



SAFE, PLENTIFUL & 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.

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, 2021 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 2020. 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, 2020. Qualifications established by the Board for nominees are available upon request.

2020-2021 CONSTRUCTION PROJECT LIST

Water and Sewer Improvements/Installation Projects

- District wide Sewer/Water Line Rehab
- Walton Ferry / Old Shackle Realignment
- Anderson Lane/Point-O-View Tank Rehab
- Braxton/Wynbrooke/Walton Ferry Pump Station Rehab
- Gallatin Rd Pump Station Backup Generator

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

Una versión en español de este informe está disponible en línea en: http://hendutil.net/CCR_SP.pdf

An electronic version of this report is available online at <http://hendutil.net/CCR.pdf>



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COMMISSIONERS:

W.C. Boyers, Ronald E. Flowers,
J.W. McMurray

GENERAL MANAGER:

Joe Rewa

Hendersonville Utility District is an
equal opportunity provider and employer.



2020 WATER QUALITY REPORT

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.

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.

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**.

NEW SELF-SERVICE PORTAL

HUD recently partnered with WaterSmart Software to offer our customers a modern digital portal where you can access detailed information about your household water use. You will be able to access all of your utility data as soon as it becomes available each billing period, see how your water use compares to similar sized homes in your neighborhood, and get access to customized recommendations on how you can save water and money. You can access the portal at www.hendutil.net.



SANITARY SURVEY

It is with great pleasure to announce that the Hendersonville Utility District has scored 599 points out of a possible 599 points for a numerical score of one-hundred percent (100%) on back-to-back Sanitary Survey's. This rating retains the HUD in the State's "Approved" category. The survey consisted of a review of records to document the operational performance of the system and an on-site inspection of the distribution system. The survey was conducted by field officers from The TN Department of Environment and Conservation (TDEC), Division of Water Resources. The survey covered the time period from March 22, 2017 to February 21, 2019. We are very proud of our team and the lofty goal that they were able to achieve. This is a rare score, and we have every staff member to thank for a job well done.

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 stormwater 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 John Wunner, 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**.

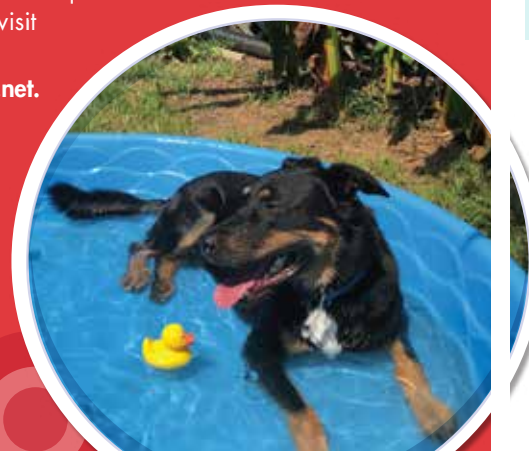
WHAT ABOUT WATER SYSTEM SECURITY?

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 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.



2019 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, 2019 and December 31, 2019.

REGULATED CONTAMINANT	VIOLATION	LEVEL DETECTED	RANGE OF DETECTION	DATE OF SAMPLING	UNIT OF MEASUREMENT	MCLG/ MRDLG/ MRL _t	MCL	LIKELY SOURCE OF CONTAMINATION
¹ Turbidity	No	.19	.02 - .19	Daily (Jan - Dec. 2019)	NTU	N/A	TT	◊ Soil run-off
² Total Organic Carbon	No	42% Achieved	25% Removal Req.	1/Month	PPM	TT	TT	◊ Naturally present in the environment
Sodium Hypochlorite (Disinfectant)	No	1.85 Avg.	.60 - 3.10	Continuous 24/7	PPM	4.0	4.0	◊ Additive used to control microbes
Fluoride	No	.56	.53 - .56	Quarterly	PPM	4.0	4.0	◊ Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Sodium	No	10.7	10.7	7/9/2019	PPM	N/A	N/A	◊ Erosion of natural deposits
Nitrate	No	.44	.44	1/22/2019	PPM	10.0	10.0	◊ Soil run-off; leaching from septic tanks; erosion of natural deposits
³ Trihalomethanes	No	LRAA = .02	.0102 - .0335	Quarterly	PPM	0	.08	◊ By-product of drinking water disinfection
Total Haloacetic Acids	No	LRAA = .0164	.0102 - .028	Quarterly	PPM	0	.06	◊ By-product of drinking water disinfection
⁴ Lead	No	.001	0-001	8/19/2019	PPM	0	AL = .015 95 Percentile	◊ Corrosion of household plumbing; erosion of natural deposits
⁴ Copper	No	.15	.002 - .15	8/19/2019	PPM	0	AL = .015 95 Percentile	◊ Corrosion of household plumbing; erosion of natural deposits; leaching from wood preservatives
MICROBIAL CONTAMINANTS								
Total Coliform Bacteria	No	Present (repeats neg.)	<5.0%	60 Samples/Month	Present/Absence	0	>5.0% Positive Per Month	◊ Naturally present in the environment

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 2019.
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 and Copper: 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 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 or at <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	MRL_t	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.	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://tdeonline.tn.gov/rxtakeback/>