



2025

ANNUAL WATER QUALITY REPORT





WELCOME

WE ARE PLEASED TO PRESENT CARY'S 2025 ANNUAL CONSUMER CONFIDENCE REPORT, A DESCRIPTION OF THE QUALITY OF WATER WE DELIVER TO OUR COMMUNITY.

We are honored to provide high-quality, safe, and reliable water services to the residents and businesses of Cary, Morrisville, Wake County's portion of Research Triangle Park, and the RDU Airport. Delivering exceptional drinking water remains our highest priority.

ANOTHER OUTSTANDING YEAR FOR CARY'S WATER SYSTEM

Cary's water system and staff delivered another year of exceptional service in 2025, providing approximately 8.3 billion gallons of high-quality drinking water to more than 300,000 people in our service area. Our water continues to receive recognition at both the state and national levels, including honors for outstanding taste. To support our commitment to excellence, hundreds of thousands of water quality tests were conducted throughout the year. These tests ensure that our drinking water consistently meets or exceeds all regulatory standards as it travels through more than 1,100 miles of pipe to your home or business.

SERVING OUR COMMUNITY THROUGH INNOVATION AND STEWARDSHIP

Cary continues to lead with innovation in water treatment. Biofiltration, now an integral part of our treatment process, has enhanced our ability to remove both organic and inorganic compounds while improving overall water quality. Currently, a portion of our filters are biologically active, with implementation continuing in phases. We also remain proactive in addressing emerging water quality challenges.

Our team continues advanced monitoring and treatment efforts for compounds such as PFAS and 1,4-dioxane, ensuring that Cary's drinking water remains well below established health guidelines.

A COMMITMENT TO WATER CONSERVATION

Water conservation remains a cornerstone of Cary's long-term sustainability efforts. Since launching our conservation program in 1996, our community has achieved a remarkable 30% reduction in per-person water use. Daily water use has remained steady at approximately 49 gallons per person for the past decade—an achievement made possible through strong community participation, efficient technologies, and forward-thinking planning. These efforts help ensure a sustainable water supply for current and future generations while maintaining the high level of service our customers expect.

In closing, our team remains dedicated to delivering drinking water that goes beyond compliance — water that is safe, great-tasting, and reliably delivered through a carefully maintained and continually improving system. We hope this report provides confidence and insight into the quality of your drinking water.

Ryan Lambert

Cary/Apex Water Treatment
Facility Manager

Betsy Drake, P.E.

Water Utility Engineering Manager

WATER SYSTEM AT-A-GLANCE



75,100
METERS



227,000
PEOPLE
SERVED IN CARY/MORRISVILLE



22.6
MGD

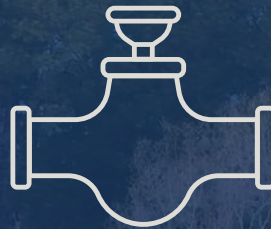
MILLION
GALLONS
PER DAY

on average, with a total of 8.3 billion gallons produced in 2025

CARY

1,178
MILES

OF WATER PIPE
would reach from Cary to Canada if stretched end to end



32,000+
SYSTEM VALVES



9

WATER STORAGE
TANKS

including 8 elevated and 1 ground tank

11,000+
HYDRANTS

2"-42"

