2012 ANNUAL

Central System Drinking Water Quality Report for the year ending 2011



Introduction

Loudoun Water is pleased to present your annual water quality report. The information in this report represents data collected and reported in 2011. The Safe Drinking Water Act of 1974 (SDWA) sets the limits for contaminants in drinking water. These limits are represented in this report as MCLs, or Maximum Contaminant Levels. The SDWA was amended most significantly in 1986 and 1996.

The tables you see in this report provide the actual data collected on your water throughout the year. Table One, on page 12, shows the quality of the water as it flows within the Loudoun Water distribution system. Table Two, on page 13, shows the quality of the water as it leaves the two treatment plants which supply us water.

Please contact us at any time to obtain our latest data. If your question or concern is not answered here, please let us know so we can get the answer for you. You may find your answers at **www.loudounwater.org** or you may call Customer Service during business hours Monday through Friday at (571) 291-7880. For after hours emergencies, call (571) 291-7878.

You are always welcome to attend our monthly Loudoun Water Board Meetings, usually held the second Thursday of each month at 3 p.m. in the Boardroom of our Administration office at 44865 Loudoun Water Way in Ashburn, Virginia.

Who Provides Your Water?

The Loudoun County Sanitation Authority, doing business as Loudoun Water, is a state-chartered authority, formed in 1959 by resolution by the Loudoun County Board of Supervisors under the Virginia Water and Waste Authorities Act.

Headquartered in Ashburn, Virginia, Loudoun Water provides water and wastewater service to nearly 200,000 residents and businesses in the unincorporated areas of Loudoun County.

Loudoun Water is a public body politic and corporate, which means that it does not make a profit and it operates under guidance of a nine-member Board appointed to fouryear staggered terms by the County Board of Supervisors. Loudoun Water is a public agency, but its operations and finances are independent of the County's tax-supported services. Loudoun Water operates on the income provided through water and wastewater user fees. Water and wastewater lines created to serve new developments in Loudoun are paid for by the developers themselves. This ensures that current customers do not fund the development of new lines.



Dear Loudoun Water Customer:



As Chairman of the Loudoun Water Board of Directors, I am pleased to present our 2012 Annual Drinking Water Quality Report, which is intended to provide information to you about the quality of your drinking water. We serve nearly 200,000 people in central and eastern Loudoun County every day in support of our mission: to provide sustainable water services that protect health, the environment and quality of life.

I encourage you to review this report and learn more about the water delivered to your home, including where your water comes from and how it is treated and tested before it comes out of your tap. This document provides an extensive list of what we test for in your water and information on the treatment that is used to ensure its safety and maintain compliance with U.S. Environmental Protection Agency and Virginia Department of Health standards.

Thank you for taking the time to read this report. Our staff is available to answer questions and to participate in your community speaking with customers about our current operations and exciting new initiatives in sustained water supply, conservation and sustainability. For additional information about Loudoun Water and how we deliver high quality drinking water to your home, I encourage you to visit our website at **www.loudounwater.org**.

Sincerely,

Fred E. Jennings Chairman Loudoun Water Board of Directors

Dear Loudoun Water Customer:



Every day, Loudoun Water delivers water – life's most precious resource – to your homes through our Central System. Our 2012 Annual Drinking Water Quality Report, I believe, shows how seriously our dedicated staff takes this important role in your lives. The report was prepared in accordance with the requirement of the Safe Drinking Water Act and the information in this report contains data collected and reported in 2011, unless otherwise noted.

The quality of your drinking water must meet stringent state and federal standards developed by the U.S. Environmental Protection Agency and administered by the Virginia Department of Health. As you will read in this report, the drinking water delivered to your homes is of high quality and, once again, met all federal and state drinking water quality standards.

As always, we are interested in your opinions and encourage you to relay your comments to us via phone, email or via our website, **www.loudounwater.org**. Our site also provides you with an opportunity to learn more about how you manage your usage to the benefit of both you and your community.

