

*Presented By*  
Henrico County  
Public Utilities



*Annual*  
WATER  
QUALITY  
REPORT

*Reporting Year 2011*

PWS ID#: VA4087125

## Meeting the Challenge

We are once again proud to present our annual water quality report covering all testing performed between January 1 and December 31, 2011. Over the years, we have dedicated ourselves to producing drinking water that meets all state and federal standards. We continually strive to adopt new methods for delivering the best-quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

Please share with us your thoughts or concerns about the information in this report. If you have any questions, we are always available to assist you.

## Community Participation

Regular meetings of the Henrico Board of Supervisors are typically held on the second and fourth Tuesdays of every month in the Board Room, Administration Building, Government Center, 4301 East Parham Road. The Board meeting schedule and agenda can be found at <http://www.co.henrico.va.us/supervisors/>.

Each Board agenda has a public comment period.

## Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or <http://water.epa.gov/drink/hotline>.

## Source Water Assessment

The Safe Drinking Water Act mandated that the Virginia Department of Health (VDH) perform source water assessments for all public water sources. The assessment reports consist of maps showing the source water assessment area, an inventory of known land-use activities of concern, and documentation of any known contamination within the last five years from the date of the assessment. The VDH assessed our system in 2002 and determined that the source water for our system, the James River, was highly susceptible to contamination. As a result, both Richmond's and Henrico's water treatment facilities have systems that remove harmful contaminants from source water to ensure that high-quality drinking water is supplied to you. Information about the source water assessment is available from Nyibe Cousins-Flythe, Water Quality Engineer, Henrico County, Department of Public Utilities, at (804) 727-8700.



## Where Does My Water Come From?

Henrico County customers receive water from the county's and the City of Richmond's water treatment facilities. The source water for both facilities is surface water drawn from the James River. The county's water treatment facility began operations in April 2004 and currently produces up to 51 million gallons of drinking water daily. Henrico's facility was designed to meet the county's future drinking water needs and can produce up to 58 million gallons per day. The facility has multiple sources of electric power and emergency generators to enhance our ability to provide drinking water during local power outages.

## Testing for *Cryptosporidium*

*Cryptosporidium* is a microbial parasite found in surface water throughout the United States. We collected 24 samples between 2006 and 2008 and found an average of 2.1 Oocysts/100L. We also purchase water from Richmond. They collected 48 samples between 2004 and 2005 and found an average of 2.9 Oocysts/100L. These amounts are less than the Action Level of 7.5 Oocysts/100L.

## Substances That Could Be in Water

To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration 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 these contaminants does not necessarily indicate that the water poses a health risk.

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, in some cases, radioactive material, and substances resulting from the presence of animals or from human activity. Substances 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, or wildlife;

**Inorganic Contaminants**, such as salts and metals, which can be naturally occurring or may 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 may also come from gas stations, urban stormwater runoff, and septic systems;

**Radioactive Contaminants**, which can be naturally occurring or may be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

## Water Treatment Process

The treatment process consists of a series of steps.

First, raw (untreated) water is pumped from the river to the treatment plant. After it enters the plant, a coagulant is added, and the water then goes to a rapid mixing basin followed by a flocculation basin. These two steps cause particles to adhere to one another (called "floc"), making them heavy enough to settle to the bottom of the sedimentation basins, where the sediments are removed.

The water then undergoes intermediate ozonation, which is used for primary disinfection of settled water prior to filtration. Next, the water goes through deep-bed granular activated carbon (GAC) filters. The GAC filters are used for removing turbidity, taste, and odors, and any biodegradable organics and/or ozonation by-products that remain in the water following ozonation. Chloramines and fluoride are added to the filtered water, chloramines as a secondary disinfectant and fluoride to promote strong teeth. Finally, the finished water is pumped into the distribution system which delivers the water to your home or business.

## QUESTIONS?

If you have any questions about this report or your drinking water quality, please call Nyibe Cousins-Flythe, Water Quality Engineer, Henrico County, Department of Public Utilities, at (804) 727-8700. Also, you can view this report on our Web site at [www.co.henrico.va.us/utility/PDF/CCReport11.pdf](http://www.co.henrico.va.us/utility/PDF/CCReport11.pdf).

## Water Main Flushing

**D**istribution mains (pipes) convey water to homes, businesses, and hydrants in your neighborhood. The water entering distribution mains is of very high quality; however, water quality can deteriorate in areas of the distribution mains over time. Water main flushing is the process of cleaning the interior of water distribution mains by sending a rapid flow of water through the mains.

Flushing maintains water quality in several ways. For example, flushing removes sediments that can affect the taste, clarity, and color of the water. Additionally, sediments can shield microorganisms from the disinfecting power of chlorine, contributing to the growth of microorganisms within distribution mains. Flushing helps remove stale water and ensures the presence of fresh water with sufficient dissolved oxygen, disinfectant levels, and an acceptable taste and smell.

During flushing operations in your neighborhood, some short-term deterioration of water quality, though uncommon, is possible. You should avoid tap water for household uses, which includes washing laundry, at that time. We recommend that you run water from an outside spigot after the flushing period in order to remove any sediment.

Please contact us if you have any questions or visit our website at <http://www.co.henrico.va.us/utility/udf/index.html> for more information on our water main flushing schedule.

