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 (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 (www.vdh.state.va.us/drinkingwater).

**Where Can I Get More Information?**

**WATER TREATMENT/SOURCE WATER ASSESSMENT:** Contact Jim Van de Riet at (757) 385-4171 (jvanderi@vbgov.com).

**WATER CONSERVATION:** Contact Katie Rider at (757) 385-4171 (krider@vbgov.com).

**THIS REPORT:** Contact Katie Rider at (757) 385-4171 (krider@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 Jim Van de Riet at (757) 385-4171 (jvanderi@vbgov.com).

**TTY:** 711

**WEB SITE:** VBgov.com/dpu

TAGALOG

Ang pahayag na ito ay naglalaman nang importantang impormasyon na nauukol sa tagubig na iniinom ninyo. Kong nangangailangan kayo ng pinapalalawanhang inot ng tagapaliwanag tungkol sa mga impormasyon na iniinom ninyo at sa pagbabago sa ilalim ng Departamento nang Public Utilities sa (757) 385-4171.

**SPANISH**

Este reporte contiene información muy importante acerca del agua potable que usted consume. Si 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 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, 2008. 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.

2009 Annual WATER QUALITY REPORT for 2008 Data

**Clearly Defined**

**Virginia Beach Annual Water Quality Report**

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**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 Project 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 36 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 Whimbrel, Little Creek Reservoir, Lake Smith, Lake Lawson, and Stumpy Lake.

From the reservoirs, water is pumped to the treatment plant. There, the water undergoes a coagulation process causing small particles to clump together and sink to the bottom of a settling basin. Next, the water is filtered to further remove bacteria, algae, and other impurities. Finally, the water is disinfecting to kill any remaining bacteria. The Moores Bridges Water Treatment Plant provides state of the art treatment technology and ensures water quality through continual monitoring and testing.

**Building for the Future | The 29th Street Water Tank**

There will soon be a new water tank in town at 29th Street. Once complete, it will serve approximately 50,000 residents living in and around the resort area. Standing nearly 166 feet high, the new tank will hold one million gallons of water weighing more than 16 million pounds, and will be able to withstand wind speeds exceeding 130 miles per hour.

The new tank is a composite elevated tank (CET) and will be the first of its kind in Virginia Beach. CETs feature a reinforced concrete pedestal to support a welded steel tank. The city’s 12 existing tanks are constructed completely of steel. Composite tanks comprise the latest advancements in water tank construction, are less expensive to build, and are easier to maintain. Not only is the new tank a construction first for Virginia Beach, but its size and design will ensure the highest quality of water possible and meet the demands of the local community well into the future.

The new tank will resemble the one pictured here.

Municipal Center, Building 2
2405 Courthouse Drive
Virginia Beach, VA 23456
(757) 385-4171
VBgov.com/dpu
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, it can also come into contact with gooseneck water that dissolves naturally-occurring organic and inorganic substances. This water also picks up contaminants from animal or human activity. Furthermore, fertilizers, herbicides, pesticides, metals, and salts wash off streets and highways and enter the water supply. Neighboring communities, farms, and industries all contribute to these impurities. Let untreated, this water could make you sick. At the very least, untreated water would have an unpleasant taste, odor, or appearance. Testing and treating the water ensures that it is clean, safe, and pleasant to drink.

Disinfection is an essential part of the water treatment process, preventing the occurrence and spread of many water-borne diseases. Norfolk’s Moors Bridges Water Treatment Plant treats our source water, testing it for 250 contaminants. 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.

POSSIBLE CONTAMINANTS IN UNTREATED WATER: Microbiological contaminants are species of algae, protozoa, and bacteria, which may come from wildlife, pets, agricultural livestock operations, septic tanks, and sewage treatment plants. These organisms, along with Cryptosporidium and Giardia, are of public concern. When ingested, these organisms can cause gastrointestinal tract infections. 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 such 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 those undergoing chemotherapy, organ transplant recipients, and people with HIV/AIDS or other immune system disorders, seniors, pregnant women, young children, and some people of any age can be especially vulnerable to the effects of 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 to lead can be found at the Safe Drinking Water Hotline (1-800-426-4791) or at http://www.epa.gov/safewater/lead. 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 Web site at www.epa.gov.

A MESSAGE ABOUT LEAD IN DRINKING WATER: When 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 to lead can be found at the Safe Drinking Water Hotline (1-800-426-4791) or at http://www.epa.gov/safewater/lead.

Is the Water Safe for Everyone? In Virginia Beach WATER MEETS ALL 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 such 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 those undergoing chemotherapy, organ transplant recipients, and people with HIV/AIDS or other immune system disorders, seniors, pregnant women, young children, and some people of any age can be especially vulnerable to the effects of 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 to lead can be found at the Safe Drinking Water Hotline (1-800-426-4791) or at http://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 Hampton Roads Planning District Commission. This was done to determine the susceptibility to contamination of the surface water from which our drinking water is sourced. The results of this assessment showed that all surface water sources were determined to be of high susceptibility to contamination by the criteria developed by the state’s approved Lead and Copper Rule and Assessment Program. Areas that rely on surface water commonly receive this rating. However, Norfolk’s Moors 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 assessments of all known locations of land use activities of concern, and documentation of any known contamination within the last five years. The report is available by contacting Jim Van de Riet at (757) 385-4171 or jvan@vbgov.com.

Why Treat Water? TO ENSURE THE WATER IS CLEAN, SAFE, AND PLEASANT TO DRINK.

The water treatment process removes these impurities and ensures the water is safe to drink. Disinfection is an essential part of the water treatment process, preventing the occurrence and spread of many water-borne diseases. Norfolk’s Moors Bridges Water Treatment Plant treats our source water, testing it for 250 contaminants. 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.

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