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 under the Stage 2 Disinfectants and Disinfection Byproducts Rule.
- 💧 **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 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 Residual Disinfection 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 Disinfection 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.

- 💧 **Million Fibers per Liter (MFL)** - Million fibers per liter is a measure of the presence of asbestos fibers that are longer than 10 micrometers.
- 💧 **Nephelometric Turbidity Unit (NTU)** - Nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
- 💧 **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 of detection set for the particular methodology used.
- 💧 **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.
- 💧 **Parts per trillion (ppt) or Nanograms per liter (ng/L)** - One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.
- 💧 **Parts per quadrillion (ppq) or Picograms per liter (pg/L)** - One part per quadrillion corresponds to one minute in 2,000,000,000 years or one penny in \$10,000,000,000,000.
- 💧 **Pesticide** – Generally, any substance or mixture of substances intended for preventing, destroying, repelling or mitigating any pest.
- 💧 **Picocuries per liter (pCi/L)** - Picocuries per liter is a measure of the radioactivity in water.
- 💧 **Running Annual Average (RAA)** – The average of sample analytical results for samples taken during the previous four calendar quarters.
- 💧 **Treatment Technique (TT)** - A required process intended to reduce the level of a particular contaminant in drinking water.
- 💧 **Variations and Exceptions** – State or EPA permission not to meet an MCL or Treatment Technique under certain conditions.

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## Water Quality Data Tables of Detected Contaminants

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, 2025.** The EPA and the State allow 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.

## Microbiological Contaminants in the Distribution System

Contaminant (units)	MCL Violation Y/N	Number of Positive/Present Samples	MCLG	MCL	Likely Source of Contamination
Total Coliform Bacteria (presence or absence)	N/A	N/A	N/A	TT*	Naturally present in the environment
<i>E. coli</i> (presence or absence)	No	0	0	<p>Routine and repeat samples are total coliform-positive and either is <i>E. coli</i>-positive or system fails to take repeat samples following <i>E. coli</i>-positive routine sample or system fails to analyze total coliform-positive repeat sample for <i>E. coli</i></p> <p><u>Note:</u> If either an original routine sample and/or its repeat samples(s) are <i>E. coli</i> positive, a Tier 1 violation exists.</p>	Human and animal fecal waste

\*If a system collecting 40 or more samples per month finds greater than 5% of monthly samples are positive in one month, an assessment is required.

*E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly and people with severely compromised immune systems.

## Turbidity

Contaminant (units)	Treatment Technique (TT) Violation Y/N	Your Water	MCLG	Treatment Technique (TT) Violation if:	Likely Source of Contamination
Turbidity (NTU) - Highest single turbidity measurement	No	0.134 NTU	N/A	Turbidity > 1 NTU	Soil runoff
Turbidity (%) - Lowest monthly percentage (%) of samples meeting turbidity limits	No	100%	N/A	Less than 95% of monthly turbidity measurements are $\leq$ 0.3 NTU	

Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. The turbidity rule requires that 95% or more of the monthly samples must be less than or equal to 0.3 NTU.

## Inorganic Contaminants

Contaminant (Units)	Sample Date	MCL Violation Y/N	Your Water	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
Barium (ppm)	03/05/25	No	0.014	N/A		2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits

## Nitrate/Nitrite Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
Nitrate (as Nitrogen) (ppm)	03/05/25	No	0.29	0.28	0.29	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

*\*Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask advice from your health care provider.*

## Lead and Copper

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. Two Rivers Utilities is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Two Rivers Utilities at [leadandcopper@tworiversutilities.com](mailto:leadandcopper@tworiversutilities.com).

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.



