

where **QUALITY**
meets **EXCELLENCE**



KINGSPORT WATER DEPARTMENT

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WATER QUALITY



Dear Customer,

The Kingsport City Water Department continually strives to provide its customers the safest drinking water possible. This brochure is a summary of the quality of water provided by the Water Department to its customers last year. It is a report reflecting the department's hard work and dedication to deliver safe and reliable drinking water to you.

Included in this summary is information about where your water comes from, what it contains, and how it compares to standards set forth by the State of Tennessee and the United States Environmental Protection Agency (USEPA).

The Water Department is committed to providing you, our customers, the safest, cleanest drinking water possible. We believe customers who are well informed are our best allies in supporting improvements necessary to maintain high water quality standards.

Kingsport Water Department



15th Year to Receive this Award

The DIRECTOR'S AWARD

of recognition, issued by the Partnership for Safe Water Program (an association of Water utilities and government), has been awarded to the City of Kingsport's Water Treatment Plant, for its' efforts to achieve excellence in water quality far beyond what is required by federal regulations.

We realize that our customers are concerned about the security of their drinking water. We urge the public to report any suspicious activities at any utility facilities, including treatment plants, pumping stations, tanks, fire hydrants, etc. to 246-9111 or 229-9452.

Who Do I Call?

- *Questions concerning your bill, arranging for water service or re-establishing service?*
Call Customer Service at 343-9860 or by visiting: <https://www.kingsporttn.gov/city-services/customer-service/application-for-water-service/>
- *After hours emergency:*
Call 246-9111
- *To report water quality problems, low pressure, a broken water main, water leak in the street or at the meter:*
Call Customer Service at 343-9860 or by downloading the ConnectKingsport app.
- *Questions or concerns about a potential cross connection?*
Contact Bryan Davis at 245-2167.
- *To report suspicious activity to any water facility, including treatment plants; water storage tank, fire hydrants, etc.*
Call 246-9111 or 229-9452.
- *For more information about the Storm Water Program or to report illegal discharges into the storm drain system:*
Call 229-9454.
- *Questions about this report:*
Contact Cody Cargill at 229-9410.



Get Connected & Report Concerns with Kingsport's Free City App

One of the quickest and easiest ways to report a water leak, pothole or other concern to the City of Kingsport is through the ConnectKingsport app. Just download the free app on the [App Store](#) or [Google Play Store](#) and click the "Report a Concern" link to let us know about any issues in the city.

The ConnectKingsport app uses GPS to recognize your location and gives you a menu of common non-emergency issues to select from when submitting a request. The app also allows you to upload pictures or videos to accompany your request. Residents can track the status of reports they or other members of the community have submitted until the issue is resolved.

Origin

Your water, which is surface water, comes from the South Fork Holston River. Our goal is to protect our water from contaminants and we have worked with the state to determine the vulnerability of our water source to potential contamination. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination. To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible, moderately susceptible or slightly susceptible based on geologic factors and human activities in the vicinity of the water source. The Kingsport Water System sources rated as reasonably susceptible to potential contamination.

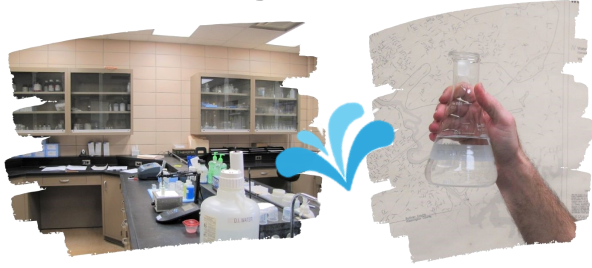


An explanation of Tennessee's Source Water Assessment Program, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to the EPA can be viewed online or you may contact the Water System to obtain copies of specific assessments.

<https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html>



Water Quality Data



Your drinking water is regulated by the Tennessee Department of Environment and Conservation (TDEC) and the Environmental Protection Agency (EPA). The Kingsport Water Department regularly monitors for over 80 regulated contaminants to make sure your drinking water is safe. The results of our 2023 water quality monitoring are shown in the following tables. The substances listed in the tables below are the only substances that were detected above TDEC and EPA reporting levels. Reporting levels are the lowest level a contaminant can be detected with present laboratory methods, which are also known as minimum detection limits.



We are proud to report that the City of Kingsport's water meets or exceeds all drinking water standards.

¹ 100% of our samples were below the turbidity limit.

² We have met all treatment technique requirements for Total Organic Carbon removal.



