



2022 ANNUAL TOWN OF HILLSBOROUGH

Water Quality Report

711 Dimmocks Mill Road, PO Box 429, Hillsborough, NC 27278

Public Water System Identification No. 03-68-015

We are committed to providing you with safe and dependable drinking water. We want you to understand the efforts we make to continually improve the water treatment process and to protect our water resources.



In 2022, we treated about **543 million** gallons of drinking water, an average of **1.49 million** gallons per day in accordance with federal standards under the Safe Drinking Water Act and related state standards. Our plant is rated to treat **3 million** gallons per day on average. We routinely test for over **150 substances** in our drinking water.

The substances we found in 2022 are listed in a table that begins on Page 10. Included inside are details about where your water comes from, how your water compares to standards set by regulatory agencies and information on utilities tours, like this Government 101 tour at the reservoir.

Who Are We?

We are the dedicated water professionals working around the clock to ensure you have safe, clean drinking water when you need it and to properly return used water to the environment.



Utilities Director
Marie Strandwitz

Nearly every employee has earned one or more water-related certifications, requiring extensive training, testing and continuing education. Some are nationally recognized for excellence in our profession, having won many awards.

The longest tenured employee has been with the town for over 25 years! Others have moved over their 20+ years with the town from entry-level positions installing pipes to upper-level positions as supervisors. We have staff well beyond retirement eligibility and some just beginning their exciting careers in the municipal water sector.

These smiling faces care deeply about quality customer service and provide it to you through system upkeep and responsiveness at any time — often at the sacrifice of their family lives, holidays and spare time. Utility work is a dirty job with lots of hazards, emergencies, complexities, and headaches. It takes a special kind of employee to persevere in our field.

The town is proud to have this team and hope you will give them a hello and a thank you when you see them out and about.

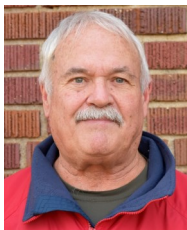


Water Treatment Plant Operator III Malcolm Hester performs testing of water at the plant on a daily, weekly and monthly basis. He started as a water and wastewater maintenance worker I for the town in 1998, working his way up to his current position over 25 years. The operator III designation signifies he has obtained the highest level of certification in water treatment.

Water Treatment Plant: Cleans and disinfects water from the Eno River and conducts 24-hour monitoring and evaluation with daily bacterial checks and a state-certified bacteriological laboratory.



Water Plant
Superintendent
Nathan Cates



Operator in
Responsible
Charge
Sam Dunevant



Water Plant
Operator III
Malcolm Hester



Water Plant
Operator III
Lynn Reagan



Water Plant
Operator I
Curtis Watkins



Plant
Maintenance
Mechanic I
Chad Wilson



Water Plant
Operator
Trainee
Jacob Hamlin

Who Are We?

Water Distribution and Wastewater Collection Division: Maintains water lines, storage tanks, fire hydrants, utility easements and other assets necessary to get clean water to you and sewer lines, pump stations and other assets vital to take wastewater from you.



Utility System
Superintendent
Joel Lashley



Utility
Infrastructure
Protection
Supervisor
Troy Miller



Utility System
Supervisor
Lacy Painter



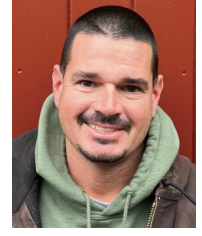
Utility
Maintenance
Supervisor
Al Robertson



Utility System
Mechanic III
Scott Smith



Utility System
Mechanic II
Thomas Smith



Utility System
Mechanic I
Brent Anderson



Utility System
Mechanic I
Graham Dodson



Utility System
Mechanic I
Tyler Parker



Utility System
Mechanic I
Keith Scarboro



Utility
Maintenance
Technician I
Seth Frazier



Utility
Maintenance
Technician I
Jorge Lopez



Utility
Maintenance
Technician I
Justin Parker



Utility
Maintenance
Technician I
Jacob Womble

Utilities Administration:

Performs technical and administrative tasks for overall operation of the water and sewer system.



Environmental
Engineering
Supervisor
Bryant Green



Civil Engineering
Technician Tyler

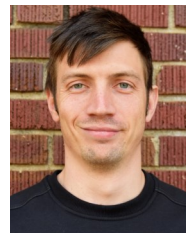


Utilities
Inspector
Lucas Cates

Wastewater Treatment Plant: Separates water from wastewater, disinfects the water and returns it to the environment.



Deputy Utilities
Director for
Water Treatment
Jeff Mahagan



Wastewater
Laboratory
Supervisor
Corwin Hess



Chief
Wastewater
Plant Operator
Shawn Maines



Wastewater
Plant Operator II
Jeff Davis



Wastewater
Plant Operator I
Joey Smith



Plant
Maintenance
Mechanic I
Dennis Apple



Plant
Maintenance
Mechanic I
David Labby

Where Does Our Source Water Come From?

The Eno River is the water source for the Hillsborough community. Water from the Eno River is drawn from three sites, which are located in the Upper Neuse River watershed. The Eno and these three sites are considered surface water, natural water that has not penetrated much below the ground.

Lake Ben Johnston — This lake on the Eno River is located at 1000 Ben Johnston Road and is our intake location for water from the Eno. Seven Mile Creek enters the Eno River upstream of this area.

Lake Orange — This lake on the east fork of the Eno River is located at 1221 Lake Orange Road within Orange County and is a secondary source for water from the Eno. Orange County owns and operates this reservoir.

West Fork Eno Reservoir — This reservoir on the west fork of the Eno River is located at 4210 Efland Cedar Grove Road in Cedar Grove and is a secondary source for water from the Eno.

Water Plant Tours

Learn how we turn water from the Eno River into drinking water.

Schedule a walking tour of Hillsborough's water treatment plant, which can process 3 million gallons of water a day. The tour takes about 1.5 to 2 hours and is open to ages 10 years old and older in groups of up to 10 people.

In addition to the Hillsborough community, tours are offered to civic and scout groups, school programs, engineers and staff from other municipalities. Participants will be asked to dress appropriately and to sign an acknowledgement of the guidelines and a release of liability.

To schedule a tour, contact Water Plant Superintendent Nathan Cates at 919-296-9641 or nathan.cates@hillsboroughnc.gov.



Water Plant Superintendent Nathan Cates leads a tour of the treatment plant for Government 101 attendees. The multi-week course to learn about town government includes a Saturday tour of the town's utilities facilities. More in-depth tours are provided by each plant. Below at the water plant are a 1-million gallon well for holding treated water and basins for filtering and treating water.



Awards

Reservoir Expansion Design Receives State and National Recognition

The Phase 2 expansion of the West Fork Eno Reservoir has earned the town and the engineering firm Schnabel Engineering South recognition for engineering excellence.

The town and firm earned a:

- 2023 National Recognition Award from the American Council of Engineering Companies in June 2022.
- 2023 Honors Award from the American Council of Engineering Companies of North Carolina in November 2022.

