



YOUR WATER TREATMENT PLANT OPERATORS



- Detail Oriented
- Organized
- Enjoys a hands on approach
- Treats our lake waters to EPA and North Carolina standards for drinking water
- Collects and analyzes samples

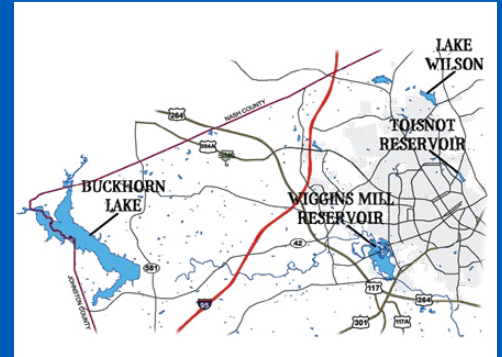
The water treatment plant operator is tasked with treating our lake waters to the EPA's and the state of North Carolina's standards for drinking water (potable water). They provide an abundant and aesthetically pleasing supply for all of our needs, 24 hours a day. Our staff work shift work to ensure our facilities can operate 24 hours a day, 7 days a week, 52 weeks a year. An operator has stated how they enjoy the shift schedule much more than a Mon-Fri, 8-5 type career.

There are almost 3,500 operators in North Carolina. They must have a high school education or equivalent and a state-issued license to be able to operate a treatment facility. Hands-on and institutional training is provided. Operators are generally realistic and conventional. Which means they are detail-oriented, organized and enjoy a hands-on approach to work. They are socially responsible and conscientious in that they want to contribute to the community in supplying drinking water at the highest quality and at a reasonable cost.

In order for the operator to accomplish these feats, they must perform multiple functions at the facility. Operators collect and analyze samples from all portions of the treatment process. They maintain chemical concentrations throughout the process. They record values on computer systems and operate computers to make adjustments to chemical concentrations and processes. Operators accept chemical deliveries and transfer chemicals as needed. They wash filters and perform general plant upkeep. One of your operators stated "I like being a water treatment plant operator because treating safe and aesthetically pleasing drinking water for the City of Wilson is one of the most important jobs you can have." He is not wrong in the pride it brings in providing a product that we can drink.

If this is a career you would be interested in, keep an eye on the City of Wilson job site at <https://www.governmentjobs.com/careers/wilsonnc>. We did not even mention the great benefits the City of Wilson offers.

City of Wilson's Source Waters



The City of Wilson obtains its water supply from two sources. The first source is Contentnea Creek and consists of the Buckhorn Lake and the downstream Wiggins Mill Reservoir. Buckhorn Lake is the City's largest water supply reservoir and is an impoundment on the Contentnea Creek approximately 12 miles west of the city. Water is released from Buckhorn Lake into Contentnea Creek and is pumped from the downstream Wiggins Mill Reservoir to the Wiggins Mill Water Treatment Plant and to the Toisnot Water Treatment Plant. The other water supply source for the City is Toisnot Reservoir and consists of Lake Wilson and the downstream Toisnot Reservoir, which together provide water for the Toisnot Water Treatment Plant. A connection from the Tar River Reservoir to upstream of Lake Wilson is also available as a water supply during emergency conditions.



Buckhorn Lake

2021 City of Wilson Drinking Water Quality Report

What the 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 microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

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. The City of Wilson is responsible for providing high quality drinking water, but 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 <http://www.epa.gov/safewater/lead>.

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 storm water 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 storm water 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 storm water runoff, and septic systems; and 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.

Source Water Assessment Program (SWAP)

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 the City of Wilson 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 in figure A.



Wiggins Mill

Higher	Moderate
Sept. 2020	Sept. 2020

Figure A



Toisnot

The complete SWAP Assessment report for the City of Wilson may be viewed on the Web at: <https://www.ncwater.org/?page=600> (enter 0498010 for the City of Wilson). 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 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@ncdenr.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 “higher” does not imply poor water quality, only the systems’ potential to become contaminated by PCSs in the assessment area.

For more water quality information:

City of Wilson Water Resources

Wiggins Mill Water Treatment Facility
P.O. Box 10, Wilson, NC 27894
Telephone: (252) 399-2378

North Carolina Department of Environmental Quality (NCDEQ)

512 North Salisbury Street
P.O. Box 27687, Raleigh, NC 27611-7867
Telephone: (919) 733-2321

Environmental Protection Agency (EPA)

401 M Street, SW, Washington, DC 20460
Telephone: (202) 260-2090

Safe Drinking Water Hotline

Telephone: (800) 426-4791

American Water Works Association (AWWA)

6666 West Quincy Avenue Denver, CO 80235
Telephone: (303) 794-7711

The City of Wilson Water Resources is affiliated with the following organizations: American Water Works Association, North Carolina Water Works Operators Association, North Carolina Rural Water Association, and Water Environment Federation

City Council Meetings are held on the third Thursday of each month.

