Where Can I Get More Information?

**Water Quality:**
U.S. Environmental Protection Agency
Safe Drinking Water Hotline: 1-800-426-4791
Website: www.epa.gov/safewater

**Local Drinking Water Quality:**
Susan Sadowski, Virginia Beach Public Utilities
Phone: (757) 385-1400
Email: ssadowsk@vbgov.com
Virginia Department of Health Office of Drinking Water
Phone: (757) 683-2000
Website: www.vdh.state.va.us/ODW

**Water Treatment/Source Water Assessment:**
Peter Pommere, Virginia Beach Public Utilities
Phone: (757) 385-4171
Email: ppommere@vbgov.com

**Water Conservation:**
Erica Roberts, Virginia Beach Public Utilities
Phone: (757) 385-4171
Email: eroberts@vbgov.com

**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 first and third 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 www.VBgov.com.

**Backflow and Cross-Connection Prevention:**
Katherine Nixon, Virginia Beach Public Utilities
Phone: (757) 385-4171
Email: knixon@vbgov.com

**2018 Water Quality Report for 2017 data**

**Where Does My Water Come From?**
Virginia Beach water comes from surface water and state standards. Virginia Beach water compares to federal and state standards.

**Where Can I Get More Information?**
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 Moore’s Bridges Water Treatment Plant provides state of the art treatment technology and ensures water quality through continual monitoring and testing.

**Why Treat Water?**
To ensure the water is clean, safe, and pleasant to drink.

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.

Disinfection is an essential part of the water treatment process, preventing the occurrence and spread of many water-borne diseases. Norfolk’s Moor’s 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.

**Public 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, 2017. 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?**
Virginia Beach water comes from surface water treated at Norfolk’s water treatment plant.

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.

**Clearly Defined**
Virginia Beach Annual Water Quality Report
Virginia Beach Public Utilities

**Water Quality**
U.S. Environmental Protection Agency
Safe Drinking Water Hotline: 1-800-426-4791
Website: www.epa.gov/safewater

**Local Drinking Water Quality**
Susan Sadowski, Virginia Beach Public Utilities
Phone: (757) 385-1400
Email: ssadowsk@vbgov.com

Virginia Department of Health Office of Drinking Water
Phone: (757) 683-2000
Website: www.vdh.state.va.us/ODW

**Water Treatment/Source Water Assessment**
Peter Pommere, Virginia Beach Public Utilities
Phone: (757) 385-4171
Email: ppommere@vbgov.com

**Water Conservation**
Erica Roberts, Virginia Beach Public Utilities
Phone: (757) 385-4171
Email: eroberts@vbgov.com

**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 first and third 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 www.VBgov.com.

**Backflow and Cross-Connection Prevention**
Katherine Nixon, Virginia Beach Public Utilities
Phone: (757) 385-4171
Email: knixon@vbgov.com

**2018 Water Quality Report for 2017 data**

**Where Does My Water Come From?**
Virginia Beach water comes from surface water treated at Norfolk’s water treatment plant.

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.

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 Moore’s Bridges Water Treatment Plant provides state of the art treatment technology and ensures water quality through continual monitoring and testing.

**Why Treat Water?**
To ensure the water is clean, safe, and pleasant to drink.

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.

Disinfection is an essential part of the water treatment process, preventing the occurrence and spread of many water-borne diseases. Norfolk’s Moor’s 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.
The Food and Drug Administration (FDA) has microbial 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. Immunocompromised persons such as people undergoing chemotherapy, organ transplant recipients, people with HIV/AIDS or other immune system disorders, some elderly and infants, can be particularly at risk for infections. These people, or those of 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 microorganisms are established to protect public health. The water treatment process removes these organisms. The EPA requires water to be tested before and after treatment to ensure proper disinfection.

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 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.

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 Virginia Beach Water Treatment Hotline (1-800-426-4791) or at www.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 water source from which our drinking water originates. All Hampton Roads, 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 Norlocks’ Bridges Water Treatment Plant tests and treats the water to meet federal drinking water standards.

The action assessment report consists of maps showing the source water assessment area, a list of contaminants that are of concern, and documentation of any known contamination. The report is available by contacting Peter Pommerenck at (757) 385-4171 or pjommernek@vbgov.com.