The \$16.9 million expansion was completed in 2021 and doubled the reservoir's storage capacity to about 1.2 billion gallons, raising the Phase I level by about 10 feet.



The reservoir's new spillway is designed with notched weirs, also called piano keys because they resemble the instrument's keys.

The design of the reservoir's new spillway increased the dam's overflow capacity at a lower cost than a traditional free-flow spillway by providing a greater surface area in a smaller footprint. Few U.S. concrete dams have this design.

Recreation plans?

A regulatory condition of constructing the reservoir is that the area be placed into conservation. For that reason, no recreation or public access is allowed.

In addition to the new spillway, the project included dam modifications, raising Carr Store and Efland-Cedar Grove roads and installing a new bridge on Carr Store Road to accommodate the reservoir's higher water level.

The reservoir was planned as a two-phase project in the 1990s, with the first phase completed in 2000. It is being allowed to fill to its new elevation of 53 feet and was around 47 feet in mid-June 2023.

Treatment Plant Recognized by State for Drinking Water

Hillsborough's water treatment plant received the North Carolina Area Wide Optimization Award for surpassing federal and state drinking water standards in 2021.

It was one of 66 to be recognized by the Public Water Supply Section of the N.C. Division of Water Resources, with the honors announced in fall 2022. North Carolina has 157 surface water treatment plants. The winners met performance goals significantly more stringent than state and federal standards.



Awards are given each year to water systems that demonstrate outstanding turbidity removal, a key test of drinking water quality. Turbidity is a measure of the cloudiness or haziness of water caused by individual particles that can interfere with disinfection and can provide a medium for microbial growth. Microbes are microscopic particles that occur naturally but can include harmful bacteria and viruses. Hillsborough's highest single turbidity measurement was 0.1 nephelometric turbidity units in 2021 and 0.19 in 2022. The turbidity rule requires that 95% or more of the plant's monthly samples be less than or equal to 0.3 NTU.

Drinking Water Quality: Basic Information

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.

More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline: 800-426-4791.

Sources of Contaminants

Drinking water sources (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells.

As water travels over land or through the ground, it dissolves naturally occurring minerals and — in some cases — radioactive material. It also can pick up substances from the presence of animals or from human activity. Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from agricultural livestock

operations, wildlife, and domestic wastewater discharges.

- Inorganic contaminants, such as salts and metals, which can be naturally occurring or can 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 can be the result of oil and gas production and mining activities.

To ensure tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. FDA regulations also establish limits for contaminants in bottled water, which must provide the same protection for public health.

People with Special Risk

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 drinking water 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).

Lead and Your Health

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. The Town of Hillsborough 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 www.epa.gov/safewater/lead.

The town has no lead pipes in its distribution system, but it adds a blended phosphate corrosion inhibitor to its water as some buildings in the community may have lead supply lines connecting them to the town's distribution system. See the Customer Documents section on the town's Utilities webpage.

Drinking Water Quality: Our Processes and Ingredients

The town is committed to providing great water quality and is successful in doing so. Just like the food and beverage you buy at the store, the raw water taken from the Eno River must have processes and ingredients applied to make it desirable. These address cleanliness and compliance first and foremost and then taste, odor and appearance. The ingredients are various chemicals added to help remove particles and harmful bacteria and to provide longevity in freshness. The processes involve physical removal of particles, which involves mixing, sedimentation and filtration (see the graphic on drinking water treatment on Page 7).

Testing

Raw and finished water at the water plant is tested every two hours (more than the state mandate), and chemical adjustments are made for consistency.

Various points in the water system are checked:

- Every month for bacteria.
- Quarterly for disinfection byproducts.
- Annually for inorganics, pesticides, synthetic organic chemicals, nitrate, volatile organic compounds and secondary contaminants.
- Every five years for a list of unregulated contaminants the Environmental Protection Agency establishes.

The state recognized the Hillsborough Water Treatment Plant with the N.C. Area Wide Optimization Award for surpassing federal and safe drinking water standards in 2021.

WATER SYSTEM FLUSHING AND ANNUAL DISINFECTION

The town's water system is disinfected with chlorine in March. The state requires this for one month annually.

Chlorine and ammonia are used other months.



WHAT TO EXPECT

Water from fire hydrants and some valves will be released to ensure chlorine flows through the entire system. Hydrants will undergo maintenance. Some customers may notice a chlorine taste or odor. Your water remains safe.

TIPS FOR TASTE AND ODOR:

Add lemon slices.



Leave water in an open container for a day or so.

Boil for 15 minutes.

Filter with activated carbon.

TIPS RELATED TO FLUSHING:

Hydrant flushing may briefly cloud or discolor water and lower water pressure. Water is safe to drink but could discolor light-colored fabric.

Run cold water briefly until water and air bubbles clear.

Do not fill pools with a hose due to backflow risk during flushing.

Questions? Call water plant at 919-732-3621.

Training, Competence and High Standards

The water system is operated by seasoned, highly certified and compassionate staff, with employees working around the clock daily to ensure water is clean and available when you need it.

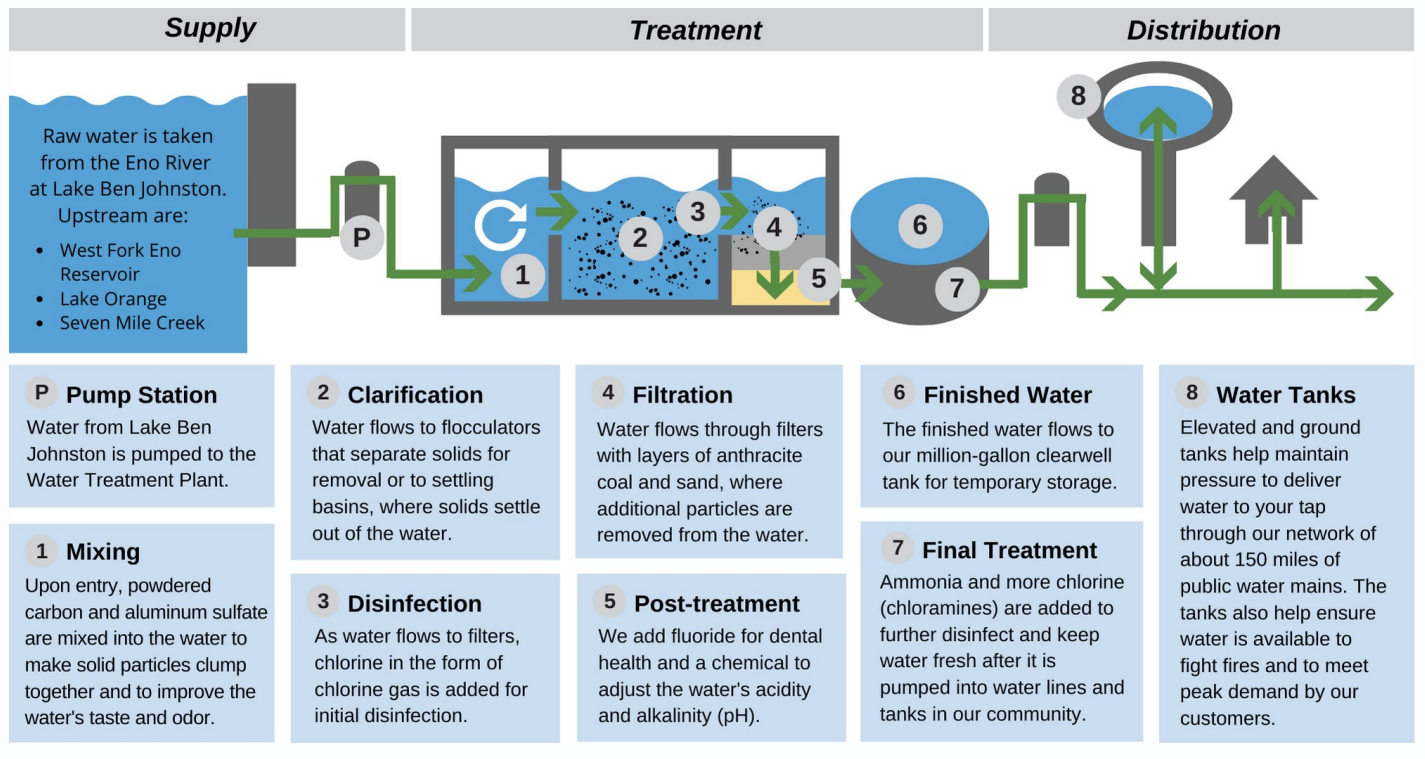
The water plant is the processing plant for your water — similar to a food plant that processes whole foods which you buy in a can or a carton at the grocery. Water plants process water for drinking from rivers, lakes, streams, ponds, reservoirs, springs, and wells (the same sources for bottled water). These treatment plants are held to very high standards and oversight internally and by the government.

