

Where Can I Get More Information?

WATER QUALITY:

Contact the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791 or www.epa.gov/safewater.

LOCAL DRINKING WATER QUALITY:

Contact Susan Sadowski of the Virginia Beach Department of Public Utilities Laboratory at (757) 385-1400 (ssadowsk@vbgov.com), or the Virginia Department of Health Office of Drinking Water at (757) 683-2000 or www.vdh.state.va.us/ODW.

WATER TREATMENT/SOURCE WATER ASSESSMENT:

Contact Peter Pommerenk at (757) 385-4171 (ppommere@vbgov.com)

WATER CONSERVATION:

Contact Erica Roberts at (757) 385-4171 (eroberts@vbgov.com)

THIS REPORT:

Contact Erica Roberts at (757) 385-4171 (eroberts@vbgov.com)

YOUR WATER ACCOUNT:

Contact the Virginia Beach Department of Public Utilities at (757) 385-4631 or toll-free at 1-866-697-3481.

BACKFLOW AND CROSS-CONNECTION PREVENTION:

Contact Stephen Motley at (757) 385-4171 (smotley@vbgov.com)

TAGALOG

Ang pahayag na ito ay naglalaman nang importanteng inpormasyon na nauukol sa tubig na iniinom ninyo. Kong nangangailangan kayo nang tagapaliwanag tungkol sa iba pang nilalaman nang pahayag na ito ay pakitawagan lamang ninyo ang Departamento nang Public Utilities sa (757) 385-4171.

SPANISH

Este reporte contiene información muy importante acerca del agua potable que usted consume. Si usted tiene una pregunta acerca de este reporte, por favor contacte a nuestro Departamento de Servicios Públicos al (757) 385-4171.

Public Participation Opportunities

The Virginia Beach Department of Public Utilities is part of the City of Virginia Beach municipal government. The City Council meets on the second and fourth Tuesdays of each month except in July and December, when the meetings occur on the first and second Tuesdays. Meetings are held on the second floor of City Hall at the Municipal Center and are open to the public. Agendas for upcoming meetings may be requested from the City Clerk's office at (757) 385-4303 or found online at VBgov.com.

Municipal Center, Building 2
2405 Courthouse Drive
Virginia Beach, VA 23456
(757) 385-4171
VBgov.com/dpu

2015 Water Quality Report

for 2014 data

 *City of Virginia Beach*
Public Utilities

Clearly Defined

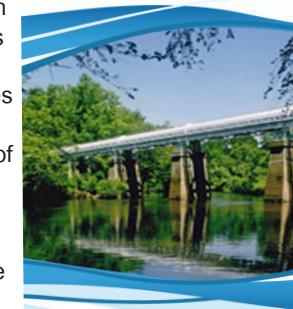
Virginia Beach Annual Water Quality Report

Virginia Beach Public Utilities is committed to delivering safe, high-quality drinking water to your tap all day, every day. We are pleased to present you with this annual water quality report which contains information about your water and summarizes test results performed from January 1 through December 31, 2014. In this report, learn where your water comes from, how it is treated and tested, and how Virginia Beach water compares to federal and state standards.

Where Does My Water Come From?

The mission of the Virginia Beach Department of Public Utilities is to provide a safe and sufficient water supply that will enhance and sustain our vibrant community. The Lake Gaston Water Supply Pipeline helps fulfill that mission by providing water to Virginia Beach citizens through a 76-mile-long pipeline leading from Lake Gaston in Brunswick County to Lake Prince, a reservoir located in Suffolk but owned and operated by Norfolk. Lake Gaston provides an average of 34 million gallons per day (MGD) of water to Virginia Beach citizens, and it will eventually furnish up to 45 MGD, supplying enough water to sustain our growing city for many years.

Water from Lake Gaston is blended with Norfolk's water and treated at Norfolk's Moores Bridges Water Treatment Plant. Lake Gaston and most of Norfolk's water sources are surface water. Norfolk's primary water supply comes from Lake Prince and Western Branch Reservoir in Suffolk, and Lake Burnt Mills in Isle of Wight. During extended dry periods, these lakes may be supplemented with water from four deep wells located around the lakes, or with water from the Blackwater and Nottoway rivers. Lakes within Norfolk and Virginia Beach also supplement Norfolk's water supply. These include Lake Wright, Lake Whitehurst, Little Creek Reservoir, Lake Smith, Lake Lawson, and Stumpy Lake.



From the reservoirs, water is pumped to the treatment plant, where it undergoes an extensive filtering and disinfection process to remove any particles, bacteria, algae, and other impurities. The Moores Bridges Water Treatment Plant provides state of the art treatment technology and ensures water quality through continual monitoring and testing.

