

This water report, supplied annually to water customers, contains information about the source of your water, what it contains and how it compares to the standards set by regulatory agencies. The data collected during 2008 for this report came from reports from the previous water system owner and the Virginia Department of Health. In January 2009, the Western Virginia Water Authority acquired the Boardwalk water system. The Western Virginia Water Authority looks forward to serving your water needs in the future.

Source(s) and Treatment of Your Drinking Water

The source of your drinking water is from one drilled well (groundwater) (Well No. 3) that is located outside of The Boardwalk subdivision. Treatment is provided by feeding an orthophosphate to sequester iron and manganese.

Under a new program being developed by VDH, a detailed source water assessment will be conducted within the next few years to find ways to better protect drinking water sources. After the assessment is conducted, we will provide you with information about potential sources of contamination and ways to reduce or eliminate them.

Water Conservation Tips

Did you know that the average U.S. household uses approximately 350 gallons of water per day? There are many low and no-cost ways to conserve water.

- Water your lawn before 10am or after 7pm when evaporation rates are the lowest.
- Fix toilet and faucet leaks.
- Take short showers - a 5 minute shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.
- Turn the faucet off while brushing your teeth and shaving and save 3-5 gallons.

About the Western Virginia Water Authority

The Western Virginia Water Authority was formed in July 2004 to provide reliable public water and wastewater service to the residents of the City of Roanoke and Roanoke County. In early 2009, the Authority's service area expanded with the acquisition of the Boardwalk and several other community water systems in the Smith Mountain Lake area of Franklin County.

Although the customer base has expanded, our vision remains the same. The Authority takes pride in being a partner in regional cooperation. To that end, construction is ongoing to provide reliable public water and fire protection to residents along the U.S. Route 220 corridor between Clearbrook and Wirtz Plateau. Engineering designs are also being developed to provide public water along the Scruggs Road corridor.

If you have any questions about the Water Authority or any of the information in this report, please contact us. We will be happy to provide you with the information you need.



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The Boardwalk

2008 Water Quality Report



Drinking Water Information

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 (EPA) Safe Drinking Water Hotline (800-426-4791).

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 in source water may come from septic systems, discharges from domestic or industrial wastewater treatment facilities, agricultural and farming activities, urban stormwater runoff, residual use and many other activities. Water from surface sources is treated to make it suitable for consumption while groundwater may or may not require treatment.

In order to ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems.

Do I Need to Take Special Precautions?

Some people may be more vulnerable to trace 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/Centers for Disease Control (CDC) guidelines on appropriate measures to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available by calling the Safe Water Drinking Hotline (800-426-4791).

Lead and Copper							
Substance	Units	Ideal Goals (EPA's MCLG)	Highest Level Allowed (EPA's MCL)	Exceedence	Level Found/Range	Date of Sample	Source of Substance
Lead	ppb	0	AL=15	No	5 (90th percentile) Range: <2 to 5 Of all five samples collected, none exceeded the AL.	September 2008	Corrosion of household plumbing systems; Erosion of natural deposits
Copper	ppm	1.3	AL=13	No	0.1 (90th percentile) Range: 0.02 to 0.12 Of all five samples collected, none exceeded the AL.	September 2008	Corrosion of household plumbing systems; Erosion of natural deposits
Iron and Manganese							
Substance	Units	Ideal Goals (EPA's MCLG)	SMCL	Exceedence	Level Found	Date of Sample	Typical Source of Substance
Iron	ppm	N/A	0.3	Yes	4.41	September 2006	Erosion of natural deposits
Manganese	ppm	N/A	0.05	Yes	0.17	September 2006	Erosion of natural deposits

Action Level (AL):

The concentration of a contaminant that triggers treatment or other requirement that a water system must follow.

Maximum Contaminant Level (MCL):

The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLG as feasible using the best available treatment technology.

Secondary Maximum Contaminant Level (SMCL): The highest level of a contaminant that is allowed in drinking water based on aesthetic

conditions.

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.

ppm: One part per million (for example, one minute in two years).

ppb: One part per billion (for example, one minute in 2,000 years).

About The Data

This table summarizes water-testing results from January 1, 2008 to December 31, 2008 for both regulated and un-regulated substances.

According to results of the chemical analyses for Metals based on a sample collected on September 21, 2006, the sodium in the treated water is 23.2 mg/L. This is above the EPA recommended optimal level of less than 20 mg/L for sodium in drinking water, which is established for those individuals on a "strict" sodium intake diet.

The Boardwalk system had no detections of total coliforms or fecal coliforms in the monthly samples collected during calendar year 2008.

There were no violations in 2008.

Additional Information for Lead

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 Water Authority 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 on their website at <http://www.epa.gov/safewater/lead>.