In addition to our website, we continue to educate our customers, and especially young people, through our Aquiary, a combination indoor/outdoor educational center. You can enjoy more than 3,500 square feet of exhibits indoors then take a stroll through our wetlands on our interpretative trail. For more information about visiting our Aquiary, visit our homepage, **www.loudounwater.org**, and click on the Talks and Tours link.

Sincerely,

Dale C Hampes

Dale C. Hammes General Manager

Your Water Sources

Your drinking water comes from two surface water sources: the Potomac River and Goose Creek Reservoir. The Potomac River is augmented by reservoirs in Maryland, Virginia and West Virginia through a shared supply agreement we have with neighboring water providers. Beaverdam Creek Reservoir fills Goose Creek Reservoir when it gets low and vice versa. Loudoun Water does not treat this water. We purchase your drinking water from Fairfax Water and the City of Fairfax through contractual agreements, and they provide it to us fully treated.



Loudoun Water Service Area



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Potomac Water Supply Program

Loudoun Water's Potomac Water Supply Plan secures the water needs for Loudoun Water's customers for the next 30 years. The program generally entails constructing our own intake in the Potomac River, a new pumping station on riverfront property near Leesburg that was acquired in 1993, approximately 6.5 miles of piping, new quarry storage reservoirs, and a new water treatment plant. The Potomac River water will be pumped to several retired rock quarries for storage and ultimately to a new water treatment facility to be built on Loudoun Water property located where the Greenway crosses Goose Creek. The first quarry to become available will provide up to one billion gallons of storage. Over the 30-year planning period, another quarry will provide our customers with an additional 4 billion gallons of raw water storage.

Planned growth in Loudoun County will require an estimated 90 million gallons per day (mgd) by 2040. Loudoun Water currently has the ability to provide 53 mgd through contractual agreements with Fairfax Water (50 mgd) and the City of Fairfax (3 mgd). Loudoun Water performed engineering investigations of several options for securing this additional capacity, including purchasing all of our water from Fairfax Water. It was determined after a lengthy study that the Potomac Water Supply Program is the most cost-effective and environmentally responsible option.

The program will be implemented in two phases: the first phase secures 20 mgd by 2016 and the second phase secures an additional 20 mgd when demands require it.

Loudoun Water has received approval of the Loudoun County land use applications and has submitted a joint permit application to federal and state

agencies to allow for the withdrawal of water and for construction of the required facilities. It is anticipated that ground will be broken on these facilities in 2013 and be operational by 2016.

Source Water Assessment

Since the Loudoun Water system has two sources of water (Potomac River and Goose Creek), two source water assessment reports have been conducted by the Virginia Department of Health. These reports consist of maps showing the source water assessment areas, an inventory of known land-use activities of concern and documentation of any known contamination. Based on state criteria, both sources are considered to be highly susceptible to contamination. Additional information about these reports can be obtained by contacting us at (571) 291-7880.

What is in Your Water?

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 (EPA) Safe Drinking Water Hotline at (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 radioactive material and can pick up substances resulting from the presence of animals or human activity. Contaminants that may be present in the water include:

- Microbes (viruses or bacteria) from septic systems, agricultural livestock operations, wildlife and wastewater treatment plants
- Inorganics, such as salts and metals, which can occur naturally or result from storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming
- Pesticides and herbicides from agriculture, urban runoff and residential uses
- Organics, like synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production; and can also come from gas stations, urban storm water runoff and septic systems
- Radioactive contaminants, either naturally occurring or the result of oil and gas production or mining activities

What Do We Test For?