Why Treat Water?



The sources of drinking water (both tap water and bottled water) include lakes, ponds, reservoirs, rivers, springs, streams, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring organic and inorganic substances. Water also picks up contaminants from animals and human activity. Furthermore,

fertilizers, herbicides, pesticides, metals, and salts wash off streets and lawns and enter the water supply. Neighboring communities, farms, and industries all contribute to these impurities. Left untreated, this water could make you sick.

Disinfection is an essential part of the water treatment process, preventing the occurrence and spread of many water-borne diseases. Norfolk's Moores Bridges Water Treatment Plant treats our source water, testing it for over 230 substances. Further testing is performed daily throughout Virginia Beach's water distribution system. On average, over 400 water quality samples are collected and analyzed monthly, providing continual monitoring for the highest water quality possible.

Virginia Beach Water Quality Data - January 1 through December 31, 2014

Possible contaminants in untreated water:

MICROBIAL CONTAMINANTS, such as viruses and bacteria, which may come from wildlife, pets, agricultural livestock operations, septic tanks, and sewage treatment plants. When ingested, these microscopic organisms can cause diarrhea, fever, and other gastrointestinal symptoms.

INORGANIC CONTAMINANTS, such as salts and metals, which can be naturally-occurring or result from 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, storm water runoff, and residential use.

ORGANIC CHEMICAL CONTAMINANTS, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production and can also come from gas stations, storm water runoff, and septic systems.

RADIOACTIVE CONTAMINANTS, which can be naturally occurring or be the result of oil and gas production and mining activities.

The water treatment process removes these impurities and ensures the water is safe to drink.

Is the Water Safe for Everyone?

Virginia Beach water meets all environmental protection agency (EPA) drinking water standards.



To ensure that tap water is safe to drink, the Environmental Protection Agency (EPA) has developed regulations limiting the amount of certain contaminants in water

provided by public water systems. The Food and Drug Administration (FDA) has established similar regulations for bottled water.

All 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.

However, some people may be more vulnerable than the general population to drinking water contaminants. Immuno-compromised persons such as people undergoing chemotherapy, organ transplant recipients, people with HIV/AIDS or other immune system disorders, some elderly people, and infants can be particularly at risk for infections. These people, or those caring for them, should seek advice from their health care providers about their drinking water.

The EPA/CDC (Centers for Disease Control and Prevention) guidelines on reducing the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791) or the EPA website at epa.gov/safewater.

A message about lead in 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. Virginia Beach Public Utilities 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 two 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 (1-800-426-4791) or at epa.gov/safewater/lead.

Source Water Assessment

Your water is tested before and after it is treated to ensure it meets federal and state standards.

A source water assessment of our system has been conducted by the Hampton Roads Planning District Commission. This was done to determine the susceptibility to contamination of the surface water from which our drinking water originates.



In Hampton Roads, all surface water sources were determined to be of high susceptibility to contamination using the criteria developed by the state. Areas that rely on surface water commonly receive this rating. However, Norfolk's Moores Bridges Water Treatment

Plant tests and treats the water to meet federal drinking water standards.

The assessment report consists of maps showing the source water assessment area, a list of known land use activities of concern, and documentation of any known contamination. The report is available by contacting Peter Pommerenk at (757) 385-4171 or ppommere@vbgov.com.

Water Quality Data Table Definitions

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

Maximum Contaminant Level or MCL - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs (see definition below) as feasible by using the best available treatment technology.

Maximum Contaminant Level Goal or 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 set by EPA.

Maximum Residual Disinfectant Level or MRDL - The highest level of disinfectant allowed in the drinking water. There is convincing evidence that addition of a disinfectant is necessary for the control of microbial contaminants.

Maximum Residual Disinfectant Level Goal or 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.

NA - Not applicable.

ND - Not detected in the water.

Nephelometric Turbidity Unit or NTU - Units describing how cloudy a water sample appears. Turbidity is a good indicator of the effectiveness of our filtration system.

ppb (parts per billion) - Concentration in parts per billion, or micrograms per liter (µg/L); this is equivalent to a single penny in \$10,000,000.

ppm (parts per million) - Concentration in parts per million, or milligrams per liter (mg/L); this is equivalent to a single penny in \$10,000.

Secondary Standard - A non-enforceable guideline regulating a contaminant that may cause cosmetic or aesthetic effects in drinking water.