Speaking of bottled water

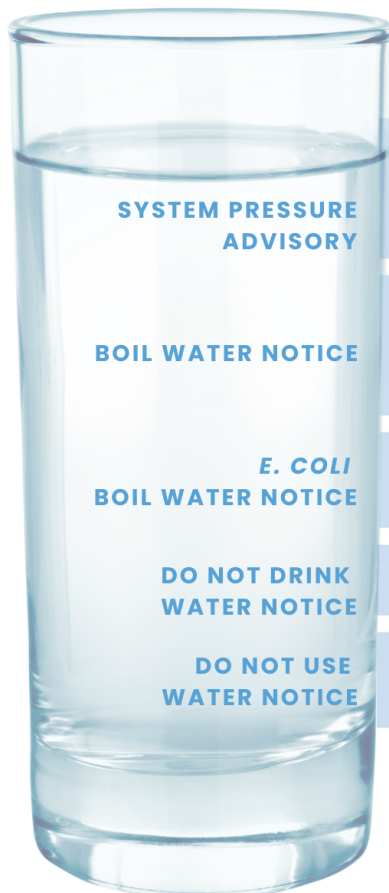
Read the label. You'll find 64% of bottled water is from municipal sources — in other words, tap water. The rest is from well and spring sources. While municipal water treatment plants must abide by stringent Environmental Protection Agency regulations, water bottlers do not.

Also, plastic bottles and caps used in bottled water may be sources of microplastics in drinking water, according to a report from the World Health Organization.

Getting clean, safe water to you isn't as easy as turning on the tap



Making Sense of Water System Advisories and Notices



WHEN A WATER EMERGENCY OCCURS, KNOW THE MEANING OF EACH ADVISORY OR NOTICE

SYSTEM PRESSURE ADVISORY

Contaminants could be present in water due to system pressure dropping below the state minimum of 20 pounds per square inch. No contaminants have been confirmed through testing. Testing will occur.

BOIL WATER NOTICE

Total coliform bacteria have been detected in water samples. Coliforms can indicate the presence of potentially harmful bacteria. The presence of total coliform triggers testing for *E. coli*.

E. COLI BOIL WATER NOTICE

E. coli bacteria have been detected in water samples. *E. coli* can indicate contamination from human or animal wastes.

DO NOT DRINK WATER NOTICE

A harmful contaminant has been found in the water system.

DO NOT USE WATER NOTICE

An unknown contaminant was found in the water system. Testing will occur to determine next steps.

Subscribe to town news and emergency notifications:

www.hillsboroughnc.gov/subscribe | ocalertsnc.com

Got a water emergency? Call 919-732-3621



HILLSBOROUGH
UTILITIES

Words and Phrases in the Water Quality Data Tables

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

Disinfection Byproducts (DBPs) — Substances, such as haloacetic acids and trihalomethanes, that are formed when chlorine or chloramines used to disinfect drinking water react with organic compounds naturally present in lake water. Federal standards require public water systems to limit the levels of haloacetic acids and trihalomethanes because they could be harmful at high levels over a lifetime of exposure.

Disinfection Byproduct Precursors — Organic carbon compounds that can combine with disinfectants, such as chlorine and chloramines, to form haloacetic acids and trihalomethanes.

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. These are set at very stringent levels and as close to the maximum contaminant level goals as feasible using the best available treatment technology. A person would have to drink 2 liters of water every day at the maximum contaminant level for a lifetime to have a one-in-a-million chance of having adverse health effects from many regulated contaminants.

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

Maximum Residual Disinfectant Level (MRDL) — The highest level of a disinfectant allowed in drinking water.

Disinfection is necessary to control microbial contaminants in drinking water.

Maximum Residual Disinfection Level Goal (MRDLG) — The level of a drinking water disinfectant below which there is no known or expected health risk. These do not reflect the benefits of using disinfectants to control microbial contaminants.

Millirem (mrem) — One thousandth of a rem. A rem is a large dose of radiation.

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

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

Not Applicable (N/A) — Information not applicable or required for our water system or for the particular rule.

Parts per Billion (ppb) — One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10 million. It is equivalent to 1 microgram per liter (mu/L).

Parts per Million (ppm) — One part per million corresponds to one minute in two years or a single penny in \$10,000. It is equivalent to 1 milligram per liter (mg/L).

Picocuries per Liter (pCi/L) — Picocuries per liter is a measure of the radioactivity in water.

Secondary Maximum Contaminant Level (SMCL) — This is a guideline for aesthetic purposes, such as taste and odor, rather than health purposes.

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

DID YOU KNOW?

Your water and sewer rates pay for the water and sewer operation.

Your taxes do not.



2022 Water Quality Data Tables for the Town of Hillsborough's Drinking Water

We routinely monitor for over 150 substances in your drinking water according to federal and state laws. Below is what we detected in the last round of sampling for particular substances. The presence of these substances does not necessarily indicate a health risk.

Unless otherwise noted, the data is from testing conducted in 2022. Certain substances are required by the Environmental Protection Agency or the state to be monitored less than once per year because the concentrations are not expected to vary significantly from year to year. Although representative of the town's water quality, some data is more than a year old.