## Lead and Copper Contaminants

Contaminant (units)	Sample Date	Your Water (90 <sup>th</sup> Percentile)	Number of sites found above the AL	Range		MCLG	AL	Likely Source of Contamination
				Low	High			
Copper (ppm) (90 <sup>th</sup> percentile)	September 2023	0.17	0	ND	0.3	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90 <sup>th</sup> percentile)	September 2023	ND	0	ND	2.4	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits

*The table above summarizes our most recent lead and copper tap sampling data. If you would like to review the complete lead tap sampling data, please email us at [leadandcopper@tworiversutilities.com](mailto:leadandcopper@tworiversutilities.com).*

*We have been working to identify service line materials throughout the water system and prepared an inventory of all service lines in our water system. To access this inventory, visit <https://pws-ptd.120wateraudit.com/gastonianc>.*

***Water Service Line Material Information***

<b>Lead</b>	
A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will not cling to lead pipes.	
<b>Galvanized</b>	
A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.	
<b>Copper</b>	
The color of a copper penny.	
<b>Plastic</b>	
White, rigid pipe that is joined to water supply piping with a clamp.	

*Graphic – Courtesy of DC Water*

*Two Rivers Utilities is currently performing service line identification throughout its distribution system. In 2025, we were able to identify service line material for 18,300 service lines. We will continue to perform this work in 2026 as we prepare for the implementation of the updated Lead and Copper Rule.*



*Copper Service Line Material*



*Plastic Service Line Material*



*Galvanized Service Line Material*

### Total Organic Carbon (TOC)

Contaminant (units)	TT Violation Y/N	Your Water (lowest RAA)	Range Monthly Removal Ratio Low - High	MCLG	Treatment Technique (TT) violation if:	Likely Source of Contamination
Total Organic Carbon (TOC) Removal Ratio (no units)	No	0.55	0.55 – 0.82	N/A	Removal Ratio RAA <1.00 and alternative compliance criteria was not met	Naturally present in the environment

*The RAA of our removal ratio was below 1.00 during all quarters of 2025, but this was not a treatment technique violation because we met the alternative compliance criteria for TOC removal by ACC#2 Treated Water TOC < 2.0 mg/L.*

### Disinfectant Residuals Summary

	MRDL Violation Y/N	Your Water (RAA)	Range Low High	MRDLG	MRDL	Likely Source of Contamination
Chlorine (ppm)	No	1.2	0.6 – 1.8	4	4.0	Water additive used to control microbes

### Total Trihalomethanes (TTHM) and Haloacetic Acids (five) (HAA5)

Contaminant (units)	Year Sampled	MCL Violation Y/N	Your Water (highest LRAA)	Range Low High	MCLG	MCL	Likely Source of Contamination
TTHM (ppb)	2025	No	60.8	20.4 – 52.8	N/A	80	Byproduct of drinking water disinfection
HAA5 (ppb)	2025	No	39.3	24.0 – 39.0	N/A	60	Byproduct of drinking water disinfection

*Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous systems, and may have an increased risk of getting cancer.*

*Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.*

The PWS Section requires monitoring for other misc. contaminants, some for which the EPA has set national secondary drinking water standards (SMCLs) because they may cause cosmetic effects or aesthetic effects (such as taste, odor and/or color) in drinking water. The contaminants with SMCLs normally do not have any health effects and normally do not affect the safety of your water.

## Other Miscellaneous Water Characteristics Contaminants

Contaminant (units)	Sample Date	Your Water	Range Low High	SMCL
Alkalinity (ppm)	2025	21	19 - 23	N/A
Conductivity (umhos/cm)	2025	81.7	66.4 – 94.4	N/A
Manganese (ppm)	3/5/25	0.002	N/A	0.050 ppm
pH	2025	7.4	7.2 – 7.7	6.5 to 8.5
Sodium (ppm)	3/5/25	11	N/A	N/A
Sulfate (ppm)	3/5/25	11	N/A	250 ppm

## Cryptosporidium

Our system monitored for *Cryptosporidium* in 2017 and none were detected.

*Cryptosporidium* is a microbial pathogen found in surface water throughout the U.S. Although filtration removes *Cryptosporidium*, the most commonly-used filtration methods cannot guarantee 100 percent removal. Our monitoring indicates the presence of these organisms in our source water and/or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of *Cryptosporidium* may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people, infants and small children and the elderly are at greater risk of developing life-threatening illnesses. We encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. *Cryptosporidium* must be ingested to cause disease, and it may be spread through means other than drinking water.