- Bacteriological analysis is performed daily. It is reported based on the presence or absence of total and Escherichia coliform. Their presence indicates potential health risks for individuals exposed to this water. Loudoun Water tests for coliform bacteria at approximately 121 locations. Total coliform bacteria must not be present in more than five percent of monthly samples.
- Total Trihalomethanes (TTHMs) and Haloacetic Acids (HAA5) analysis is a quarterly monitoring requirement. Both of these can form in the water supply as chlorine reacts with organic matter. When ingested in large quantities, these chemicals are suspected human carcinogens, so we monitor for them closely. The legal limit for TTHMs is a system running

annual average of 80 parts per billion (ppb). For HAA5, the limit is a system running annual average of 60 ppb. Loudoun Water tests for TTHMs and HAA5 at ten locations.

Corrosion control parameters (orthophosphate and pH) are a semiannual monitoring requirement. By dosing a minimum of 0.50 ppm orthophosphate and maintaining a minimum pH of 6.5, we reduce the potential for corrosion of lead, copper and other metals. Loudoun Water tests for these at 10 locations.

Lead in Drinking Water

What is the EPA standard for lead in drinking water?

EPA has established an Action Level for lead in water of 15 parts per billion (ppb). When lead testing is performed as required by EPA, 90 percent of the samples must contain less than 15 ppb. This is usually referred to as the 90th percentile results being less than 15 ppb. The Action Level was not designed to measure health risks from water represented by individual samples. Rather, it is a statistical trigger value that, if exceeded, may require more treatment, public education, and possibly lead service-line replacement where such lines exist. (Loudoun Water does not have any lead service lines in its system.)

Loudoun Water has been testing for lead in accordance with EPA's Lead and Copper Rule (LCR) since 1992. In 2008, the 90th percentile value for lead was 0.85 ppb compared to the EPA action level of 15 ppb. The Virginia Department of Health requires Loudoun Water to monitor for lead at 50 locations every three years, with the next monitoring event to occur in 2011.

Where does lead in drinking water come from?

Although some utilities use raw source waters that contain lead, Loudoun Water's sources do not contain lead. In 1986, lead was banned from being used in pipe and solder in home construction. In older homes, where lead is present in pipe and solder connections, it may dissolve into the water after the water sits for long periods of time.

Some household plumbing components may contain a small amount of lead and can contribute to lead concentrations at the tap. Our water suppliers add a corrosion inhibitor to slow this dissolution process.



What can I do in my home to reduce exposure to lead in the drinking water?

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. Loudoun Water is responsible for providing

high-quality drinking water, but cannot control the variety of materials used in plumbing components in home construction. When your water has been sitting

for several hours, you can minimize the potential for lead exposure by flushing your tap for 15 to 30 seconds, or until it becomes cold or reaches a steady temperature before using the water for drinking or cooking. Use only cold water for cooking and making baby formula.

If you are concerned about lead in your water, you may wish to have your water tested. Information about lead in drinking water, testing methods and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at www.epa.gov/safewater/lead or by calling the Safe Drinking Water Hotline at (800) 426-4791, TTY 711.

Some people choose to install filters in their homes. If you choose to use a water filter, follow these three rules:

- **1.** Choose one designed for the specific filtration desired (chlorine, lead, *Cryptosporidium*, etc.).
- **2.** Make sure the filter is approved by the National Sanitation Foundation (www. nsf.org).
- 3. Maintain the filter as directed.

How can Loudoun Water assist in having the water in my house tested?

For information on having a lead-level test conducted, call our Customer Service Department at (571) 291-7880.

Information About *Cryptosporidium* in the Potomac River

The following information was provided by our primary water provider, Fairfax Water.

Cryptosporidium is a microbial pathogen sometimes found in surface water throughout the United States. Although filtration removes *Cryptosporidium*, the most commonly used filtration methods cannot guarantee 100 percent removal. Fairfax Water consistently maintains its filtration process in accordance with regulatory guidelines to maximize removal efficiency. Our monitoring indicates the occasional presence of these organisms in the source water. Current test methods do not allow us to determine whether 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, small children and the elderly are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. *Cryptosporidium* must be ingested to cause disease. It may be spread through means other than drinking water, such as other people, animals, water, swimming pools, fresh food, soils and any surface that has not been sanitized after exposure to feces.

