

WHAT IS THE SOURCE OF MY WATER?

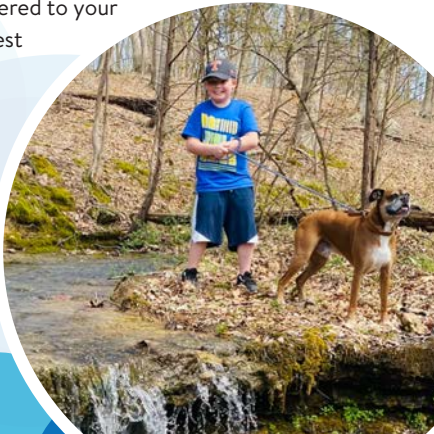
Is my drinking water safe? Yes, our water meets all of the Environmental Protection Agency's (EPA's) health standards. We have conducted numerous tests for over 80 contaminants that may be in drinking water. As you will see in the chart included in this report, we only detected 12 of these substances. The water delivered to your home is surface water from Old Hickory Lake, which is fed by the Cumberland River. We are fortunate that the Old Hickory Lake source is known for its high-quality "raw" water — or the water directly from the lake before treatment. The Hendersonville Utility District draws this water at an intake near Rockland Park and then routes the water through a series of carefully monitored treatment and disinfection steps at our Water Treatment Plant. Our membrane filter plant has a capacity to treat ten million gallons of water each day but currently produces 4.5 million gallons of water on an average day.

PLENTIFUL, SAFE & RELIABLE DRINKING WATER.

That's what you and your family rely on. And that's what we at the Hendersonville Utility District work around the clock to provide, 24 hours a day, every day!

The water quality report is designed to inform you about the series of tests we routinely conduct to ensure that the drinking water delivered to your home is of the highest quality.

We thank you for taking time to review this report and we would be happy to answer any questions.



2024-2025 *Construction Project List*

WATER AND SEWER IMPROVEMENTS/INSTALLATION PROJECTS

- Walton Ferry / Old Shackle Realignment
- Maple Drive North Water Transmission Main Extension
- Mallard Drive / West Main Water/Sewer Installation
- Rehab of sewer pump stations at Caudill, New Shackle Island, Hillwood, and Nottingham Apartments
- Drakes Creek Rd Water Main Relocation



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COMMISSIONERS:

W.C. Boyers, Ronald E. Flowers,
Jamie McMurry

GENERAL MANAGER:

Joe Rewa

Hendersonville Utility District is an equal opportunity provider and employer.



2024 WATER *Quality Report*

PLENTIFUL, SAFE & RELIABLE
DRINKING WATER

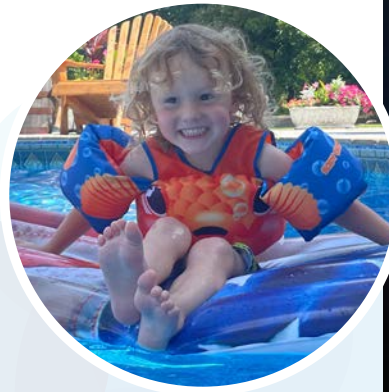


WHY ARE THERE CONTAMINANTS IN MY WATER.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. 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. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants, however, does not necessarily indicate that water poses a health risk. Community water systems are required to disclose the detection of contaminants; however, bottled water companies are not required to comply with this regulation. More information about contaminants and potential health effects can be obtained by calling the **U.S. Environmental Protection Agency's Safe Drinking Water Hotline 800-426-4791.**