TURBIDITY

Turbidity is a measure of the cloudiness of the water. We monitor it hourly in house during treatment 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 nephelometric turbidity units (NTU).

Contaminant (units)	Treatment Technique Violation (Yes/No)	Your Water	MCLG	Treatment Technique Violation if:	Likely Source
Turbidity (NTU) — Highest single turbidity measurement	No	0.19 NTU	N/A	Turbidity > 1 NTU	Soil runoff
Turbidity (NTU) — Lowest monthly percentage of samples meeting turbidity limits	No	100%	N/A	Less than 95% of monthly turbidity measurements are < 0.3 NTU	

INORGANIC CONTAMINANTS

The following inorganic contaminants are required to be tested each year: antimony, arsenic, barium, beryllium, cadmium, chromium, cyanide, mercury, selenium and thallium. Also included in the inorganic sampling panel by an outside lab is fluoride, iron, manganese, nickel, sodium, sulfate, and pH (potential of hydrogen).

Fluoride occurs naturally in water. It is also added to drinking water to reduce tooth decay. The fluoride level in our water in 2021 was well below the maximum amount allowed (4 parts per million). The U.S. Public Health Service's recommended fluoride level is 0.7 parts per million.

Contaminant (units)	Sample Date	MCL Violation (Yes/No)	Your Water	Range Low/High	MCLG	MCL	Likely Source
Fluoride (ppm)	2/16/22	No	0.56	N/A	4	4	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories

MISCELLANEOUS WATER CHARACTERISTIC CONTAMINANTS

The Public Water Supply Section of the North Carolina Department of Environmental Quality requires monitoring for other miscellaneous contaminants, some for which the U.S. Environmental Protection Agency has set national secondary drinking water standards (secondary maximum contaminant levels or SMCLs) because they may cause cosmetic effects or aesthetic effects (such as taste, odor, and/or color) in drinking water. The contaminants with secondary maximum levels normally do not have any health effects and normally do not affect the safety of your water. Iron and sulfate are inorganic contaminants with a secondary maximum contaminant level. A low pH reading also indicates inorganic contaminants with a secondary maximum contaminant level.

Iron makes up at least 5% of the earth's crust. It dissolves in the earth's surface and enters natural water supplies when rainfall

seeps through the soil. Iron usually is found at concentrations less than 10 milligrams per liter (mg/l) — or parts per million (ppm) — when found in our water. It transports oxygen in blood and is not considered hazardous to health. Most tap water in the United States is estimated to supply less than 5% of the dietary requirement for iron. The recommended limit in water is based on taste and appearance rather than detrimental health effect.

Potential of hydrogen (pH) is a measure of acidity in the water. Corrosion control is required for pH less than 6.5. A pH less than this means the water is acidic and can corrode distribution system pipes or cause leaching of contaminants. The town does provide corrosion control in the form of orthophosphate. The town is required to have an outside laboratory analyze pH once per year for finished water; however, the town tests pH several times a day in its own certified laboratory at several points in the treatment process (from raw water to the finished water you drink). This helps ensure the proper amount of orthophosphate is provided.

Sodium is an essential element required for normal body functions, including nerve impulse transmission, muscle contraction, relaxation, and fluid regulation. It commonly is found in the form of sodium chloride (salt) and can be released naturally into water through mineral deposits in ground and surface water. While sodium has no set secondary maximum contaminant level, people on a restricted sodium diet should know if it is measured at a level above 20 mg/L in drinking water. Levels from most public water systems are unlikely to significantly contribute to adverse health effects. Drinking water makes up a small fraction of a person's overall sodium intake.

Sulfates occur naturally and are abundant in the environment, generally originating from mineral deposits, soil and rocks or the combustion of sulfur-containing fuels.

Contaminant (units)	Sample Date	Your Water	Range: Low/High	SMCL
Iron (ppm)	2/17/2022	Not detectable	N/A	0.3
pH		5.9		6.5-8.5
Sodium (ppm)		17.7		N/A
Sulfate (ppm)		19.0		250

SYNTHETIC ORGANIC CHEMICAL CONTAMINANTS (includes pesticides/herbicides)

Simazine is an organic white solid, used as a pre-emergence herbicide for control of broad-leaved and grassy weeds on deep-rooted crops and non-crop areas. It can be found in herbicides like Roundup. Levels considered safe for short-term exposure in drinking water are up to 700 parts per billion for a 22-pound child consuming 1 liter of water per day over seven years. A detectable level of the chemical was found in the town's drinking water in November 2021, and the state then required quarterly sampling. In sampling results dating to 1993, no other detectable level has been experienced. Water samples taken in 2022 showed no detection of simazine. The 2021 occurrence appeared to be an anomaly or a lab error. The state has withdrawn the quarterly sampling requirement.

LEAD AND COPPER

Lead is not typically found in raw water sources, such as lakes, but can enter drinking water from corrosion of plumbing materials that contain lead. The town adds the corrosion prohibitor orthophosphate into drinking water to prevent corrosion in plumbing materials and has been replacing galvanized water mains — a common water main material several decades ago — with newer standard materials. The federal limit on lead in drinking water is 15 parts per billion in at least 90% of water samples tested. In accordance with federal and state standards, the town tests every three years for lead in tap water at 30 homes built between 1983 and 1985. Sampling will occur again by the end of 2025. The federal government recently enhanced the lead and copper rule, which will require more sampling, analysis of any lead service lines and plans to remediate them. Read more about it on Page 15.

Contaminant (units)	Sample Date	Your Water	Number of Sites above the Action	MCLG	AL	Likely Source
Copper (ppm) (90th percentile)	8/30/22 to 9/21/22	0.21	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90th percentile)		0	1	0	15	

MICROBIOLOGICAL CONTAMINANTS

The U.S. Environmental Protection Agency has determined that the presence of microbiological contaminants is a health concern at certain levels of exposure. If water is inadequately treated, microbiological contaminants in that water may cause disease. Disease symptoms may include diarrhea, cramps, nausea and possibly jaundice and associated headaches and fatigue. These symptoms, however, are not just associated with disease-causing organisms in drinking water but also may be caused by a number of factors other than your drinking water.

EPA and the state have set enforceable requirements for treating drinking water to reduce the risk of these adverse health effects. Treatment such as filtering and disinfecting the water removes or destroys microbiological contaminants. Drinking water treated to meet EPA requirements is associated with little to none of these risks and should be considered safe. We sample the water at the treatment plant and in the distribution system for contaminants. The filtered and finished water is tested daily, and the distribution system is sampled monthly at 15 sites. There was no presence of bacteria in the water in 2022.