Fairfax Water has completed monitoring of the Potomac River for compliance with the EPA Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR). The EPA created this rule to provide for increased protection against microbial pathogens, such as *Cryptosporidium*, in public water systems that use surface water sources. Fairfax Water's monitoring program began in 2004, and involved the collection of two samples from water treatment plant sources each month for a period of two years. Once monitoring for compliance with the LT2ESWTR was complete, Fairfax Water continued to monitor for *Cryptosporidium* at water treatment plant sources.

Under the LT2ESWTR, the average *Cryptosporidium* concentration determined whether additional treatment measures were needed. A *Cryptosporidium* concentration of 0.075 oocysts/liter would have triggered additional water treatment measures. Fairfax Water's raw water *Cryptosporidium* concentrations consistently remain below this threshold.

The results for Potomac River 2011 are as follows:

Source (Before Treatment)	Average Cryptosporidium Concentration (oocysts/Liter)				
Potomac River	0				



Are You Vulnerable to Contaminants?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer who are 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 and Centers for Disease Control and Prevention guidelines on appropriate means to lessen the risk of infections by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

How is Your Water Treated?

The treatment process includes chemical coagulation, flocculation, sedimentation, filtration and disinfection. Coagulation and flocculation help condition the raw water so that contaminants combine with particulate matter to form floc (large particles), which will settle out in the sedimentation process. Filtration removes the smaller, lighter particles. Disinfection with chlorine is the last step, which kills bacteria, viruses and other microbial contaminants. Sufficient chlorine is added to deter growth of bacteria while water flows through the pipes to your home. Chlorine can be dangerous to human health at high amounts. EPA sets the safe limit for chlorine in your water at a running annual average of 4 ppm. We maintain the chlorine amount to be extremely effective at killing bacteria.

Fairfax Water also uses ozone as a disinfectant, which reduces the amount of chlorine needed to treat the water, offers additional barriers against water-borne pathogens and produces a better tasting water. They also use chloramines as a disinfectant. Chloramines are created by adding ammonia to chlorine. They break down much slower than free chlorine, minimizing the creation of TTHMs and maximizing the length of time the disinfectant remains in the water. Fairfax Water adds orthophosphate to the water to help coat the pipes and reduce the ability of the lead to leach out. One downside of the chloramines is they may cause certain types of gaskets or toilet flappers to deteriorate faster, potentially causing leaks.

Turbidity

Turbidity is the clarity of the water. It is measured in Nephelometric Turbidity Unit (NTU). Turbidity higher than 5 NTU is just noticeable to the average person. Turbidity has no health effects; however, it can interfere with the disinfection process and provide a medium for microbial growth. Turbidity is measured during the treatment process after the water has been filtered, but before disinfection. The turbidity level of filtered water must be less than or equal to 0.3 NTU in at least 95 percent of the measurements taken each month and no single measurement can exceed 1 NTU.



Turbidity	Average Detected	Highest Single Measurement	
Fairfax Water	0.04	0.24	
City of Fairfax	0.08	0.40	
Lowest % Of Samples Meeting The Limit	MCL	Major Source	
100%	=< 0.3 NTU in 95% of samples; no single measurement over 1 NTU	Soil runoff	
99.99 %	TT		

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Our suppliers test the water for a large array of contaminants. You'll find data on what they detected in table two. Loudoun Water tests the water, too, once it's in our possession. We test for the presence of bacteria, total trihalomethanes, haloacetic acids, lead and copper and submit the results to the Virginia Department of Health on a regular basis. This data is found in table one. The tables on these pages show the results of monitoring for the period of January 1, 2011, to December 31, 2011.