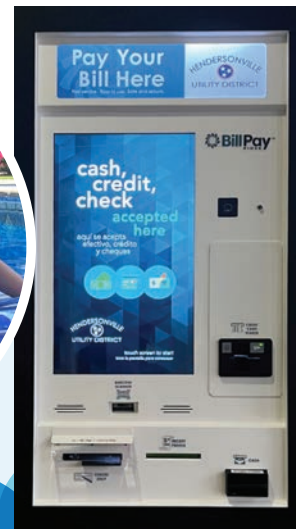
OUR GOAL

Our goal is to protect our water from contaminants and we are working with the State to determine the vulnerability of our water source to potential contamination. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) report for the untreated water sources serving the Hendersonville Utility District. The SWAP report assesses the susceptibility of untreated water sources to potential contamination. To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible, moderately susceptible or slightly susceptible based on geologic factors and human activities in the vicinity of the water source. The Hendersonville Utility District's sources rated as reasonably susceptible to potential contamination. An explanation of Tennessee's SWAP program, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or you may contact the Hendersonville Utility District directly to obtain copies of the specific assessments.



SELF-SERVICE KIOSK

REMEMBER you may now pay your bill inside HUD's foyer daily, between 5:30 A.M. and 9:00 P.M., with or without your bill. The kiosk accepts credit cards, checks, or cash and is immediately credited to your account. **Come check us out!**



three steps to START SAVING

- 1 Log on**
hud.watersmart.com
- 2 Register**
Use your account number listed on your water bill as a registration code.
- 3 Personalize**
Answer our simple profile survey to provide accurate comparisons to similar households.



APPOINTMENT OF COMMISSIONERS

The commissioners of Hendersonville Utility District serve four-year terms. Vacancies on the Board of Commissioners are filled by appointment of the Sumner County Executive from a list of three nominees certified by the Board of Commissioners. A vacancy will exist in May 2025 on the District's Board of Commissioners due to the expiration of the term of a current member of the Board. The Board plans to certify a list of three nominees to the Sumner County Executive to fill this vacancy at its regular meeting in November 2024. A customer may submit a name for consideration by the Board for the list of nominees. To be considered, the name must be received by the District's General Manager no later than November 1, 2024. Qualifications established by the State of TN for nominees are available upon request.

2023 TEST RESULTS

ABOUT THE DATA: The data presented in the table below are “State Approved” and/or “State Certified” laboratory test results conducted between January 1, 2023 and December 31, 2023.



CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban 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, stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- Radioactive contaminants, which can be naturally occurring or the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in the water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

For more information about your drinking water, please call Jason Chalfont, Water Plant Superintendent at 615-824-5550.

DO I NEED TO TAKE SPECIAL PRECAUTIONS?

Some people may be more vulnerable to 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 not only their drinking water but food preparation, personal hygiene, and precautions in handling infants and pets from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the [Safe Drinking Water Hotline 800-426-4791](http://www.epa.gov/safewater/lead).

WHAT ABOUT WATER SYSTEM SECURITY?

We realize that our customers are concerned about the security of their drinking water. In partnership with the EPA, Homeland Security and the Tennessee Department of Environment and Conservation we have and continue to take active steps to protect the precious resources and system that serves our community. You can help! We urge you and your neighbors to report any suspicious activity at any utility facility – including fire hydrants, pumping stations, etc. – to 615-824-5550.

HOW CAN I GET INVOLVED?

Issues of drinking water are important for any healthy, thriving community and are best managed through an informed and involved customer base and community. The Hendersonville Utility District Board of Commissioners typically meets on the third Monday of every month, beginning at 4:00 p.m. We encourage you to come to these meetings to learn more about the systems and people that serve you, or call Joe Rewa, General Manager at 615-824-3717 with questions. You may also visit our website at www.hendutil.net.