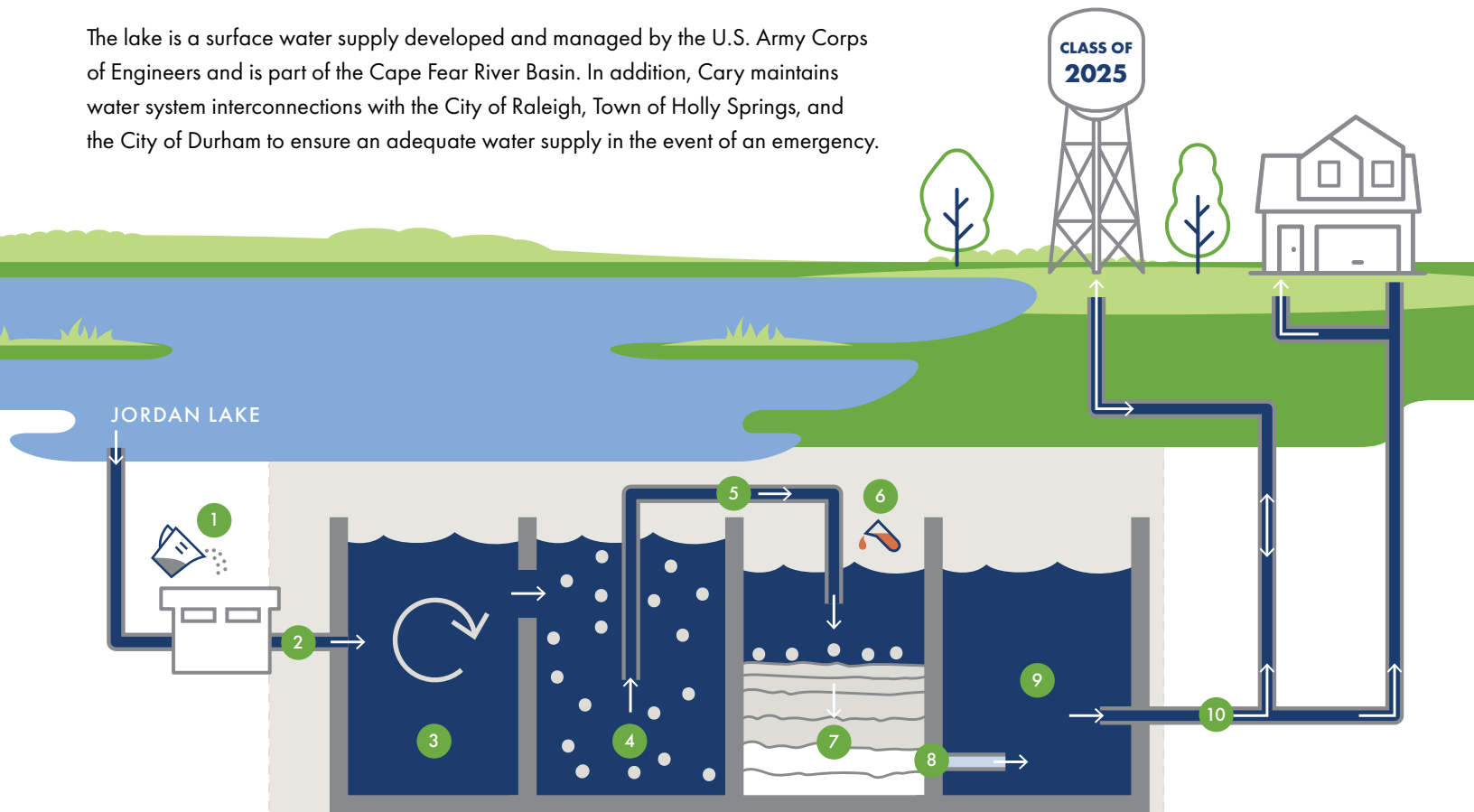
WATER PIPE DIAMETER

CANADA

WHERE DOES OUR WATER COME FROM?

OUR DRINKING WATER SOURCE IS THE B. EVERETT JORDAN RESERVOIR, MORE COMMONLY KNOWN AS JORDAN LAKE, WHICH LIES APPROXIMATELY 10 MILES WEST OF CARY IN EASTERN CHATHAM COUNTY.

The lake is a surface water supply developed and managed by the U.S. Army Corps of Engineers and is part of the Cape Fear River Basin. In addition, Cary maintains water system interconnections with the City of Raleigh, Town of Holly Springs, and the City of Durham to ensure an adequate water supply in the event of an emergency.



1 Pump Station: Powdered activated carbon is added to our source water, Jordan Lake, and is pumped 6 miles to our Cary/ Apex Water Treatment Facility where additional powdered activated carbon may be added.

2 Ozonation: Ozone is used to oxidize organics, remove color, and to treat taste and odors.

3 Mixing: Aluminum sulfate and polymer are added in our Rapid Mix to help particles stick together.

4 Clarification: Water is pulsed up from the bottom of our SuperPulsators where floc collects on the baffles and the clean water goes out through the collection channels at the top.

5 Ozonation: There is an option for additional ozonation of the settled water.

6 Disinfection: As water flows to our filters, chlorine in the form of liquid bleach is added for disinfection.

7 Filtration: Water flows down through layers of sand and carbon in our conventional or biological filters, where additional particles are removed from the water.

8 Post Treatment: We add fluoride for dental health and chemicals to adjust the pH (acidity) of the water and for corrosion control in our water pipes.

9 Clearwell: Filtered water is put in clearwells for disinfection and storage until it is ready to be used. Chlorine and ammonia are added separately to form chloramines, which disinfect the water.

10 Distribution System: Water is pumped through underground water pipes in our community to water storage tanks and over 1,000 miles of smaller pipes. Elevated water tanks help maintain water pressure, ensure water is available for fire protection, and help us meet daily variations in water use.

SUPPLY

TREATMENT

DISTRIBUTION

SUBSTANCES THAT COULD BE IN WATER

To ensure that tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems.

The Food and Drug Administration regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

DRINKING WATER, INCLUDING BOTTLED WATER, MAY REASONABLY BE EXPECTED TO CONTAIN AT LEAST SMALL AMOUNTS OF SOME CONTAMINANTS. THE PRESENCE OF CONTAMINANTS DOES NOT NECESSARILY INDICATE THAT WATER POSES A HEALTH RISK.

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.

IMPORTANT HEALTH INFORMATION

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, and some elderly and infants, can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

The 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.