Table One: Water Quality in the Distribution System							
Microbial Component	Highest Monthly % of Positive Samples	MCL (Max Allowed)	MCLG (Goal)	Typical Source	Violation		
Total Coliform Bacteria	0%	Cannot exceed 5% of monthly samples	0	Naturally present in the environment	No		
Fecal Coliform Bacteria	0%	A routine sample and repeat sample are Total Coliform positive, and one is also Fecal Coliform or E. coli positive	0	Human and animal fecal waste	No		
Component	Highest Quarterly System Running Annual Average	MRDL (Max Allowed, Compliance Based on System Running Annual Average)	MRDLG (Goal)	Typical Source	Violation		
	2.8				No		
Total Chlorine (ppm)	RANGE (INDIVIDUAL TEST RESULTS)	4	4	Water additive used to control microbes			
	0.5 – 4.1						
Disinfection Byproducts	Highest Quarterly System Running Annual Average	MCL (Max Allowed, Compliance Based on System Running Annual Average)	MCLG (Goal)	Typical Source	Violation		
	33		N/A	Byproduct of drinking water disinfection	No		
Total Trihalomethanes (ppb)	RANGE (INDIVIDUAL TEST RESULTS)	80					
	5.08 – 72.2						
	Highest Quarterly System Running Annual Average						
Halaasatis Asids (ppb)	Highest Quarterly System Running Annual Average 20	40	NI/A	Pupraduct of dripling water disinfaction	No		
Haloacetic Acids (ppb)	Highest Quarterly System Running Annual Average 20 RANGE (INDIVIDUAL TEST RESULTS)	60	N/A	Byproduct of drinking water disinfection	No		

Metal Components	90th Percentile Level	Action Level	Goal	Number Of Sites Above Action Level	Typical Source	Violation
Copper (ppm)	0.20	1.3	0	0	Corrosion of household plumbing; erosion of natural deposits	No
Lead (ppb)	2	15	0	1	Corrosion of household plumbing; erosion of natural deposits	No

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Table Two: Water Quality from Loudoun Water Suppliers						
Components	Average Amount Detected RANGE		MCL (Max Allowed)	MCLG (Goal)	Typical Source	
City of Fairfax Fairfax Water			•			
Beta/photon emitters ^{1,2} (pCi/L)	5.0	ND	50	0	Decay of natural and man-made deposits	
Combined Radium 226/228 ¹ (pCi/L)	0.3	ND	5	0	Erosion of natural deposits	
	0.71	0.7				
Fluoride (ppm)	RANGE		4	4	Water additive which promotes strong teeth; erosion of natural deposits; discharge from	
	0.42 – 1.16	0.6 – 0.8				
Nitrate [as Nitrogen] (ppm)		1.2	10	10	Runoff from fertilizer use; leaching from septic tanks; erosion of natural deposits	
	0.77	RANGE				
		0.6 – 2.0				
Nitrite [as Nitrogen] (ppm)		ND	1	1	Runoff from fertilizer use; leaching from septic tanks; erosion of natural deposits	
	ND	RANGE				
		ND - 0.08				
		0.043				
Barium (ppm)	0.026	RANGE	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	
		0.038 - 0.054				
	1.1	1.2				
Total Organic Carbon ³ (ppm)	RANGE		т	N/A	Naturally present in the environment	
	0.1 – 1.6	1.0 – 1.6				

¹ City of Fairfax testing performed in 2009, Fairfax Water testing performed in 2011.

² The MCL for Beta particles is 4 mrem/year. EPA considers 50 pCi/L to be the level of concern for Beta particles.

³ Total Organic Carbon (TOC) has no health effects. However, it provides a medium for the formation of disinfection byproducts, including trihalomethanes and haloacetic acids. The maximum contaminant level for TOC is a Treatment Technique (TT), which means there is a required process needed to reduce the level of TOC in the water. The average level reported is a quarterly running average of the monthly ratio of actual TOC removal versus required TOC removal between source and treated waters. This value must be greater than or equal to 1 to be in compliance.