Your participation is welcome.

How is the water treated?

Raw water is pumped from either Toisnot Reservoir or Wiggins Mill Reservoir to the treatment facilities. At certain times of the year, the lakes are treated with copper sulfate to limit algae growth which could cause bad tastes and odors. When raw water enters the facility, a substance commonly called ferric sulfate reacts with natural alkalinity, added lime, or sodium hydroxide to cause small particles to cling to one another after strong mixing. Powdered activated carbon is added to control taste and odor causing substances that occur naturally in the raw water. The water is then mixed slowly and another chemical called polymer is added. The particles are then much larger. The water then enters large tanks called settling basins where the heavy particles settle. Other chemicals are added to remove minerals in the filters. The water is then filtered through sand and anthracite to remove remaining fine particles. Chlorine is added to kill harmful bacteria, protozoans, and viruses. Lime or sodium hydroxide and a corrosion inhibitor are added to maintain pH and minimize the potential for corrosion in distribution lines and household plumbing. Fluoride is added to aid in the prevention of tooth decay. The water is then pumped into the distribution system for home, business, and industrial use.

2021 Annual Consumer Confidence Report Information
City of Wilson
P.O. Box 10 | Wilson, NC 27894

City of Wilson's Water Treatment Facilities

Turbidity*							
Contaminant (Units)	Treatment Technique (TT) Violation if:	MCLG	Your Water	Likely Source of Contamination	Treatment Technique (TT) Violation Y/N		
Turbidity (NTU) - Highest Single Turbidity Measurement	Turbidity >1 NTU	N/A	0.28 NTU	Soil runoff	NO		
Turbidity (NTU) - Lowest Monthly Percentage (%) of Samples Meeting Turbidity Limits	Less than 95% of Monthly Turbidity Measurements are ≤ 0.3 NTU	N/A	100%				
*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)	Year Sampled	MCL	MCLG	Your Water	Range Detected	Likely Source of Contamination	MCL Violation Y/N
Fluoride (ppm)	2021	4	4	0.72	0.57 - 0.73	Erosion of natural deposits; water additives which promote strong teeth; discharge from fertilizer and aluminum factories	NO
Disinfection By-Product Precursors Contaminants							
Contaminant	TT	MCLG	Compliance Method (Step 1 or ACC#)	Your Water (RAA Removal Ratio)	Range (Monthly Removal Ratio)	Likely Source of Contamination	MCL Violation Y/N
Total Organic Carbon (TOC) (Removal Ratio) - Treated Water	TT	N/A	Step 1	1.69	1.55 - 1.90	Naturally present in the environment	NO

City of Wilson's Distribution System

Stage 2 Disinfection Byproduct Compliance-Based upon Locational Running Annual Average (LRAA)							
Disinfection Byproducts	Year Sampled	MCL	MCLG	Your Water (Highest LRAA)	Range Detected	Likely Source of Contamination	MCL Violation Y/N
TTHM (ppb)	2021	80	N/A	59.0 (Site B03)	14 - 74	By-product of drinking water disinfection	NO
HAA5 (ppb)	2021	60	N/A	38.3 (Site B06)	9 - 39	By-product of drinking water disinfection	NO
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 have an increased risk of getting cancer.							
Disinfectant Residuals Summary							
Contaminant (Units)	Year Sampled	MRDL	MRDLG	Your Water (Highest RAA)	Range Detected	Likely Source of Contamination	MRDL Violation Y/N
Chlorine (ppm)	2021	4.0	4	0.73	0.20 - 1.37	Water additive used to control microbes	NO
Regulated at the Tap - Lead and Copper Contaminants							
Contaminant (Units)	Year Sampled	AL	MCLG	Your Water	Number of Sites Found Above AL	Likely Source of Contamination	MCL Violation Y/N
Lead (ppb) (90th Percentile)	2019	AL = 15	0	None Detected (90 th percentile)	0	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	NO
Copper (ppm) (90th Percentile)	2019	AL = 1.3	1.3	0.216 (90 th percentile)	0	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	NO

Table Definitions and Key

TT	Treatment Technique - A required process intended to reduce the level of a contaminant in drinking water.	NA	Not applicable - Information not applicable/not required for that particular water system or for that particular rule.
AL	Action Level - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.	NTU	Nephelometric Turbidity Units - Nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
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.	ppm	parts per million - One part per million corresponds to one minute in two years or a single penny in \$10,000.
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.	ppb	parts per billion - One part per billion corresponds to one minute in two thousand years, or a single penny in \$10,000,000.
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.	LRAA	Locational Running Annual Average - 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.
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.		