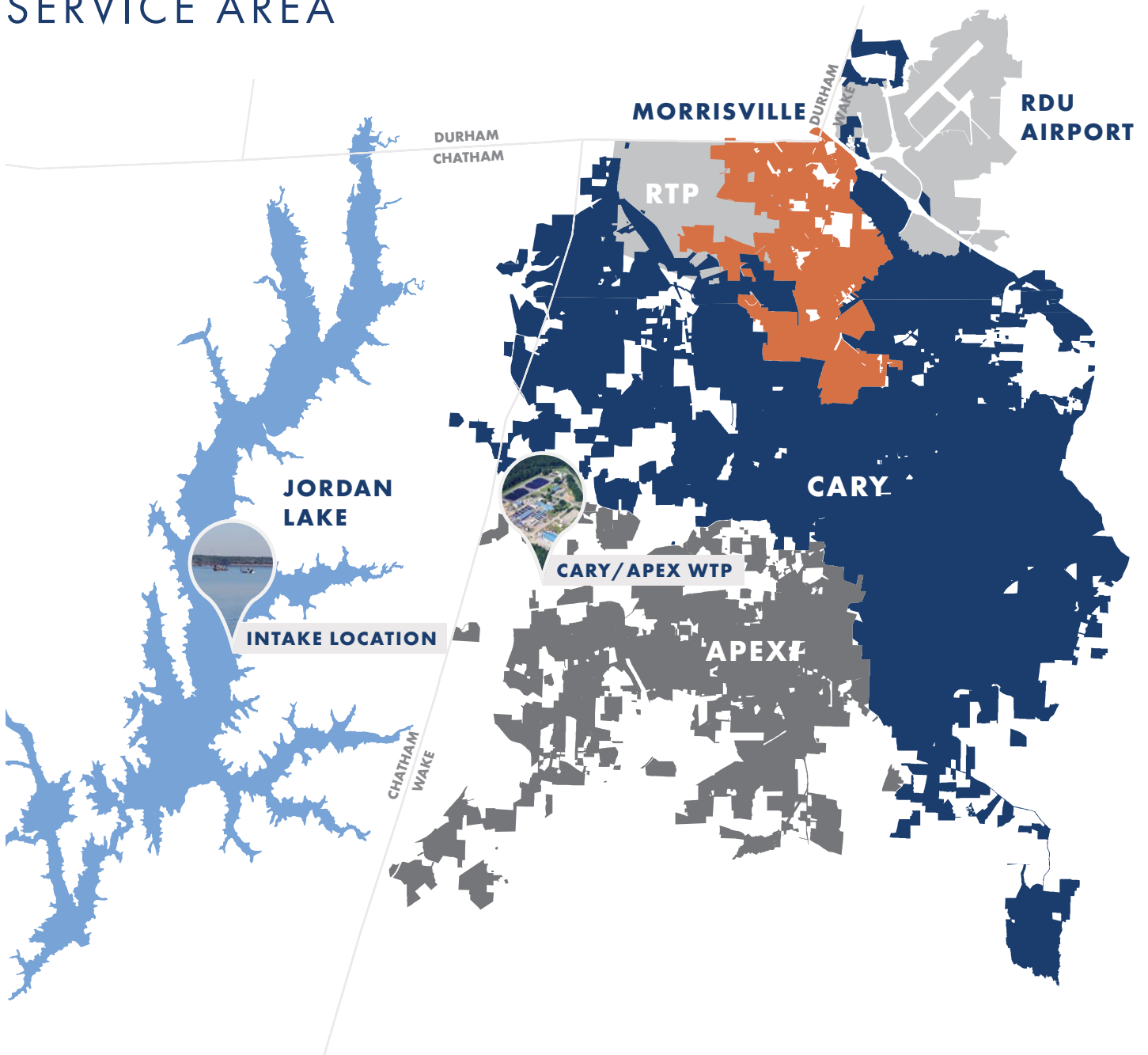


CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

- 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, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts 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 be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, call the EPA's Safe Drinking Water Hotline: (800) 426-4791.

SERVICE AREA



IN 2025, THERE WERE 245,015 TESTS PERFORMED ON THE DRINKING WATER:

155,939
OPERATOR TESTS

70,567
LABORATORY TESTS

18,509
FIELD TESTS

That is about 1 test every 2 minutes, 24 hours a day!

KEEPING YOUR WATER SAFE

EACH YEAR, THE STATE CERTIFIED LABORATORY AT THE CARY/APEX WATER TREATMENT FACILITY PERFORMS EXTENSIVE TESTING TO ENSURE THE SAFETY OF YOUR DRINKING WATER.

In 2025, staff collected and analyzed Cary's drinking water approximately 90,000 times for many substances, such as radioactive, biological, inorganic, volatile organic, or synthetic organic substances. The following tables show only those substances that were detected in the water. Unless otherwise noted, the data presented is from testing performed from Jan. 1–Dec. 31, 2025.

The EPA and the State allow monitoring for certain substances less than once per year because the concentrations of these substances are not expected to vary significantly from year to year. In these cases, the most recent sample results are included, along with the year in which the sample was taken. Some of the data, though representative of the water quality, is more than one year old.



**TAKE THE
VIRTUAL TOUR!**

**SCAN THE QR CODE OR
VISIT [CARYNC.GOV/CAWFTTOUR](https://carync.gov/cawfttour)**

DRINKING WATER TEST RESULTS

TURBIDITY

Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. The turbidity rule requires that 95% or more of our monthly samples must be less than or equal to 0.3 NTU. Our water meets this requirement.

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	HIGHEST LEVEL ALLOWED (MCL)	HIGHEST LEVEL GOAL (MCLG)	AMOUNT DETECTED	RANGE	VIOLATION	TYPICAL SOURCE
Turbidity (NTU)	2025	TT = 1 NTU and 95% of samples < 0.3 NTU	N/A	0.10 NTU AND 100% of samples < 0.3 NTU	0.02–0.10	No	Soil runoff

FLUORIDE

Fluoride occurs naturally in water and is also added to drinking water to reduce tooth decay. The fluoride level in our water in 2025 was well below the maximum amount allowed (4 mg/L). The U.S. Public Health Service’s recommended fluoride level is 0.7 mg/L, and the N.C. Public Water Supply regulations require the monthly average and at least 80% of the daily samples to be between 0.6 mg/L and 1.0 mg/L.

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	HIGHEST LEVEL ALLOWED (MCL)	HIGHEST LEVEL GOAL (MCLG)	AMOUNT DETECTED	RANGE	VIOLATION	TYPICAL SOURCE
Fluoride (ppm)	2025	4	4	0.65	No range	No	Water additive that promotes strong teeth

LEAD AND COPPER

Lead and copper can enter drinking water from corrosion of household plumbing. For more information, see page 16.

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	HIGHEST LEVEL ALLOWED (AL)	HIGHEST LEVEL GOAL (MCLG)	AMOUNT DETECTED (90TH PERCENTILE)	RANGE	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2024	1.3	1.3	0.096	ND–0.188	0/61	No	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb)	2024	15	0	ND	ND–8	0/61	No	Corrosion of household plumbing systems; erosion of natural deposits

The table above summarizes our most recent lead and copper tap sampling data. If you would like to review the complete lead tap sampling data, please email us at waterlab@carync.gov.

TOTAL ORGANIC CARBON (DISINFECTION BYPRODUCT PRECURSOR)