Contaminant (units)	MCL Violation (Yes/No)	Your Water	MCLG	MCL	Likely Source
Total coliform bacteria (presence or absence)	N/A	absence	N/A	If two or more samples are positive in one month, an assessment is required.	Naturally present in the environment
<i>E. coli</i> (presence or absence)	No	absence	0	Level is reached if routine and repeat samples are total coliform-positive and are <i>E. coli</i> -positive or the system fails to take repeat samples following <i>E. coli</i> -positive routine sample or to analyze total coliform-positive repeat sample for <i>E. coli</i> . Note: If an original routine sample and/or its repeat sample are <i>E. coli</i> positive, a Tier 1 violation exists.	Human and animal fecal waste

RADIOLOGICAL SUBSTANCES

Radium is a naturally occurring radioactive metal. It occurs at trace levels in virtually all rock, soil, water, plants and animals. Note the maximum contaminant level for beta/photon emitters is 4 millirem per year. However, EPA considers 50 picocuries per liter to be the level of concern for beta particles. The town samples every nine years. The next samples are due by 2025. No laboratory detectable radiological substances were in the town's water at the last sampling event in December 2011.

TOTAL ORGANIC CARBON (TOC)

Natural organic matter (usually measured as total organic carbon) are disinfection byproduct precursors. All commonly used chemical disinfectants (such as chlorine, chlorine dioxide, chloramines and ozone) react with organic matter to varying degrees to form different disinfection byproducts, which are suggested to present health effects with long-term exposure. The treatment plant process requires removal of a certain amount of total organic carbon based on the amount in raw and finished water and on alkalinity in the raw water. STEP 1 compliance method means the running annual average removal ratios will be above 1.

Contaminant (units)	Treatment Technique Violation (Yes/No)	Your Water (RAA Removal Ratio)	Range Low/High	MCLG	MCL	Likely Source	Compliance Method
Total Organic Carbon Treated (removal ratio)	No	1.29	1.04 1.64	0	15	Erosion of natural deposits	STEP 1

UNREGULATED CONTAMINANTS

Unregulated contaminants are those for which the EPA has not established drinking water standards. Monitoring assists the EPA in determining the occurrence of these contaminants in drinking water and whether future regulations are warranted. The contaminants were non-detectable in your water for the Unregulated Contaminant Monitoring Rule 4 cycle, which runs on a five-year period. Unregulated Contaminant Monitoring Rule 5, published Dec. 27, 2021, requires sampling for 30 chemical contaminants between 2023 and 2025. Read more about Rule 5 at www.epa.gov/system/files/documents/2022-02/ucmr5-factsheet.pdf. See Page 14 for more information about unregulated contaminants.

DISINFECTANT AND DISINFECTION BYPRODUCTS

Drinking water is disinfected to reduce or eliminate illnesses potentially acquired through drinking water. Disinfection byproducts can form when disinfectants combine with naturally occurring materials found in source water. The town's distribution system is sampled quarterly in four places for disinfection byproducts. These regulations limit public exposure to such byproducts.

DISINFECTANT RESIDUALS SUMMARY

Chloramine, a compound of chlorine and ammonia, is used to disinfect drinking water throughout the year except in March when we switch to chlorine only. This change ensures a high level of disinfection annually. Chloramines and chlorine are both toxic to fish and amphibians, such as frogs. If you have an aquarium, please contact a pet supply store for information on how to neutralize chloramines and chlorine. Please also use rubber materials in your plumbing that are chloramine-resistant; for example, use rubber materials for toilet flappers, flexible hoses, and connectors.

Disinfectant	MRDL Violation (Yes/No)	Your Water (Highest RAA)	Range Low/High	MRDLG	MRDL	Likely Source
Chlorine (ppm)	No	0.34	0 3.37	4	4.0	Water additive used to control microbes
Chloramines (ppm)	No	2.05	0.65 3.97			

STAGE 2 DISINFECTANT BYPRODUCT COMPLIANCE

The town samples quarterly at four sites in the distribution system for disinfectant byproducts. For total trihalomethanes: Some people who drink water containing trihalomethanes in excess of the maximum contaminant level over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of cancer.

Disinfection Byproduct	MCL Violation (Yes/No)	Your Water (Highest LRAA)	Range Low/High	MCLG	MCL	Likely Source
Total trihalomethanes TTHM (ppb)	No			N/A	80	Byproduct of drinking water disinfection
Site B01		46	27 56			
Site B02		43	23 55			
Site B03		45	27 57			
Site B04		43	23 60			
Haloacetic acids HAA5 (ppb)	No			N/A	60	
Site B01		29	20 27			
Site B02		34	17 55			
Site B03		25	10 24			
Site B04		43	19 54			

DID YOU KNOW?

You can view our sampling schedules, reporting and compliance through the N.C. Drinking Water Watch website.

Visit www.pwss.enr.state.nc.us/NCDWW.
Search for Hillsborough under water systems.

Unregulated and Emerging Contaminants

You may have heard the terms PFAS, PFOS, GenX, 1,4 dioxane and other chemical names in the news. Hillsborough is fortunate to be at the upper reaches of the Eno River with largely rural residential and agricultural land uses. The stringent regulations for protecting source water and the nutrient-sensitive Eno River have aided in the protection of the river and our water supply. Additionally, the town does not have any heavy industrial users in its customer base. Because of this, the town is not required to implement a pretreatment program.

Federal and state agencies, industry leaders, scientists, and utilities are working together to better understand the prevalence, sources, and impacts of these compounds throughout the state. With advances in laboratory analyses that can detect compounds in the parts per trillion (equivalent to a single grain of sand in an Olympic-sized swimming pool), the science is evolving to better understand what that means for our water quality.

1,4-Dioxane

This clear liquid is capable of being mixed in all proportions in water. It has been characterized as likely carcinogenic to humans.

It has been used historically as a solvent stabilizer and now for a wide variety of industrial and manufacturing purposes. It can be found in industrial solvents, paint strippers and varnishes and often is produced as a byproduct of chemical processes to manufacture soaps, plastics and other consumer products.

Per and Polyfluoroalkyl Substances (PFAS)

These substances (together, PFAS) are a class of manmade chemicals sometimes called perfluorinated compounds or PFCs. Continued exposure above specific levels to certain PFAS may lead to adverse health effects.

The compounds are found in a wide array of consumer and industrial products, including aqueous firefighting foams used at airfields and in industrial processes and including products resistant to water, grease, or stains, such as carpet, clothing, upholstery, paper packaging for food and other materials. Thus, PFAS are commonly found in household dust and wastewater.

PFAS can enter lakes, rivers, or groundwater through industrial releases, wastewater treatment plant discharges, and the use of aqueous firefighting foam. There is currently no federal legal standard regulating the maximum allowable levels of PFAS in drinking water.

Recommendations/Testing

The Environmental Protection Agency has updated [drinking water health advisory levels](#) for two PFAS chemicals — PFOA (perfluorooctanoic acid) and PFOS (perfluorooctane sulfonic acid). The interim advisories of 0.004 parts per trillion for PFOA and 0.02 ppt for PFOS have a minimum reporting level of 4 ppt. They were issued June 15, 2022, and replace the 2016 provisional health advisory of 70 ppt for both compounds.