## Lead in Home Plumbing

**I**f 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. Henrico County is responsible for providing high-quality drinking water, but we 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 [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

## Fact or Fiction

Tap water is cheaper than soda pop. *(Fact. You can refill an 8 oz. glass of tap water approximately 15,000 times for the same cost as a six-pack of soda pop. And, water has no sugar or caffeine.)*

Methods for the treatment and filtration of drinking water were developed only recently. *(Fiction. Ancient Egyptians treated water by siphoning water out of the top of huge jars after allowing the muddy water from the Nile River to settle. And, Hippocrates, known as the father of medicine, directed people in Greece to boil and strain water before drinking it.)*

A typical shower with a non-low-flow showerhead uses more water than a bath. *(Fiction. A typical shower uses less water than a bath.)*

Water freezes at 32 degrees Fahrenheit. *(Fiction. You can actually chill very pure water past its freezing point (at standard pressure) without it ever becoming solid.)*

The Pacific Ocean is the largest ocean on Earth. *(Fact. The Atlantic Ocean is the second largest and the Indian Ocean is the third largest.)*

A single tree will give off 70 gallons of water per day in evaporation. *(Fact)*

A large, 3D graphic of the letters 'Q', '&', and 'A' in a golden-yellow color. The letters are stylized and have a slight shadow, giving them a three-dimensional appearance. They are positioned on the left side of the page, partially overlapping the blue background.

### Who uses the most water?

On a global average, most freshwater withdrawals—69 percent—are used for agriculture, while industry accounts for 23 percent and municipal use (drinking water, bathing and cleaning, and watering plants and grass) just 8 percent.

### How much water does a person use every day?

The average person in the U.S. uses 80 to 100 gallons of water each day. During medieval times, a person used only 5 gallons per day.

### Should I be concerned about what I'm pouring down my drain?

Whether your home is served by our public wastewater treatment facility or your private septic drain field, your drain is an entrance to a wastewater disposal system and eventually to a drinking water source. Consider purchasing environmentally friendly home products whenever possible, and never pour hazardous materials (e.g., car engine oil) down the drain. Check with your health department for more information on proper disposal methods.

### How much emergency water should I keep?

Typically, 1 gallon per person per day is recommended. For a family of four, that would be 12 gallons for 3 days. Humans can survive without food for 1 month, but can only survive 1 week without water.

### Where does a water molecule spend most of its time on Earth?

In a 100-year period, a water molecule spends 98 years in the ocean, 20 months as ice, about 2 weeks in lakes and rivers, and less than a week in the atmosphere.

### How many community water systems are there in the U.S.?

About 53,000 public water systems across the United States process 34 billion gallons of water per day for home and commercial use. Eighty-five percent of the population is served by these systems.

## Sampling Results

During the past year, we have taken hundreds of water samples in order to determine the presence of any radioactive, biological, inorganic, volatile organic, or synthetic organic contaminants. The tables below show only those contaminants that were detected in the water. The state requires us to monitor for certain substances less often than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

### REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Alpha Emitters (pCi/L)	2011	15	0	0.2	ND–0.2	No	Erosion of natural deposits
Barium (ppm)	2011	2	2	0.03	NA	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chloramines <sup>1</sup> (ppm)	2011	[4]	[4]	2.9	ND–4.9	No	Water additive used to control microbes
Combined Radium (pCi/L)	2011	5	0	2.3	ND–2.3	No	Erosion of natural deposits
Fluoride (ppm)	7/2011	4	4	0.8	NA	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Haloacetic Acids [HAAs] <sup>1</sup> (ppb)	2011	60	NA	30	2–39	No	By-product of drinking water disinfection
Nitrate (ppm)	7/2011	10	10	0.12	0.06–0.12	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
TTHMs [Total Trihalomethanes] <sup>1</sup> (ppb)	2011	80	NA	25	1–30	No	By-product of drinking water disinfection
Total Coliform Bacteria <sup>2</sup> (% positive samples)	5/2011 and 7/2011	5% of monthly samples are positive	0	2 (4 positive samples)	NA	No	Naturally present in the environment
Total Organic Carbon <sup>3</sup> (ppm)	2011	TT	NA	1.4	1.0–2.4	No	Naturally present in the environment
Turbidity <sup>4</sup> (NTU)	2011	TT	NA	0.41	NA	No	Soil runoff
Turbidity (Lowest monthly percent of samples meeting limit)	2011	TT = 95% of samples <0.3 NTU	NA	100%	NA	No	Soil runoff

Tap water samples were collected for lead and copper analyses from sample sites throughout the community

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH%TILE)	SITES ABOVE AL/ TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper <sup>5</sup> (ppm)	2009	1.3	1.3	0.1	0/68	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead <sup>5</sup> (ppb)	2009	15	0	1	0/68	No	Corrosion of household plumbing systems; Erosion of natural deposits

<sup>1</sup> Amount detected is the maximum of the rolling annual average. Range is the minimum and maximum of all 2011 samples used to calculate those averages.

<sup>2</sup> We sample for coliforms each month, and our highest monthly total occurred in May and July. The results listed are the highest number of positive samples during any given month (4) and what percentage of the total monthly samples this number represents (2.47 percent).

<sup>3</sup> Amount detected is the lowest rolling annual average removal ratio. Range is the minimum and maximum of all samples used to calculate those averages. (A value of 1 or greater indicates that the water system complies with TOC removal requirements.)

<sup>4</sup> Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system.

<sup>5</sup> Ninetieth percentile of the latest round of sampling equals the value of lead or copper at the 90 percent level of ascending results.

## Definitions

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

**MCL (Maximum Contaminant Level):** 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.

**MCLG (Maximum Contaminant Level Goal):** 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.

**MRDL (Maximum Residual Disinfectant Level):** 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.

**MRDLG (Maximum Residual Disinfectant Level Goal):** 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.

**NA:** Not applicable

**ND (Not detected):** Indicates that the substance was not found by laboratory analysis.

**NTU (Nephelometric Turbidity Units):** Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

**pCi/L (picocuries per liter):** A measure of radioactivity.

**ppb (parts per billion):** One part substance per billion parts water (or micrograms per liter).

**ppm (parts per million):** One part substance per million parts water (or milligrams per liter).

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