Water Quality Data 2023 Results

Contaminant	Violation Yes/No	Level Found	Range Detected	Date of Sample	Unit Measurement	MCLG	MCL	Likely Source of Contamination
Turbidity ¹	NO	0.08	0.02—0.08	2023 daily	NTU	NA	TT	Soil runoff
Copper	NO	90th % = 0.42	0 of 50 samples above the action level	Triennial 2023	ppm	1.3	AL = 1.3	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland
Fluoride	NO	0.34	0.25—0.39	2023 daily	ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Lead	NO	90th % = 1	0 of 50 samples above the action level	Triennial 2023	ppb	0	AL = 15	Corrosion of household plumbing systems; erosion of natural deposits
Nitrate	NO	0.597	NA	2023	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium	NO	5.26	NA	2023	ppm	NA	NA	Erosion of natural deposits; used in water treatment
TTHM [Total Trihalomethanes]	NO	44.1 Avg.	25.7—64.6	2023 quarterly	ppb	NA	80	By-product of drinking water chlorination
HAA5 (Haloacetic Acid)	NO	35.8 Avg.	20.6—52.6	2023 quarterly	ppb	NA	60	By-product of drinking water chlorination
Total Organic Carbon ²	NO	39% Avg.	0.97—1.40	2023 monthly	ppm	TT >25% Required	TT	Naturally present in the environment
Disinfectant	Violation Yes/No	Level Found	Range Detected	Date of Sample	Unit Measurement	MRDLG	MRDL	Likely Source of Contamination
Chlorine	NO	2.10	0.90—2.10	2023 daily	ppm	4	4	Water additive used to control microbes



We found all of these substances to be at safe levels.

Definitions & Abbreviations

AL — Action Level, or the concentration of a contaminant which, when exceeded, triggers treatment or other requirements which a water system must follow.

BDL — Below Detection Limit.

MCL — Maximum Contaminant Level, or 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.

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

MRDL — Maximum Residual Disinfectant Level, or the highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for the control of microbial contaminants.

MRDLG — Maximum Residual Disinfectant Level Goal, or the level of 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 contaminants.

ND — Non-Detects, or the laboratory analysis indicates that the contaminant is not present.

TT — Treatment Technique, or a required process intended to reduce the level of a contaminant in drinking water. Example: Kingsport adds a zinc-orthophosphate corrosion inhibitor to the drinking water to create a type of barrier in the underground lines and lines in the individual homes. This barrier comes between the flowing water and the pipe it is flowing through in order to keep contaminants that may come from the pipes from entering the water.

Turbidity Level — A measure of the cloudiness of water; it is a good indicator that our filtration system is functioning properly.

Units of Measure — Definitions for units of measure used in the CCR:

- **ppm or mg/L**—Parts per million or milligrams per liter, explained in terms of money as one penny in \$10,000.
- **ppb or mcg/L**—Parts per billion or micrograms per liter, explained in terms of money as one penny in \$10,000,000.
- **pCi/L**—Picocuries per liter (a measure of radio activity).
- **ug/L**—Micrograms per liter.
- **NTU**—Nephelometric Turbidity Units—Turbidity is a measure of the clarity of the water. Turbidity in excess of 5 NTUs is just noticeable to the average person.





Cross Contamination Control

Over the next few months, the warm weather will bring people outdoors to work in their yards and gardens and begin preparing their swimming pools. The Kingsport Water System would like to ensure that our customers are aware of the dangers associated with these activities. An ordinary garden hose is a common way to contaminate a water supply. When the hose is submersed in any liquid or attached to certain devices used to spray pesticides or herbicides, this forms a cross connection. A cross connection is a situation where a possible source of contamination is directly linked to our public water system. If the end of your hose is connected to a chemical container, swimming pool or other contaminant during a water main break or fire, the substance can be siphoned back into the water system. This condition, known as back siphonage, could cause a public health hazard. Devices are available to prevent this problem; however the best solution is to always be careful how you use your water hose.

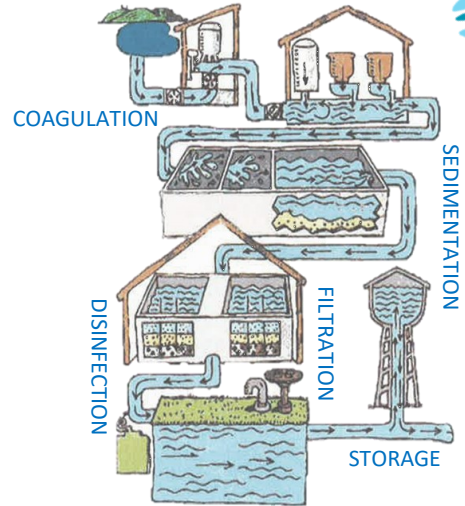
Please help us provide a safe supply of water to all of our customers. Remember: never place your water hose in anything you would not want to drink. For information on cross connections, and how to protect against them, call our office at (423) 224-2635.