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

Regulated Substances Table

Substance	Likely Source	Range	Average Level	Highest Level Detected	MCL	MCLG	UNIT	Meets EPA Standards
2, 4-D	Field and lawn herbicide runoff	ND - 0.4	ND	0.4	70	70	ppb	✓
Barium	Erosion of natural deposits	0.03 - 0.04	0.03	0.04	2	2	ppm	✓
Fluoride	Added for prevention of tooth decay	0.1 - 1.0	0.6 ¹	0.7 ¹	4	4	ppm	✓
Haloacetic Acids (HAA5)	Drinking water disinfection byproduct	15.3 - 34.6	25.6	27.5 ²	60	NA	ppb	✓
Nitrate as Nitrogen	Erosion of natural deposits, runoff	0.05 - 0.18	0.12	0.18	10	10	ppm	✓
Total Organic Carbon	Natural in environment	1.9 - 2.9	2.3	2.5 ¹	TT	NA	ppm	✓
Total Trihalomethanes (TTHMS)	Drinking water disinfection byproduct	22.8 - 59.7	43.4	50.8 ²	80	NA	ppb	✓

Microbiological Table

Substance	Likely Source	Range	Average Level	Highest Level Detected	MCL	MCLG	UNIT	Meets EPA Standards
Total Coliform Bacteria	Naturally present in the environment	0 - 2.07	0.75	2.07	5	0	Percent of monthly samples testing positive	✓
Substance	Likely Source	Lowest Monthly Percentage of Samples Meeting the Limit		Highest Level Detected	MCL	MCLG	UNIT	Meets EPA Standards
Turbidity	Soil runoff	100%		0.20	< 1.0 maximum, and ≤ 0.3 95% of the time	NA	NTU	✓
Substance	Likely Source	Range	Average Level	Highest Level Detected	MRDL	MRDLG	Unit	Meets EPA Standards
Chloramine	Drinking water disinfectant	2.0 - 4.9	3.4	3.6 ¹	4 ³	4	ppm	✓

Lead and Copper Table

Substance	Likely Source	Range	Number of Sites Exceeding the AL	MCL	MCLG	UNIT	Meets EPA Standards
Copper	Corrosion of household plumbing system	90% of samples < 0.19 0.005 - 0.65	0	1.3	1.3	ppm	✓
Lead	Corrosion of household plumbing systems, erosion of natural deposits	90% of samples < 1.0 ND - 14	0	15	0	ppb	✓

Unregulated Substances Table

Substance	Likely Source	Range	Average Level	Highest Level Detected	Secondary Standard	UNIT
Aluminum	Erosion of natural deposits; also comes from addition of treatment chemicals at the water treatment plant	0.01 - 0.04	0.02	0.04	0.20	ppm
Chloride	Natural in environment	14 - 21	17	21	250	ppm
Iron	Natural in environment	ND - 0.12	0.06	0.12	0.3	ppm
Manganese	Natural in environment	ND - 0.02	0.01	0.02	0.05	ppm
pH	Adjusted in water treatment process	7.5 - 7.7 ¹	7.6 ¹	7.7 ¹	6.5 - 8.5	pH units
Nickel	Corrosion of plumbing materials	ND - 0.003	0.002	0.003	NA	ppm
Sodium	Occurs naturally in the environment; also comes from the addition of treatment chemicals at the water treatment plant	10 - 14	12	14	NA ⁴	ppm
Sulfate	Occurs naturally in the environment; also comes from the addition of treatment chemicals at the water treatment plant	26 - 35	31	35	250	ppm
Total Dissolved Solids	Natural in environment	94 - 118	109	118	500	ppm
Zinc	Occurs naturally in the environment; also comes from the addition of treatment chemicals at the water treatment plant	0.02 - 0.19	0.12	0.19	5	ppm

Unregulated Contaminant Monitoring Rule ⁵

Substance	Range	Average Level	UNIT
Alkalinity	21 - 33	27	ppm
Ammonia	0.04 - 0.14	0.10	ppm
Chlorate	0.28 - 0.39	0.32	ppm
Chromium - 6	0.037 - 0.10	0.072	ppb
Hardness	45 - 66	58	ppm
Silica	3 - 7	6	ppm
Strontium	0.069 - 0.089	0.079	ppm

¹ The highest monthly average for the calendar year. ² Value is the highest among twelve locations within the distribution system. Compliance calculations are based on a running average of samples taken quarterly. ³ Annual Average. ⁴ For physician-prescribed "no salt diets," a limit of 20 ppm is suggested. ⁵ Monitoring unregulated substances helps the EPA to determine where certain contaminants occur and whether it needs to regulate those contaminants. EPA mandates the collection and testing of 28 substances under the Unregulated Contaminant Monitoring Rule.