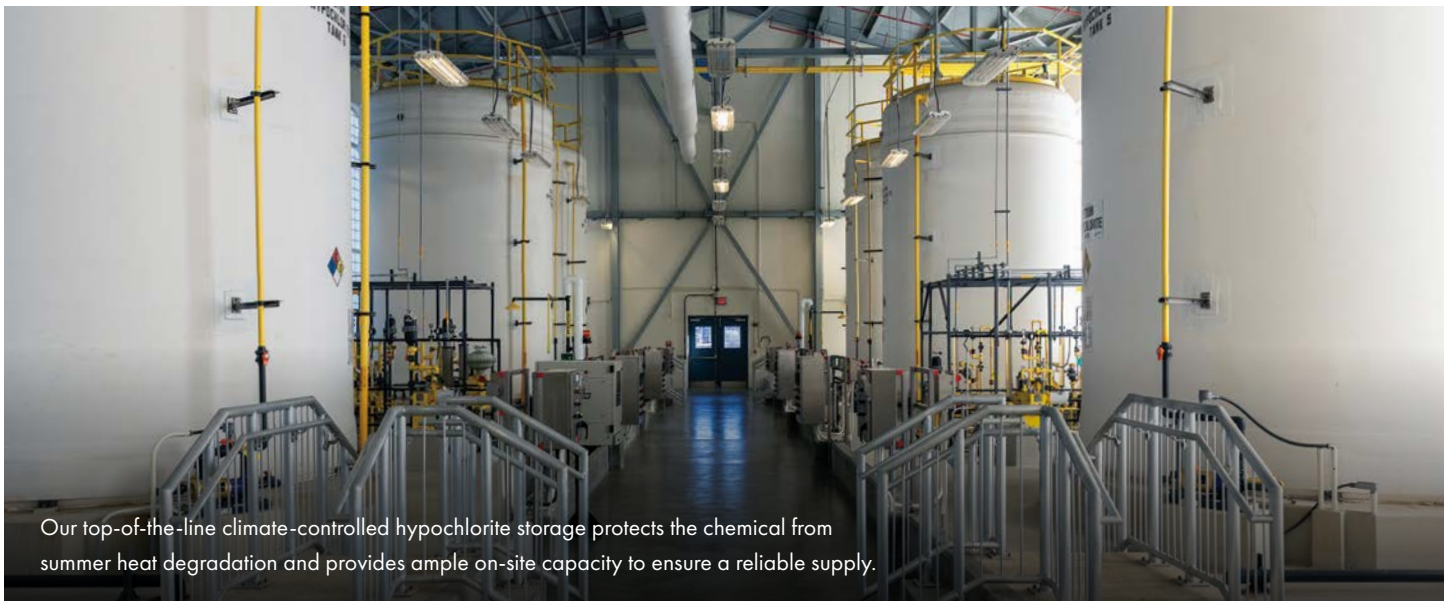
Natural organic matter that can combine with disinfectants to form disinfection byproducts.

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	HIGHEST LEVEL ALLOWED (MCL)	HIGHEST LEVEL GOAL (MCLG)	AMOUNT DETECTED	RANGE	VIOLATION	TYPICAL SOURCE
Total Organic Carbon (removal ratio)	2025	TT = Removal ratio of >1	N/A	1.51 (running annual average)	1.36–1.72 (range of monthly)	No	Naturally present in the environment

DISINFECTANT RESIDUALS

Chloramine, a compound of chlorine and ammonia, is used to disinfect the water throughout the year except in the spring when we switch to chlorine. This ensures a high level of disinfection.

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	HIGHEST LEVEL ALLOWED (MRDL)	HIGHEST LEVEL GOAL (MRDLG)	AMOUNT DETECTED	RANGE	VIOLATION	TYPICAL SOURCE
Chlorine (ppm)	2025	4 (running annual average)	4	2.19 (running annual average)	0.37–3.29 (individual sites)	No	Water additive used to control microbes
Chloramines (ppm)	2025	4 (running annual average)	4	2.96 (running annual average)	1.33–3.91 (individual sites)	No	Water additive used to control microbes



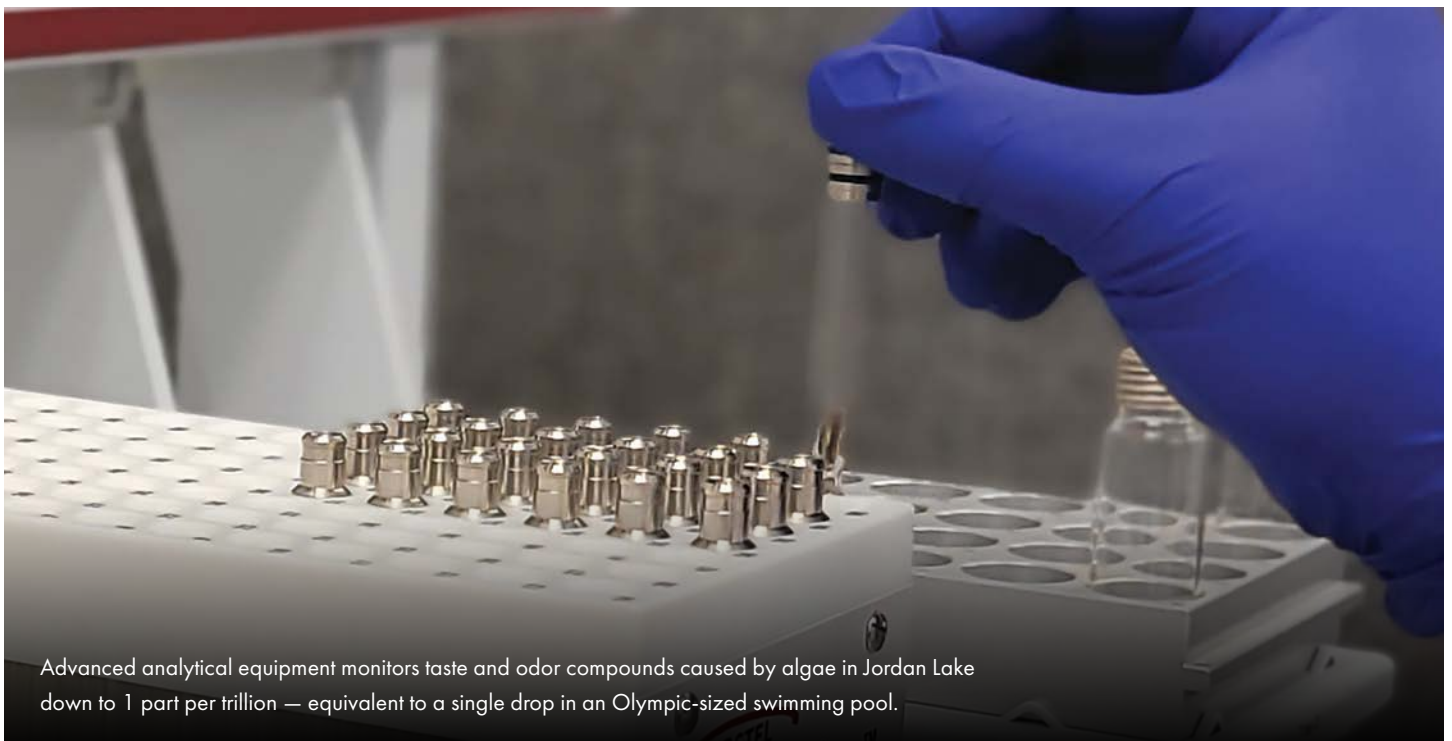
Our top-of-the-line climate-controlled hypochlorite storage protects the chemical from summer heat degradation and provides ample on-site capacity to ensure a reliable supply.