REGULATED CONTAMINANT	VIOLATION	LEVEL DETECTED	RANGE OF DETECTION	DATE OF SAMPLING	UNIT OF MEASUREMENT	MCLG/ MRDLG/ MRLT	MCL	LIKELY SOURCE OF CONTAMINATION
¹ Turbidity	No	.22	.03 - .22	Daily (Jan - Dec. 2023)	NTU	N/A	TT	◊ Soil run-off
² Total Organic Carbon	No	>25% Achieved	25% Removal Req.	1/Month	PPM	TT	TT	◊ Naturally present in the environment
Sodium Hypochlorite (Disinfectant)	No	1.98 Avg.	.074 - 3.16	Continuous 24/7	PPM	4.0	4.0	◊ Additive used to control microbes
Fluoride	No	.46	.40 - .46	Quarterly	PPM	4.0	4.0	◊ Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Sodium	No	9.73	9.41	7/19/2023	PPM	N/A	N/A	◊ Erosion of natural deposits
Nitrate	No	.33	.39	1/11/2023	PPM	10.0	10.0	◊ Soil run-off; leaching from septic tanks; erosion of natural deposits
³ Trihalomethanes	No	LRAA = .029	.017 - .038	Quarterly	PPM	0	.08	◊ By-product of drinking water disinfection
Total Haloacetic Acids	No	LRAA = .021	.012 - .032	Quarterly	PPM	0	.06	◊ By-product of drinking water disinfection
⁴ Lead	No	Non-Detectable	Non-Detectable	9/20/2022	PPM	0	AL = .015 95 Percentile	◊ Corrosion of household plumbing; erosion of natural deposits
⁴ Copper	No	.11	.002 - .11	9/20/2022	PPM	0	AL = 1.3 95 Percentile	◊ Corrosion of household plumbing; erosion of natural deposits; leaching from wood preservatives
Radionuclides Gross Alpha Radium 226 Radium 228	No		.29 pCi/l .086 pCi/l .53 pCi/l	12/12/2023	pCi/l	0	15 pCi/l 5 pCi/l 5pCi/l	◊ A radioactive substance found in nature

1. Hendersonville Utility District (HUD) met the treatment technique for turbidity with 100% of monthly samples below the turbidity limit of 0.3 NTU. Turbidity is a measure of the cloudiness of the water. HUD monitors turbidity because it is a good indicator of the effectiveness of our filtration system.
2. HUD met the Treatment Technique requirement for Total Organic Carbon in 2023.
3. 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 systems, and may have an increased risk of getting cancer.
4. Lead & Copper: Lead and Copper testing is conducted every three (3) years. During the most recent round of lead and copper testing, not a single household sampled contained lead or copper concentrations exceeding the action level.

SPECIAL NOTE: “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. Hendersonville Utility District 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 you 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 at http://www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).”

TABLE DEFINITIONS

AL	Action Level, or the concentration of a contaminant which, when exceeded, triggers treatment or requirements which a water system must follow.	MRDLG	Maximum Residual Disinfectant Level Goal, the level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectant to control microbial contaminants.
LRAA	Local Running Annual Average	MRLT	Maximum Residual Limit – EPA has demonstrated it can achieve these report limits in reagent water, but cannot document them in all sample matrices
mg/l	Milligrams Per Liter	MPN	Most Probable Number
MCLG	Maximum Contaminant Level Goal, or the level of a contaminant in drinking water below which there is no known or expected risk to health, MCLG's are for a margin of safety.	NTU	Nephelometric Turbidity Unit
MCL	Maximum Contaminant Level, or the highest level of a contaminant that is allowed in drinking water. MCL's are set as close the MCLG as feasible using the best available treatment technology.	PPM	Parts Per Million, or milligrams per liter (1 part per million = 1 penny in \$10,000.00.
MRDL	Maximum Residual Disinfectant Level, the highest level a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary to the control of microbial contaminants.	pCi/l	Picocuries Per Liter
		TT	Treatment Technique or a required process intended to reduce the level of a contaminant in drinking water.



THINK BEFORE YOU FLUSH!

Flushing unused or expired medicines can be harmful to your drinking water. Properly disposing of unused or expired medication helps protect you and the environment. Keep medications out of Tennessee's waterways by disposing in one of our permanent pharmaceutical take back bins. There are nearly 100 take back bins located across the state, to find a convenient location please visit: <http://tdeconline.tn.gov/rxtakeback/>

TIPS ON HOW TO SAVE WATER



Wash only full loads of laundry and dishes



Repair leaks in the water system



Take a shower of 5 minutes or less