



Merry Christmas and Happy New Year!

December 2020 Newsletter

The Staff at BBWC wish you the absolute best the season has to offer! We have all had an extremely stressful year with Covid-19 wreaking havoc on all our best laid plans, not to mention our meter upgrades and new cellular endpoints that are now available!

We are almost finished with the meter upgrades. Our current estimated time of completion is the Summer of 2021. These new meters are so amazing! They monitor and "remember" up to 90 days of water flow, flag the system if that water usage is higher than normal, or if there has been a 24-hour period of constant flow (a potential leak). Unfortunately, we can only see those notifications when we process our bills for that cycle. That is when we send out letters notifying you of the unusual water usage if there is any.

This is a great bonus for us, as our old meters, for the most part, did not store any information like that, so while we could see high usage, we were unable to determine when it happened.

But even better – we now have cellular endpoints, which many of you have already opted to take advantage of. These are more expensive and come with an additional price to the customer, but the benefits are worth the added peace of mind. The first 500 units are available with a one-time upgrade fee of \$40 and a \$1 per month fee added to each bill to cover the cellular costs associated with the endpoint.

If you opt in to get a cellular endpoint, you will have access to real time information about your water usage through an app for your smart phone. You can set up alerts to notify you if usage goes over a user defined amount in a given period, or if the system suspects a leak (24 hours of constant flow). You can know of potential problems within minutes as opposed to days or weeks! This is a definite plus for absentee homeowners! Notifications can even be sent to third parties that may take care of a rental property for you.

If you would like to obtain one of these new endpoints, go to our website: [www.boguebankswater.com](http://www.boguebankswater.com), and fill out a request for cellular endpoint. Of course, you may always call our office if you have questions or want more information.

The demand for our water is increasing every year, and the western end of the suppling aquifer continues to climb in salinity. We have been planning and working towards building a second RO plant to help treat the changing water supply for several years now. It is a long process with many obstacles, but we are constantly moving forwards with it. You as a customer can help by conserving water wherever and whenever possible. The primary source of wasted water is on lawn irrigation systems. Use of rain sensors, low flow heads, and increased monitoring (the cellular endpoint excels at this) will all help. Most yards only need water 3 times a week, not 3 times a day, seven days a week. The absolute best solution is to draw water from other means such as local ponds, shallow wells, or even rain storage solutions. Help us conserve water and protect our aquifer for many generations to come!



# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER BOGUE BANKS WATER CORPORATION HAS LEVELS OF TOTAL TRIHALOMETHANES ABOVE DRINKING WATER STANDARDS

Our water system recently violated a drinking water standard. Although this incident was not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Monitoring results for water samples collected during the annual period ending December 31, 2020 show that the contaminant concentration from one or more sampling locations in our water system exceeds the standard, or maximum contaminant level (MCL), for Total Trihalomethanes (TTHMs). The standard for Total Trihalomethanes is 0.080 mg/L. Over the referenced compliance period, the sample location with the highest average level of Total Trihalomethanes had a concentration of 0.0857 mg/L.

**What should I do?**

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water.

**What does this mean?**

This is not an emergency. If it had been, you would have been notified within 24 hours. TTHMs are four volatile organic chemicals which form when disinfectants react with natural organic material in the water. However, ***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 system, and may have an increased risk of getting cancer.***

**What is being done?**

TTHM's are a byproduct of using Chlorine as a disinfectant. Higher amounts of natural organics and a higher water age lead to increased TTHM's. We have installed active mixers in our water towers to help reduce water age and have installed power vents in the towers as well to assist with TTHM removal as it naturally releases into the air from the mixing. Additional flushing will be completed on a regular basis on the effected eastern end of the system. We anticipate resolving the problem within the next few months. In the long term, the organics that react with the chlorine to form TTHM's will be mostly removed by a new Reverse Osmosis Treatment plant that we are planning to build.

***Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.***

For more information, please contact:

Responsible Person <b>Roy (Ty) Cannon Jr</b>	System Name <b>Bogue Banks Water Corp</b>	System Address (Street) <b>7412 Emerald Dr</b>
Phone Number <b>252-354-3307</b>	System Number: <b>NC0416028</b>	System Address (City, State, Zip) <b>Emerald Isle, NC 28594</b>


Notice of Violation Date: November 5, 2020

Date Notice Distributed: December 1, 2020

Method of Distribution: Monthly Bill via US Mail

**Public Notification Certification:**

The public water system named above hereby affirms that public notification has been provided to its consumer in accordance with all delivery, content, format, and deadline requirements specified in 15A NCAC 18C .1523.

Owner/Operator:   
(Signature)

**Seola Hill**  
(Print Name)

**November 5, 2020**  
(Date)