DISINFECTANT BYPRODUCTS

Disinfectants such as chlorine, chloramines, and ozone react with natural organic matter and/or bromide to form different disinfection byproducts.

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	HIGHEST LEVEL ALLOWED (MCL)	HIGHEST LEVEL GOAL (MCLG)	AMOUNT DETECTED	RANGE	VIOLATION	TYPICAL SOURCE
Bromate (ppb)	2025	10 (running annual average)	0	1 (running annual average)	ND-3 (individual measurements)	No	Byproduct of drinking water disinfection

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	HIGHEST LEVEL ALLOWED (MCL)	HIGHEST LEVEL GOAL (MCLG)	AMOUNT DETECTED (HIGHEST LRAA)	RANGE (INDIVIDUAL MEASUREMENTS)	VIOLATION	TYPICAL SOURCE
Trihalomethanes (THMs) (ppb)	2025	80	N/A	37	17-43	No	Byproduct of drinking water disinfection
Haloacetic Acids (HAAs) (ppb)	2025	60	N/A	17	9-17	No	Byproduct of drinking water disinfection



Advanced analytical equipment monitors taste and odor compounds caused by algae in Jordan Lake down to 1 part per trillion — equivalent to a single drop in an Olympic-sized swimming pool.

WATER TREATMENT DEFINITIONS

Action Level (AL): The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

Hazard Index: A tool the EPA is proposing that water systems use to evaluate combined health risks from 4 different PFAS compounds in drinking water.

Herbicide: Any chemical(s) used to control undesirable vegetation.

Level 1 Assessment: A Level 1 Assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment: A Level 2 Assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

Locational Running Annual Average (LRAA):

The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters under the Stage 2 Disinfectants and Disinfection Byproducts Rule.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL):

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG):

The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

Nephelometric Turbidity Unit (NTU): Nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Not-Applicable (N/A): Information not applicable/not required for that particular water system or for that particular rule.

Non-Detects (ND): Laboratory analysis indicates that the contaminant is not present at the level of detection set for the particular methodology used.

Parts per billion (ppb) or Micrograms per liter (ug/L):

One part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000.

Parts per million (ppm) or Milligrams per liter (mg/L):

One part per million corresponds to one minute in two years or a single penny in \$10,000.

Parts per trillion (ppt) or Nanograms per liter (nanograms/L):

One part per trillion corresponds to one minute in 2,000,000 years or a single penny in \$10,000,000,000.

Pesticide: Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

Removal Ratio: A ratio between the percentage of a substance actually removed to the percentage of the substance required to be removed.

Running Annual Average (RAA): The average of sample analytical results for samples taken during the previous four calendar quarters.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.



Laboratory analysts monitor algae levels in Jordan Lake to adjust treatment and prevent taste and odor issues.

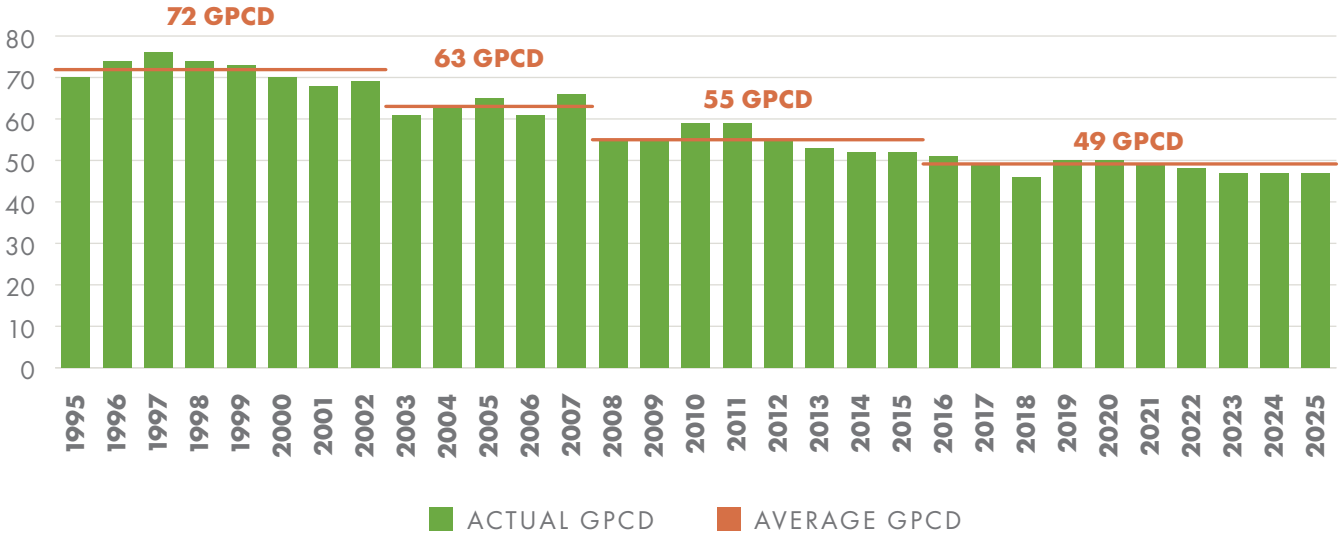


WATER CONSERVATION

Cary's conservation strategy began in 1996, with the ambitious goal of reducing per person water usage 20% in 20 years, starting from an average of 72 gallons per capita (or per person) per day (GPCD). Remarkably, that goal was hit years early and has continued to improve, now reaching a 30% reduction in 30 years.

Cary's per person usage has remained steady at 49 GPCD for the past 10 years. Thanks to impressive community support, this successful journey included multiple droughts, cutting-edge technology, and significant shifts in both industry and development standards during its span.

CARY/MORRISVILLE AVERAGE RESIDENTIAL DEMAND
BILLED USAGE IN GALLONS PER PERSON PER DAY



WHAT ARE EMERGING CONTAMINANTS?