A lifetime of drinking water with compounds above the health advisory increases the risk of adverse health effects, including cancer and effects on the immune system, cardiovascular system,

and development, such as decreased birth weight, according to the EPA. Most exposures occur by consuming food or water containing PFAS. The health advisories account for margin of safety for other potential exposure sources, such as through skin (dermal), breathing (inhalation), dietary exposure, and consumer products. They are not enforceable regulatory standards. The EPA plans to propose federal drinking water standards for both PFOA and PFOS.

Compound	Eno River and Reservoir	Surrounding Areas and River Basins
1,4-Dioxane, water, unfiltered, recoverable (micrograms per liter, ug/L)	Less than detectable threshold of 0.350 over two-year period.	< 0.350 – 25.8
Bromide, water, filtered (mg/L)	0.010 – 0.023 (Eno) <0.010 0.031 (reservoir)	< 0.010 – 1.51
Chromium(VI), water, filtered (ug/L as Cr)	< 0.20 (Eno) < 0.20 – 0.40 (reservoir)	< 0.20 – 0.60
Chromium, water, filtered (ug/L)	< 0.20 – 0.20 (Eno) < 0.20 – 0.40 (reservoir)	< 0.20 – 1.20
Chromium, water, unfiltered, recoverable (ug/L)	< 0.60 – 1.6 (Eno) < 0.60 – 0.70 (reservoir)	< 0.6 – 16.4

The town last sampled drinking water in 2014 as part of the federal Unregulated Contaminant Monitoring Rule 3 sampling round. PFOA and PFOS were non-detectable in the finished water storage and distribution system.

New Federal Lead and Copper Rule Revisions

The U.S. Environmental Protection Agency released revisions to the Lead and Copper Rule on Dec. 16, 2021, setting new standards aimed at removing harmful levels of lead from drinking water. The revisions will require utilities, homeowners and other water customers to take different levels of action in the coming years.

Action on lead service lines

The revisions will require all water systems to develop a publicly available inventory of all public and private water service lines by Oct. 16, 2024. Water service lines are small pipes that connect water mains to a water customer's property. Water mains are large pipes that typically run under or parallel to the street.

From the late 1800s, throughout much of the 20th century and in some cities as late as the mid-1980s, it was common for service lines to be made from lead pipe. Installation of new lead service lines — or LSLs — was prohibited in 1986, and the ban became effective in 1988.



Source: City of Arvada, Colorado

Are lead service lines in our water system?

Maybe. Fortunately, the town has records dating to the mid-1930s that call for copper or plastic water service lines and not lead. In working throughout the system and hearing from local plumbers familiar with the area, lead service lines have not been noted. Some galvanized lines have been seen. These are not considered lead; but older galvanized steel pipes can corrode, and lead leaching from lead service lines can gather in the corroded areas. The town will conduct further research to narrow potential locations of lead service lines and then will perform some field investigations.

How do you determine if a service line is lead?

If your home is older than 1986, gently scratch the surface of the pipe with a coin if you know where the water line enters your home from the outside and if the pipe is reachable. The pipe is likely lead if it is soft, easily scraped, and silver in color and if a magnet doesn't stick to it.

What is the town doing?

Compliance with the revised rule to identify lead service lines is due by October 2024. We will develop an inventory of all water service line materials in our community, developing a plan to sample for lead at our schools and licensed childcare centers, and developing a program to educate our customers about lead in drinking water. Historically, there has been a defined delineation between the public and private portions of the water service. The revised rule requires public utilities to report lead service lines from the private side (behind the water meter to the home foundation) in addition to from the public side (the water main to the meter). This presents challenges of accessibility and replacement that we are evaluating.

Questions?

We know there will be questions! If you have an older home and think you may have a lead service line (the pipe from your house to the water meter), please send your name and address to Civil Engineering Technician Tyler Freeman at tyler.freeman@hillsboroughnc.gov to be added to our list of places to verify. In the meantime, you can find more information about the [revised rule](#) on the Environmental Protection Agency's website.

What Am I Paying for?

We get this question a lot, and it is actually pretty complex! Overall, water is essential to our well-being, manufacturing and commercial activities. To create clean water from river water, it takes a lot of work and dedication. See the treatment graphic on Page 8 and the video [“From River to Faucet”](#) on our website or YouTube channel.

Base and volumetric rates

Every customer connected to the system pays a base rate and possibly a volumetric rate. The base rate covers the operation of the system and current debts from large projects in which we needed to borrow money to complete the project. Anything received above our expenses is not “profit” as public utilities are not for-profit entities. The additional funds go into reserve accounts (think savings) to help pay for unexpected expenses and future projects.

As of July 1, 2023, the monthly base rate includes up to 2,125 gallons of water. Anyone who uses that amount or under pays just the base rate. Anyone who uses over 2,125 gallons also is charged an additional volumetric rate per 1,000 gallons. The sewer bill is based on the water usage and calculated similarly.

The base rate is required to support the facilities, people, vehicles, computers, training/certification, safety equipment, treatment chemicals, building and vehicle insurance, electricity, regulatory compliance (sampling and reporting), debts from large projects, and much more. Basically, this is everything to “keep the lights on.”

Small customer base

The costs are spread across all customers. Hillsborough has a smaller customer base for which to spread these costs. Think about a pie. If there are four people to eat the pie, they each get a large piece. If there are 50 people, they each get a small bite. The rates per customer are based on the expenses of the water and sewer operation divided by the customers. The fewer customers, the more each must contribute. We are growing though, and that may help. The downsides are we will have more water and sewer pipes to take care of and our system is already very old in parts.

Water and sewer services on demand

We have to have clean water ready when you need it, and we have to be ready to treat it and safely return it to the Eno River after it is used.

Just like with food processing, industrial equipment, large buildings and chemicals are necessary to clean and provide freshness to water when you turn on your faucet. The equipment includes filters, pumps, blowers, tanks, piping, control panels and much more. All the equipment needs to be maintained, so it doesn’t break down. We also provide backup power to keep operations running when the power goes out for the storms North Carolina is known to have each year. The generators need to be serviced routinely and kept full of gas. We also need an onsite laboratory to test the water to be sure it is safe. The state and federal governments require that water meets stringent standards, so we must manage permits and take and analyze samples.

All this equipment and testing requires highly qualified people as water and sewer utilities is a challenging profession. Unfortunately, not many young people are interested. The town tries to remain competitive by paying people well and giving them benefits so they stay with the town.

Learn more

This — and more — factors into the rates each customer is charged. We welcome your questions and will be opening our facilities to tours in the coming months. We invite you to get to know our operations and people to better understand the basis of the costs for water and sewer services and your rates.



Staff at the Water Treatment Plant take raw water from the Eno River (left) and process it into finished water (right) that’s ready to send to your tap.

What if I Use Less than the Minimum Volume of Gallons?

An analogy that may be relatable is when you buy a car, the seller doesn't provide a discount off the price just because you say you won't drive it that much. The car still costs the manufacturer to make it, ship it, and register it with a department of motor vehicles. It costs the dealer to store it, clean it, fill it with gas, and process the paperwork when someone buys it. Even if the car sits in the driveway most days, the vehicle property tax still will be charged every year and the vehicle still needs to be insured and maintained so brakes, oil and tires are ready for use.