### Virginia Beach Water Quality Data – January 1 through December 31, 2017

<table>
<thead>
<tr>
<th>Substance</th>
<th>Related Source</th>
<th>Range</th>
<th>MCL</th>
<th>MCLG</th>
<th>Secondary</th>
<th>Direct Measurement</th>
<th>MCL</th>
<th>AL</th>
<th>MRDLG</th>
<th>Detected</th>
<th>Standard</th>
<th>MRDL</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barium</td>
<td>Source water</td>
<td>0.02-0.08 mg/L</td>
<td>0.07</td>
<td>0.06</td>
<td>0.05</td>
<td>&lt;0.001 mg/L</td>
<td>0.07</td>
<td>0.02</td>
<td>0.05</td>
<td>0.1</td>
<td>0.1</td>
<td>0.1</td>
<td>0.1</td>
</tr>
<tr>
<td>Chloride</td>
<td>Source water</td>
<td>10-26 mg/L</td>
<td>25</td>
<td>15</td>
<td>10</td>
<td>&lt;0.2 mg/L</td>
<td>25</td>
<td>5</td>
<td>15</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Chlorine</td>
<td>Source water</td>
<td>0-0.14 mg/L</td>
<td>0.2</td>
<td>0.1</td>
<td>0.1</td>
<td>&lt;0.1 mg/L</td>
<td>0.2</td>
<td>0.2</td>
<td>0.1</td>
<td>0.05</td>
<td>0.05</td>
<td>0.05</td>
<td></td>
</tr>
<tr>
<td>Fluoride</td>
<td>Source water</td>
<td>8-13 mg/L</td>
<td>15</td>
<td>11</td>
<td>3</td>
<td>&lt;0.3 mg/L</td>
<td>15</td>
<td>1.2</td>
<td>11</td>
<td>0.3</td>
<td>0.3</td>
<td>0.3</td>
<td></td>
</tr>
<tr>
<td>Iron</td>
<td>Source water</td>
<td>0.09-0.11 mg/L</td>
<td>0.1</td>
<td>0.1</td>
<td>0.1</td>
<td>&lt;0.3 mg/L</td>
<td>0.1</td>
<td>0.1</td>
<td>0.1</td>
<td>0.3</td>
<td>0.3</td>
<td>0.3</td>
<td></td>
</tr>
<tr>
<td>Nitrate</td>
<td>Source water</td>
<td>0-0.01 mg/L</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>&lt;0.01 mg/L</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td></td>
</tr>
<tr>
<td>Nitrite</td>
<td>Source water</td>
<td>0-0.01 mg/L</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>&lt;0.01 mg/L</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td></td>
</tr>
<tr>
<td>Sodium</td>
<td>Source water</td>
<td>0-0.2 mg/L</td>
<td>0.5</td>
<td>0.5</td>
<td>0.2</td>
<td>&lt;0.3 mg/L</td>
<td>0.5</td>
<td>0.5</td>
<td>0.2</td>
<td>0.3</td>
<td>0.3</td>
<td>0.3</td>
<td></td>
</tr>
<tr>
<td>Sulfate</td>
<td>Source water</td>
<td>0.16-0.22 mg/L</td>
<td>0.16</td>
<td>0.16</td>
<td>0.16</td>
<td>&lt;0.16 mg/L</td>
<td>0.16</td>
<td>0.16</td>
<td>0.16</td>
<td>0.16</td>
<td>0.16</td>
<td>0.16</td>
<td></td>
</tr>
<tr>
<td>Chloramine</td>
<td>Source water</td>
<td>0.26-0.3 mg/L</td>
<td>0.3</td>
<td>0.3</td>
<td>0.2</td>
<td>&lt;0.3 mg/L</td>
<td>0.3</td>
<td>0.3</td>
<td>0.2</td>
<td>0.3</td>
<td>0.3</td>
<td>0.3</td>
<td></td>
</tr>
</tbody>
</table>

### Action Level or AL

- The concentration of a contaminant that, exceeded, triggers additional treatment or other requirements within a water system.
- Maximum Concentration Level or MCL: The highest level of a contaminant that is allowed in drinking water. There is evidence that health effects may occur from exposure to this contaminant, but scientific evidence is generally incomplete or varies.

- 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 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 do not reflect the benefits of the use of disinfectants to control microbial contaminants.

- The level of a drinking water contaminant, below which there is no known or expected risk to health. MCL and AL do not reflect the benefits of the use of disinfectants to control microbial contaminants.