If you are interested in learning more about the Water Department, or participating in the decision making process, contact our Public Relations Office at 229-9413.

The Board of Mayor & Aldermen meets on the 1st and 3rd Tuesday of each month at 7:00 p.m. in the Montgomery-Watterson Boardroom at City Hall. This grants opportunities for the general public to voice opinions and/or concerns about decisions that affect the quality of their drinking water.

A Treatment System



At the treatment plant, shortly after the “raw” (untreated) water is pumped to the treatment plant it enters the flash mix where it is treated with both chlorine and a **coagulant**.

Beginning chlorination here allows the chlorine a longer contact time, thus giving the chlorine more time to react with microorganisms. **Coagulants** cause light, fine materials suspended in the water to clump together into larger heavier particles.

Next, the slow flow through the **sedimentation** basin allows the heavier particles to settle out. **Sedimentation** removes the majority of the sediment from the water.

Filtration, the next step, removes the remaining suspended material, lowering the turbidity level to well below the state’s maximum containment level (mcl). The filtered water is then treated with chlorine for **disinfection** and fluoride to reduce tooth decay.



The “finished” water is then pumped into the distribution system for public use.

Should I Be Concerned?

Do I Need to Take Special Precautions?

Some individuals 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, persons with AIDS/HIV or other immune system disorders, some elderly, and infants can be particularly at risk of infection. These people should seek advice about drinking water from their healthcare 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 at (800-426-4791).

Unregulated Monitoring

2023 Unregulated Contaminant Monitoring

Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. For additional information call the Safe Drinking Water Hotline at (800) 426-4791.

The Kingsport Water Department has followed and completed the required process for unregulated contaminant sampling and analysis known as UCMR5, we have included all UCMR5 sampling results for which there were detections found.

Contaminant	Level Found	Range of Detections	Sample Date	Unit Measurement
Perfluorooctanoic Acid (PFOA)	0.0021	0.0017-0.0021	2023	ug/L
Perfluorooctane Sulfonate (PFOS)	0.0022	0.0014-0.0022	2023	ug/L
Perfluorobutane Sulfonate (PFBS)	0.0026	0.0020-0.0026	2023	ug/L
Perfluorobutanoic Acid (PFBA)	0.0021	0.0013-0.0021	2023	ug/L
Perfluorohexanoic Acid (PFHxA)	0.0029	0.0020-0.0029	2023	ug/L
Perfluoropentanoic Acid (PFPeA)	0.002	0.0015-0.0020	2023	ug/L
Lithium	44.0	44.0	2023	ug/L

Sources and Substances

What Substances Could be in My Water?

As water travels over the surface of the land it dissolves naturally occurring minerals and, in some cases, radioactive material. It can also pick up substances resulting from the presence of animals or humans. Although these substances could be present in “raw” water, our water meets all of the EPA’s health standards. We have tested for over eighty (80) substances that may be present in our drinking water.



Substances that may be present in “raw” water include:

Microbial organisms, such as viruses and bacteria, which may be from sewage plants, septic systems, agricultural livestock operations and wildlife.

Inorganic compounds, such as salts and metals, which can be naturally occurring or result from stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

Pesticides and herbicides, which may come from a variety of sources, such as agriculture, stormwater runoff and residential uses.

Organic chemicals including synthetic and volatile organic chemicals, which are the by-products of industrial processes and petroleum production, and can also come from gas stations, storm water runoff and septic systems.

Radioactive material, which can be naturally occurring, or be the result of oil and/or gas production and mining activities.



We found all of these substances to be at safe levels.

Safety Standards

Lead and Copper in Drinking Water

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 City of Kingsport 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 at (1-800-426-4791) or by visiting Safe Drinking Water at <http://www.epa.gov/safewater/lead>

Kingsport seeks public's help locating lead water lines...

According to a new regulation approved by the Environmental Protection Agency, all drinking water utilities in the United States must identify and establish a replacement plan for all lead service lines within their systems by Oct. 16, 2024.


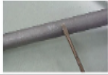


Lead service lines were identified as a potential public health hazard in the early 1990s and the goal of this new regulation is to help reduce the risk of lead contamination in the public's drinking water.

To meet this deadline, the City of Kingsport is asking for the public's help in identifying their service line material from the meter to their home. Kingsport owns the water lines up to the meter; from the meter to the home the lines are owned by the property owner.

Kingsport is asking residents to report the type of pipes in their homes by going to the city's website, www.kingsporttn.gov and clicking on the Lead Line Survey link on the main page. You can also find the survey on the home page of the ConnectKingsport app.

The survey is only three questions and will take just a few minutes to complete. You will need to have your utility/water billing account number in order to complete the survey.