CARY IS COMMITTED TO PROVIDING HIGH-QUALITY, SAFE DRINKING WATER AND CLOSELY FOLLOWS THE SCIENTIFIC STUDY OF CONTAMINANTS OF EMERGING CONCERN.

More than 100,000 chemicals are registered in the United States, and new chemicals and microorganisms continue to be identified.

Improved technology is measuring substances at lower thresholds every year. Some of these contaminants can now be detected at extremely low levels (parts per trillion, or ppt concentrations). For reference, one ppt is the approximate equivalent of one grain of sugar dissolved in an Olympic-sized swimming pool. The fact that a substance is detectable doesn't always mean it is harmful. The health significance of these trace contaminants is often under review and the subject of further study and research.

EACH YEAR CARY TESTS YOUR DRINKING WATER APPROXIMATELY 90,000 TIMES FOR MANY SUBSTANCES INCLUDING THE CONTAMINANTS OF EMERGING CONCERN: PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS), AND 1,4-DIOXANE.

For a comprehensive report of all laboratory test results, visit carync.gov/testingsummary.



Our laboratory is certified by the North Carolina State Laboratory of Public Health, which oversees our analytical methods and quality control procedures to ensure accuracy.

WHAT ARE PFAS COMPOUNDS?

Per- and Polyfluoroalkyl Substances (PFAS) are a class of man-made chemicals used for consumer product applications such as waterproof and stainproof fabrics, nonstick cookware, some food packaging materials, and fire suppression foams. In addition to our already extensive water treatment process, Cary consistently feeds powdered activated carbon, which has been effective at reducing PFAS in drinking water.

Following years of scientific testing and evaluation, on April 10, 2024, the EPA finalized a National Primary Drinking Water Regulation (NPDWR) establishing legally enforceable limits for five PFAS in drinking water: PFOA, PFOS, PFHxS, PFNA, and HFPO-DA. Additionally, they set a limit for four PFAS contaminants as a mixture: PFHxS, PFNA, HFPO-DA, and PFBS.

Exposure to these six compounds is linked to adverse health effects at very low concentrations. Cary's drinking water has consistently tested below these levels over several years since we began our proactive monitoring and testing plan.

SUMMARY OF DETECTED PFAS IN 2025

DETECTED PFAS	MAXIMUM CONTAMINANT LEVEL (MCL) *	AVERAGE DETECTION	RANGE DETECTED (PPT)
Perfluorooctanoic acid (PFOA)	4 ppt	1.3 ppt	ND–3.9
Perfluorooctane sulfonate (PFOS)	4 ppt	ND	ND–1.7
Perfluorohexanesulfonic (PFHxS)	10 ppt	ND	ND–1.1
Perfluorobutanesulfonic acid (PFBS)	No individual MCL	ND	ND–3.6
Mixture of two or more: PFHxS, PFNA, HFPO-DA, and PFBS	1.0 (unitless) Hazard index	< 0.1 (unitless) Hazard index	< 0.1–< 0.1
Perfluorohexanoic acid (PFHxA)	N/A	5.1 ppt	ND–7.2
Perfluoropentanoic acid (PFPeA)	N/A	6 ppt	4.3–7.6
Perfluoroheptanoic acid (PFHpA)	N/A	1.1 ppt	ND–2.9
Perfluorobutanoic acid (PFBA)	N/A	5.9 ppt	4.9–7.3

*MCLs may become effective in 2029.





Total organic carbon (TOC) analysis ensures effective removal of organic material prior to disinfection, helping minimize the formation of disinfection by-products.

WHAT IS 1,4-DIOXANE?

1,4-dioxane is a colorless, flammable liquid often used as a solvent or solvent stabilizer in the manufacture and processing of polyethylene terephthalate (PET), cotton, textile products, automotive coolant, cosmetics, shampoos, and other products.

IS 1,4-DIOXANE REGULATED?

1,4-dioxane is not currently regulated. However, the EPA has established a health advisory of 35 parts per billion (ppb). Health advisories are not regulatory limits; they provide technical guidance to state agencies and public health officials.

IS 1,4-DIOXANE FOUND IN CARY'S DRINKING WATER?

We tested the drinking water 12 times in 2025, and no 1,4-dioxane was detected.

CARY PROACTIVELY IMPLEMENTS ADVANCED TREATMENT TECHNOLOGY

Cary has been actively following the national discussion of PFAS since we first tested for these substances in 2015 as part of UCMR3, or the Unregulated Contaminant Monitoring Rule, and then subsequently tested and detected PFAS in late 2017. Cary proactively studied and pilot-tested several water treatment optimization processes known to enhance PFAS removal in early 2018.

One such process available for implementation was carbon adsorption with a product called powder activated carbon (PAC), which has multiple benefits for other stages of water treatment along with reducing PFAS. Studies indicated this method was beneficial and effective at further reducing PFAS at low concentration levels. As such, Cary immediately implemented this process continuously as part of our already advanced water treatment process during 2018, and we've been consistently using this process optimization for the past several years to improve PFAS removal, well before PFAS was proposed to be regulated.

The combination of PAC with our existing process, including ozonation, provides an even higher level of sophisticated multiple-barrier water treatment technology to support advanced treatment of both regulated and unregulated substances for removal from Cary's drinking water.

SUBSEQUENT TESTING SHOWS EXTREMELY LOW PFAS LEVELS IN FINISHED DRINKING WATER THAT ARE BELOW THE NEW MAXIMUM CONTAMINANT LEVELS ANNOUNCED BY THE EPA.

LEAD IN HOME PLUMBING

LEAD IS NOT FOUND IN DRINKING WATER WHEN IT LEAVES TREATMENT FACILITIES.

It leaches into water from lead service lines, interior plumbing, and leaded solder joints inside our homes. To protect residents from the potential dangers lurking on their own property, the Environmental Protection Agency (EPA) crafted the Lead and Copper Rule (LCR) over 30 years ago.

Since lead is a serious health hazard, Cary has consistently maintained compliance with all water quality requirements, including full compliance with the Lead and Copper Rule since its inception. There are no known lead service lines in Cary, and we maintain our drinking water at optimum pH and mineral content level to help prevent corrosion in household plumbing. Food-grade corrosion inhibitors are also added to help protect plumbing materials and keep lead that may exist from leaching into the water.