Visit our Aquiary

The public is always welcome to visit Loudoun Water's award-winning Aquiary, an interactive educational center with 3,500 square feet of indoor exhibits and nearly one mile of outdoor trails. The indoor exhibits are open during our regular business hours, Monday through Friday, 8:00 a.m.-5:00 p.m; the outdoor trails are open from dawn until dusk.

We love to schedule guided Aquiary tours for schools and community groups. Click here to fill out our online form. Due to the advanced subject of water reclamation, guided tours work best for children 8 and up.

The Broad Run Water Reclamation Facility is not open to the public for tours for security reasons. However, the Aquiary shows you everything that's happening inside the reclamation facility in full color and in interactive detail.

Glossary Helpful Definitions

Action Level: The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement that a water system must follow.

Maximum Contaminant Level (MCL): The highest level of a contaminant that EPA allows in drinking water. MCLs are set as close to the MCLGs as possible 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 Disinfectant Level (MRDL): The maximum permissible level of disinfectant residual in drinking water, based on a running annual average.

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.

mrems/year: Millirems per year. A measurement of radiation absorbed by the body.

ND: Non-detect. Levels were so low, they were not detectable.

Ninetieth (90th) Percentile: Represents the highest value found out of 90 percent of the samples taken in a representative group. If the 90th percentile is greater than the action level, it will trigger a treatment or other requirement that a water system must follow.

NRL: No regulatory limit.

NTU: Nephelometric Turbidity Unit.

PCi/L: Picocuries per liter.

ppb: Parts per billion. One ppb is equal to one microgram per liter. (ug/L)

ppm: Parts per million. One ppm is equal to one milligram per liter. (mg/L)

Total Coliform: Bacteria that indicate whether other potentially harmful bacteria may be present.

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

Keep Your Lawn and Your Wallet

Loudoun Water's tiered rate structure rewards our customers who wisely use their water. The more you conserve, the less you are likely to pay.

Here are five simple steps to help you conserve and save:

- Vumber 1! Don't overwater your lawn! Overwatering wastes water and weakens your grass. Landscaping experts suggest a twice-a-week schedule. Here's one way to remember. Odd street address? Water Wednesdays and Saturdays. Even address? Water Thursdays and Sundays.
- ✓ Water in the early morning or late evening. Water during the day and you're watering the sky. It evaporates before it gets into the soil.
- Check your sprinkler/irrigation system. Make sure it's not watering your sidewalk or street.
- ✓ Plant drought-tolerant plants, grasses and shrubs. They won't use as much water and will survive dry periods. We suggest Bluebeard or Tickseed.
- ✓ Use mulch to retain moisture. It looks great and you'll water less often.

For more ways you can save water and money, visit **www.loudounwater.org** and click on the Conservation link.



www.loudounwater.org

Did you get our email?

Our bill stuffer, called the NewsLeak, is now available as a quarterly newsletter by email. Responding to hundreds of requests from you to do so, we have replaced the bill stuffer that used to come with your bill with this electronic format. Sign up to receive news and information related to your water and sewer service. Just visit our website and type in your email address on our home page under "Sign up for our quarterly E-newsletter." You'll receive the newsletter in April, July, October and January.





PO Box 4000 | 44865 Loudoun Water Way | Ashburn, VA 20146 WWW.LOUDOUNWATER.ORG

We want to talk to you!

If you would like to hear a talk about your water, you've come to the right place. Our staff is always looking for ways participate in your community and talk to our customers about the services we provide. We offer presentations to civic groups and HOA/condo associations and you'll usually find our booth at dozens of community events every year.

We are also expanding our outreach into county classrooms. You pick the subject matter and the time allotment and we'll provide an activelearning presentation that's appropriate for your group or your school (grade-level 3rd grade and up).

If you are interested in having Loudoun Water come together with you and your neighbors, either in the community or the classroom, use the Contact Us page or email Mike McGill, Director of Customer Relations and Communications, at **mmcgill@loudounwater.org**.