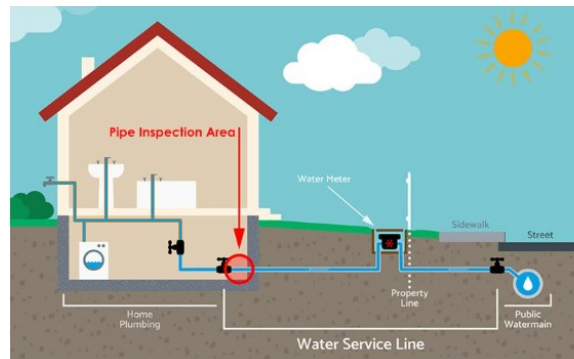
Identify Water Service Line Material

	Lead	Galvanized Iron	Copper	Plastic
Outer Appearance	Dull gray; bendable; Often curves between wall/floor & valve	Dark gray or black; Straight rigid pipe	Brown; Can have green corrosion spots	White, blue or red; rigid or flexible pipe
Scratch Test (coin or key)				
Magnet Test	Does not stick	Does stick	Does not stick	Does not stick

If Kingsport does not verify a service line's material by the deadline, the city will be required to send a mailer out to customers on an annual basis saying you may or may not have a lead line serving your house. There is no penalty or fine associated with this notice.

Remember – homes built after 1986 should not have lead pipes as lead pipes were banned from usage that year. Kingsport has approximately 855 miles of water pipes within its system and nearly 40,000 water meters. About 1/3 of those meters are for homes built after 1986.

If you need help or have any questions about the survey, please call 423-384-0708 or email wsengineers@kingsporttn.gov.



Safety Standards

Is My Water Safe to Drink?

The presence of contaminants does not necessarily indicate that the water poses a health risk. Most drinking water, including bottled water, contains small amounts of some contaminants. In order to ensure your tap water is safe, the Environmental Protection Agency (EPA) and Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health; however, they are not required to submit a water quality report to the public.



We are proud to report that Kingsport's water meets or surpasses all EPA and State health regulations. As demonstrated by the test results, the Kingsport Water Department conducts regular tests for numerous contaminants, and has found few. The existing contaminants are all well below the maximum safe levels.

You Can Help... Unused Medications

A few small steps can make an important difference in safeguarding lives and protecting the environment. Follow your medication prescriber's instructions and use all medications as instructed. If you do not use all of your prescribed or over-the-counter medication, you can take a few small steps to make a huge impact in safeguarding lives and protecting the environment by disposing of unused medicines properly.

DO NOT FLUSH unused medications or **POUR** them down a sink or drain.

These medications travel through pipes to the Wastewater Treatment Plant. Wastewater Treatment Plants are not designed to remove unused medications and can pass through the treatment process ultimately entering our waterways.

Unused medications can be disposed of at the Kingsport Police Department's **DRUG DROP OFF ZONE** located at the Justice Center.

For more information please call 229-9433.



To learn more about pharmaceuticals and drinking water visit

<https://www.tnpharm.org/patient-resources/disposing-of-unwanted-drugs/>

You Can Help...

Protect the Environment & Drinking Water Sources

Stormwater Runoff

Worried about water quality? Did you know that stormwater runoff is the leading cause of water quality problems in the United States? The experts call it nonpoint source pollution. After heavy rain, millions of gallons of water containing soil, silt, oils and nutrients flow from properties into the natural world downstream. It disturbs the breeding, feeding, and nurseries for the many species of invertebrates, fish and migratory birds. Many in or around the City of Kingsport enjoy the benefit of outdoor recreation, hiking, and fishing. We need to take measures to care for the land we occupy and beyond by mitigating pollutants originating from our properties.



Things you can do to improve water quality in our streams—

- 1. Disconnect your downspout.** Instead of letting rainwater from your roof go directly into the creek, plant a rain garden so water can infiltrate into the soil. Or install some rain barrels, and use this water on your lawn & garden, and save on your water bill.
- 2. Create a buffer zone.** If a stream runs through your property, let a buffer of trees, bushes and groundcovers grow up naturally along its banks. This will prevent erosion, filter run-off during storms, provide shade and prevent excess algae, and improve habitat for fish and other aquatic life. It will improve the water quality in the stream, and you'll have less mowing.
- 3. Maintain your septic system.** Improperly maintained systems can leak sewage into the creek, causing elevated E. coli levels. You can help make our creeks safe to play in.
- 4. Dechlorinate.** Keep chlorinated water (tap water or pool water) out of the creeks. It kills fish and other aquatic life.
- 5. Pick up trash.** Unnatural substances can pollute our creeks and be hazardous to aquatic life, as well as look unsightly.
- 6. Respect the storm drain.** Storm drains go directly to the creek without any treatment, so never pour any wastewater down a catch basin, curb inlet, or ditch.



415 Broad Street
Kingsport, TN 37660



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