In 2021, the EPA revised the LCR to provide an improved level of public health protection. The improved rule went into effect in October 2024. The changes to the LCR focus on identifying and removing lead service lines and providing information about lead in drinking water to the community. Additional changes are slated to go into effect in 2027 and include increased levels of protection from lead exposure in drinking water to children at schools and childcare facilities.

The good news is that lead exposure in drinking water is 100% preventable. Partnerships between Cary and our customers will help ensure success in this effort. Cary will continue to sample at homes that request lead testing as we always have and provide guidance on verifying plumbing and service lines.

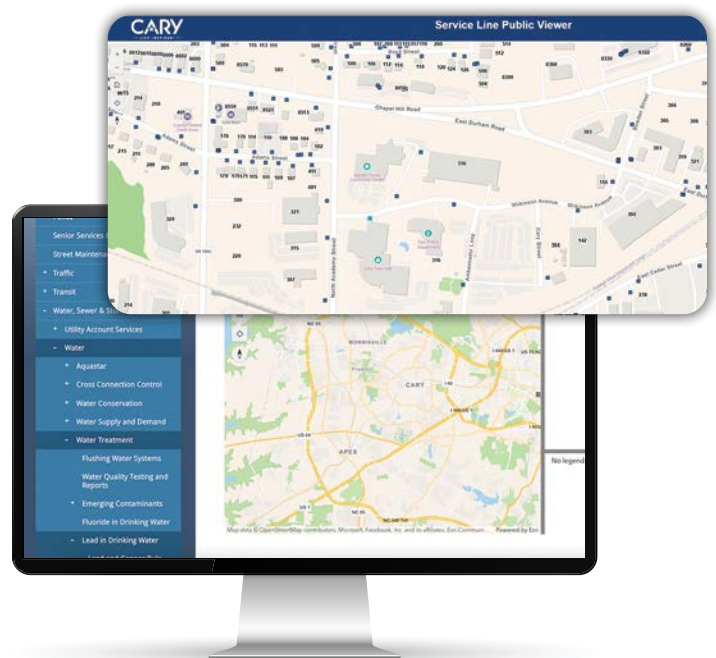
LEAD SERVICE LINE INVENTORY

Under the revised LCR, all water systems were required to develop and submit an inventory of all service lines and connections. Cary completed and submitted the service line inventory in September 2024. Access to the inventory and an interactive map is available on our website at carync.gov/servicelineinventory.

The service lines and connections extend from the water main to the house or structure. Cary generally owns and maintains the portion from the main to the water meter.

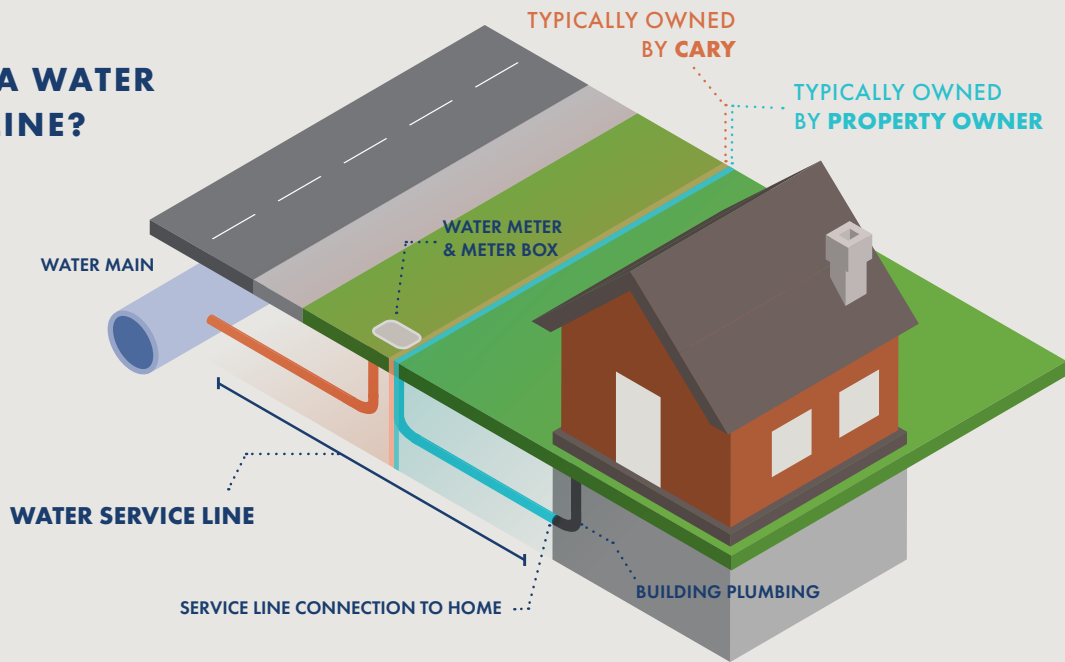
The property owner typically owns and maintains the segment from the meter to the house as well as inside the house. The LCR revision required that the materials be identified for both the Cary side and the private side of all service lines in the water system.

Cary has roughly 75,000 water service connections and most of these connections were installed after the federal lead ban that took effect in the late '80s. After accounting for the service lines installed after the lead ban and service lines replaced during capital water projects, there were about 6,800 water service connections that had one or both segments with an unknown material type. Cary residents were instrumental in helping to complete the service line inventory where the service line materials were unknown. Cary received a great response from residents assisting in the inventory by either identifying their privately owned pipe materials or requesting a complimentary inspection. Cary also worked with utility locators to physically verify the materials on Cary's side of the water meter. Finally, Cary input all the collected data into a statistical analysis model to complete the inventory. The key findings of the service line inventory are that no lead has ever been recorded or discovered during operation of Cary's water system, and Cary can safely conclude that there are no lead services existing in our water system.



Explore the interactive map on Cary's website, carync.gov/servicelineinventory, detailing the lead service line inventory, including information on the types of service line pipes within the water system.

WHAT IS A WATER SERVICE LINE?