While a car may be a choice to buy, clean water is not a choice. It is expensive to clean water from a river for drinking, bathing and washing. And it is expensive to make it clean after it is used so the water does not kill fish or pollute the next downstream water user (Durham in our case) when we return it to the river.

Lowering the minimum use

The town and the Hillsborough Water and Sewer Advisory Committee are looking at ways to provide cost relief to more customers and have worked steadily to lower costs without severely impacting our financial standing. The minimum volume previously was 3,000 gallons per month. Over four years, starting in July 2013, the town lowered the minimum usage that comes with the base charge to 2,500 gallons. Fiscal Year 2024 will be the third year of another four-year plan to lower the minimum use. The current plan will reduce the minimum to 2,000 gallons, which is the median minimum use in the state.

The town has 6,335 residential water connections. In Fiscal Year 2023, the average monthly use was 2,720 gallons for both in-town and out-of-town customers. In-town customers used about 2,632 gallons on average, with out-of-town customers using a bit more on average: 2,831 gallons.

Fixed costs

Operating the utility is a fixed cost. Whether zero gallons or 500 million gallons are produced or treated, we still need to keep the lights on — we still must pay to support our facilities, people, vehicles, computers, training/certification, safety equipment, treatment chemicals, building and vehicle insurance, electricity, regulatory compliance (sampling and reporting), debts from large projects, and much more.

For every rate modification for one class of customer, another area must make up the difference. The bottom line is the bottom line that must be met to be sustainable. It is a tough task to design rates to provide the financial securities we must have, to maintain the system, to replace aged infrastructure and to provide fairness across all customer classes.



DID YOU KNOW?



One gallon of Hillsborough's tap water costs about:



- 1 cent in town
- 2 cents out of town

for drinking water services



- 1.5 cents in town
- 3 cents out of town

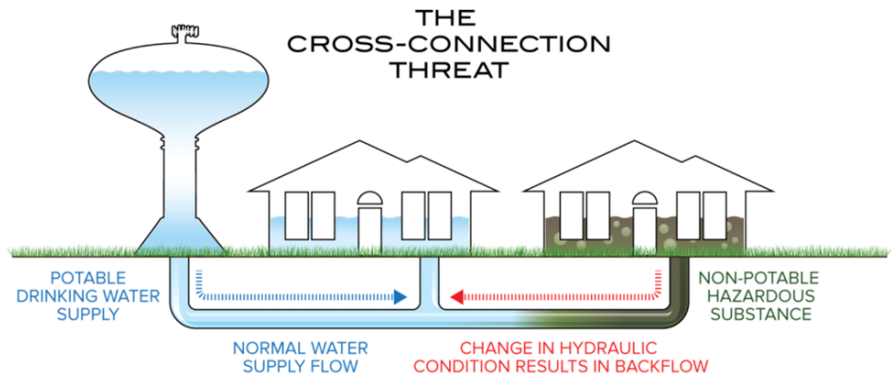
for wastewater services

The average cost of a 1-gallon jug of water was \$1.64 at Hillsborough groceries in June 2023

*Most bottled water is sourced from municipal tap water. Hillsborough Fiscal Year 2024 rates start July 1, 2023.

Keep the Water Supply Safe: Prevent Backflow

Backflow is water flowing in the wrong direction. It can occur at your home and can send water back into the public supply due to low pressure from firefighting, hydrant flushing, a water main break or sometimes on-site pumps. Customers and contracted workers can inadvertently make a cross connection with the public system through improper plumbing connections or unknowing actions. In certain conditions, a backflow event can cause illness, death or aesthetic concerns.



Source: City of Gastonia/Two Rivers Utilities

The plumbing code requires backflow prevention, and the town is charged with protecting the water supply from its treatment plant to each customer's water meter. This is why you may have seen large utility boxes around town. Some of these house backflow prevention devices, which are required for non-residential hazards and some residential hazards.

Modern plumbing fixtures generally have built-in backflow protection. A faucet spout ends above a sink or tub's flood rim level, creating an air gap to prevent backflow from dirty water. Built-in air gaps also are used in toilet fill valves, clothes washers, dishwashers, refrigerators and ice makers.

Around your home, you may have some backflow hazards. General purpose hoses or garden hoses pose a great risk for backflow occurrences because of their portability and universal ease of connection. Automatic irrigation systems pose a significant threat as they may sit in yard or animal waste as well as pesticides and fertilizers. The following also pose cross-connection hazards: residential fire sprinkler systems, heating system boilers, swimming pools, spas, ponds, streams, rivers, ditch water, auxiliary water supplies like a well, blocked pipes in your plumbing or the washing of contaminated clothes.

Tips to protect your water and the public water supply

- Ensure outside water spigots (hose bibbs) have functional vacuum breakers. These screw onto the end of the spigot and can be purchased at your local home improvement store. They generally last about five years but are subject to premature failure due to frost, debris, chemical degradation and leaving water on when a spray nozzle is attached to the hose.
- Do not leave water on when a spray nozzle is attached at the end of your hose.
- Never submerge your hose into a swimming pool, pond, bucket of soapy or chemical-laden water, or puddles.
- Do not leave your hose lying out. This can create puddles where bacteria or chemicals can pool and get back into your home through the hose.
- Never connect hoses to indoor faucets.
- Ensure water softeners and heaters have an air gap when plumbed to a drain line.
- Properly winterize backflow prevention assemblies on your irrigation system and blow out your sprinkler system. If your hose has a separate metered irrigation account or fire line, a backflow assembly device is required to be installed and tested annually.
- Change whole house or point-of-use filters that rarely get drained. These can grow bacteria and release filter material into your water as they degrade.
- Never connect a well to a house with municipal water supply. These potential configurations can be extremely hazardous and require installing a backflow prevention assembly at the water service that must be tested annually.
- Keep sinks clean and free of debris.
- Check toilets for leaks.
- Use a licensed plumber certified in cross-connection control for all plumbing work.

Go Easy on Easements

Easements look like cleared paths to nowhere, but they grant the Utilities Department the right to access a town asset for maintenance and repairs.

Utility easements are normally at least:

- 20 feet wide for one utility pipeline.
- 30 feet wide for pipes deeper than 16 feet.
- 10 feet wide on both sides of a pipe for multiple pipes.

Easements reserve property for a specific purpose. Older water and sewer mains without a documented easement have a “prescriptive easement,” meaning they can be accessed by right after being in the ground so long without complaint.



Easements (or rights of way) provide the town with access to water and sewer assets for maintenance and repairs.

Make sure you know your responsibilities for utility easements.

Additional information on technical specifications for utilities and for sanitary sewer use can be found in the Hillsborough Code of Ordinances, chapters 14 and 15.

For more information, contact the Water Distribution and Wastewater Collection Division at 919-296-9650.

Your responsibilities for easements

Easements do not remove property from an owner, but they must be kept clear of any plantings or structures since these can limit accessibility. Plant roots also can damage water and sewer pipes. See your responsibilities:

Be aware of land containing easements before building or planting.