SCHOOLS AND CHILDCARE FACILITIES

The revised LCR requires water quality sampling in all elementary schools and licensed childcare facilities within the water service area to be implemented in 2027. At least 20% of the schools and childcare facilities must be tested every year, so that all facilities are tested within five years. If requested, secondary schools must also be sampled.

COMMUNICATIONS

To comply with the LCR, Cary samples 60 sites every three years that have increased potential for lead exposure. These samples were collected in 2024 and lead test results ranged from <3 to 8 ppb (well below the action level of 15 ppb).

While the revised LCR sets forth new time limits for notifying property owners if their homes have lead, Cary will go beyond the EPA's requirements to notify the owners and work with them to address the source of any lead contamination. In addition, the LCR revision requires publication notification to all of our customers if we have a systemwide lead exceedance.

Cary remains focused on maintaining the service line inventory, creating a plan to sample for lead at our schools and childcare centers, and continuing to educate our residents about lead in

drinking water. Additional information on the Lead and Copper Rule Revisions can be found at carync.gov/lead and epa.gov/ground-water-and-drinking-water/review-national-primary-drinking-water-regulation-lead-and-copper.

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. Cary is responsible for providing high-quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, or doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water.

If you are concerned about lead in your water and wish to have your water tested, contact Cary 311 by dialing 311 within town limits or (919)469-4000 from outside Cary. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.

SOURCE WATER ASSESSMENT PROGRAM (SWAP) RESULTS

The North Carolina Department of Environmental Quality (DEQ), Public Water Supply (PWS) Section, and Source Water Assessment Program (SWAP) conducted assessments for all drinking water sources across North Carolina. The purpose of the assessments was to determine the susceptibility of each drinking water source (well or surface water intake) to Potential Contaminant Sources (PCSs). The results of the assessment are available in SWAP Assessment Reports that include maps, background information, and a relative susceptibility rating of Higher, Moderate, or Lower.

The relative susceptibility rating of the water source for Cary was determined by combining the contaminant rating (number and location of PCSs within the assessment area) and the inherent vulnerability rating (i.e., characteristics or existing conditions of the well or watershed and its delineated assessment area).

SUSCEPTIBILITY OF SOURCES TO POTENTIAL CONTAMINANT SOURCES (PCSS)

SOURCE NAME	SUSCEPTIBILITY RATING	SWAP REPORT DATE
Jordan Lake	Higher	September 2020

HELP PROTECT YOUR SOURCE WATER

Protection of drinking water is everyone's responsibility. We have implemented the following source water protection actions:

- Restriction of land uses allowed within water supply basins;
- Impervious area and density limitations; and
- Engineered stormwater control structures and the best management practices as listed in the North Carolina Department of Environmental Quality's State Design Manual.

You can help protect your community's drinking water source(s) in several ways, such as disposing of chemicals properly, taking used motor oil to a recycling center, and volunteering in your community to participate in group efforts to protect your source.

The complete SWAP Assessment Report for Cary (PWS ID# 0392020) may be viewed on the web at: ncwater.org/?page=600.

Please note that because SWAP results and reports are periodically updated by the PWS Section, the results available on this website may differ from the results that were available at the time this CCR was prepared.

To obtain a printed copy of this report, please mail a written request to: Source Water Assessment Program — Report Request, 1634 Mail Service Center, Raleigh NC 27699-1634, or by email request to swap@ncdenr.gov. Please indicate your system name, PWS ID, and provide your name, mailing address, and phone number. If you have any questions about the SWAP report, please contact the Source Water Assessment Program staff by phone at (919) 707-9098.

It is important to understand that a susceptibility rating of "higher" does not imply poor water quality, only the system's potential to become contaminated by PCSs in the assessment area.

AN AWARD-WINNING WATER UTILITY

RECOGNITION FROM THE PARTNERSHIP FOR SAFE WATER



Cary's water system received two prestigious awards from the Partnership for Safe Water Program: a volunteer initiative developed as a collaboration between the U.S. EPA and several national water industry professional organizations to recognize water suppliers who strive to produce drinking water with quality that exceeds regulatory requirements.

The treatment facility received the President's Award for the fourth year and the Director's Award for the 22nd consecutive year. Plus, Cary's water placed second in the 2025 state annual taste test. It has proudly ranked in the top three in each of the last five years, earning a total of 13 top-three finishes over the past 21 competitions.

AREA-WIDE OPTIMIZATION PROGRAM AWARD

Cary's water system was recognized by the N.C. Division of Water Resources for the 14th consecutive year demonstrating optimized particle removal and disinfection performance and surpassing goals that are more strict than current regulatory requirements to maximize public health protection.



Turbidity analysis monitors the clarity of drinking water, providing a key indicator of filtration performance and overall water quality.

COMMUNITY PARTICIPATION



Cary is committed to being open, transparent, and accessible and encourages public input in decisions affecting our community's drinking water. Regular meetings of the Cary Town Council are typically held on the second and fourth Thursday of each month at 6:30 p.m. in the Council Chambers at Town Hall located at 316 N. Academy Street in Cary. The public is welcome to attend in person or virtually. More information about Council meetings can be found at carync.gov/publichearings.

CONTACTING CARY TOWN HALL IS AS EASY AS CONTACTING CARY 311!

Cary 311 is Cary's way to easily make a non-emergency request for service or have a general question answered. It's your direct connection into Town Hall to get what you need from any department, whether it's reporting a missed curbside collection, asking a question about your utility bill, getting information about nearby rezoning, and much more.

Citizen Advocates are available weekdays between 7 a.m. and 7 p.m.



Visit carync.gov/311 to log your request, text your issue to 898311, direct message us on social media @caryncgov, or dial 311 from anywhere within town limits or (919) 469-4000 if outside Cary.



If you require emergency service, please dial 911.



KEEPING CARY CARY

CARYNC.GOV

QUESTIONS?

If you have questions or concerns relating to your drinking water or water service, please contact a Cary Citizen Advocate by dialing 311 within town limits or (919) 469-4000 if outside Cary, or visit our website: carync.gov/311.

For more information about this report, please contact Rachel Monschein, Water System Laboratory Supervisor, at the Cary/Apex Water Treatment Facility at (919) 362-5507 or rachel.monschein@carync.gov.