Without authorization (given only under certain conditions), the town will not allow or replace plants, fences, sheds, fountains, patios, decks or other structures that impede clear access to the easement and maintenance of town infrastructure.

Maintain enough clearance around water and sewer features in road rights of way to allow the town access, operation and maintenance of the features.

These clearance requirements are measured from the center point (radius) of the device:

- Fire hydrants — 3 feet
- Manholes and concrete vaults — 6 feet
- Water meters, valve boxes, sewer cleanouts, and other utilities apparatus not listed — 2 feet

Maintain your property where easements are located and within the road right of way.

This includes mowing and can be done on your maintenance schedule.



Did You Know?

The Riverwalk greenway was built along a sewer easement, allowing recreation in an area that otherwise would not be developed.

Pictured is former Hillsborough Mayor Tom Stevens by an above-ground manhole. The elevated manholes along the Eno River help prevent floodwaters and heavy rain from entering the sewer system. The manholes are connected to one of the town’s main sewer interceptors, which move sewage from homes and businesses to the wastewater plant.

Good to Know

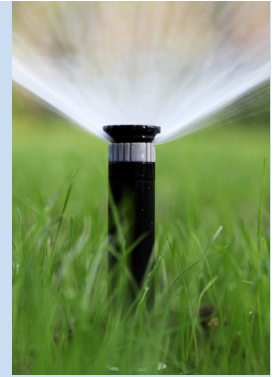
Irrigation Systems and Watering Schedules

By state law, all irrigation systems connected to the Hillsborough utilities system must have a separate water meter. For information on having an irrigation-only meter installed, contact the Utilities Department at 919-296-9630.

Irrigation systems must have rain or moisture sensors. Under normal conditions:

- Spray irrigation is limited to 1 inch with three application days per week, before 9 a.m. or after 8 p.m.
- Even-numbered properties may use sprinklers on Sundays, Wednesdays, and Fridays.
- Odd-numbered properties may use sprinklers on Tuesdays, Thursdays, and Saturdays.

Additional requirements may be added during drought conditions. See irrigation system requirements in Chapter 14: Utilities, Section 14-19, in the [Hillsborough Code of Ordinances](#).



Photograph and Report Potential Water Theft

If you see a person or business taking water from a water hydrant without an orange meter box, please call 911 to report it.

If it's safe for you to do so discreetly, also take a photo and note some information to help the town prosecute the case. Details are helpful, including the time, date, location, name on the truck, truck number and license plate.

Please do not directly confront any person taking water.

Individuals or businesses who are paying the Town of Hillsborough for water from a hydrant use an orange meter box like the one pictured.

Water theft can cause safety and operational concerns for the public water system including:

- Water hammer (form of hydraulic shock) in the system that breaks pipes and damages equipment.
- Lowered water pressure for customers during the time of theft.
- Contaminants entering the public water system, causing a public health issue.
- Costs associated with repairing damage to the system.

Photos and information can be submitted to the Hillsborough Police Department, Orange County Sheriff's Office or Hillsborough Utilities Director Marie Strandwitz at marie.strandwitz@hillsboroughnc.gov.

If you are not comfortable calling law enforcement about suspected water theft, you may call the Water Treatment Plant day or night at 919-732-3621.

A false alarm is better than no knowledge of a potential theft. Thank you!



Water theft in progress



Rented hydrant meter

Source Water Assessment Program Results

Assessments of all drinking water sources across North Carolina are conducted by the Source Water Assessment Program of the North Carolina Department of Environmental Quality's Public Water Supply Section.

The assessments determine the susceptibility of each drinking water source (well or surface water intake) to potential contaminant sources.

Results are available in Source Water Assessment Program reports, which include maps, background information and a relative susceptibility rating of higher, moderate or lower. A susceptibility rating of "higher" does not imply poor water quality but the system's potential to become contaminated by potential contaminant sources in the assessment area.

The relative susceptibility rating of each Hillsborough source was determined by combining the:

- **Contaminant rating** — The number and location of potential contaminant sources within the assessment area.
- **Inherent vulnerability rating** — Such as characteristics or existing conditions of the well or watershed and its delineated assessment area.

Susceptibility of Hillsborough's Water Sources to Potential Contaminant Sources

Water Source	Susceptibility Rating	Report Date
Eno River	Moderate	Sept. 10, 2020

View the Report

The complete report for Hillsborough is available online at:

www.ncwater.org/SWAP_Reports/NC0368015_SWAP_Report-20200909.pdf

The Public Water Supply Section periodically updates results and reports, so online results may differ from those available when this report was prepared. For a printed copy, send a written request by:

- **Mail** to Source Water Assessment Program — Report Request, 1634 Mail Service Center, Raleigh, NC 27699-1634.
- **Email** to swap@ncmail.net.

Provide your name, mailing address and phone number with:

- **System name** (Hillsborough)
- **Public water system identification number** (03-68-015)

Questions? Contact program staff at 919-707-9098.



Involvement in Your Utility

The community is welcome to attend meetings of the Hillsborough Board of Commissioners and Water and Sewer Advisory Committee.

The advisory board is generally composed of four in-town and four out-of-town customers, who provide guidance and oversight for the town's utilities operations and make recommendations to the town board and staff.

The Board of Commissioners meets the second and fourth Monday of each month. The Water and Sewer Advisory Committee meets the first Thursday of every other month starting in February. Meetings typically are at 7 p.m. in the Town Hall Annex, 105 E. Corbin St.

Rates FAQs

As of July 2023, the town provides an allowance of up to 2,125 gallons of water with the minimum fee. Fixed costs are associated with making water and sewer service available to a customer regardless of whether the water is used. All utility systems charge a base or a minimum usage fee.

The town charges a different fee (a differential) for customers outside the town limits for various reasons. Across the state, a differential is used by 57% of water systems and 63% of sewer systems.

Water and sewer service is expensive to provide. Hillsborough's rates reflect the true cost of service. The town does not make a profit from providing the service nor does it use water and sewer revenue for purposes other than the operation, maintenance and improvement of the town's water and sewer system. See [frequently asked questions](#) on the town's website.

TOWN OF HILLSBOROUGH

NORTH CAROLINA

Water Treatment Plant

Public Water System

Identification Number: 03-68-015

711 Dimmocks Mill Road, PO Box 429
Hillsborough, NC 27278

919-732-3621

More Information

If you have questions about this report or your water, please contact the Water Treatment Plant. Printed copies of the report are available at the Town Hall Annex, 105 E. Corbin St. For a copy by mail, call 919-296-9630. Lead staff at the Water Treatment Plant are Operator in Responsible Charge Alton (Sam) Dunevant and Superintendent Nathan Cates.

En español: Este documento está disponible en español en la oficina de facturación y en el sitio web de la ciudad.

www.hillsboroughnc.gov | [@HillsboroughGov](https://twitter.com/HillsboroughGov) | www.youtube.com/user/TownOfHillsboroughNC