

ANNUAL WATER QUALITY REPORT

Reporting Year 2025



Presented By
Town of South Hill

PWS ID#: VA5117800



Introduction:

This annual Consumer Confidence Report is for the calendar year 2025 and designed to inform you about your drinking water quality. Our goal is to provide you with a safe and dependable supply of drinking water, and we want you to understand the efforts we make to protect your water supply. The quality of your drinking water must meet state and federal requirements administered by the Virginia Department of Health (VDH).

Source Water Assessment

A source water assessment of the system has been conducted by the VDH. The lake and river were determined to be of high susceptibility to contamination using the criteria developed by the state in its approved water assessment program. The assessment report consists of maps showing the source water assessment area, an inventory of known land use activities of concern, and documentation of any known contamination within the last five years. Additional information is available by contacting your water system representative at the phone number and address in this drinking water quality report.



Source of Your Drinking Water

The source of your drinking water is classified as surface water, and the raw water intake is located on Lake Gaston on the Roanoke River. The water is treated at the Roanoke River Service Authority's water treatment plant.

Community Participation

Town of South Hill Council meetings are held on the second Monday of each month.

Why Save Water?

Although 80% of the Earth's surface is water, only 1% is suitable for drinking. The rest is either salt water or is permanently frozen, and we can't drink it, wash with it, or use it to water plants.

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, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health-care providers. U.S. Environmental Protection Agency (U.S. EPA)/Centers for Disease Control and Prevention (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 or epa.gov/safewater.



QUESTIONS?

If you have any questions about this report, or if you want additional information about any aspect of your drinking water or would like to know how to participate in decisions that may affect the quality of your drinking water, please contact Allen Elliott, Operator in Responsible Charge, at (434) 447-3191.

Safeguard Your Drinking Water

Protection of drinking water is everyone's responsibility. You can help protect your community's drinking water source in several ways:

- Eliminate excess use of lawn and garden fertilizers and pesticides – they contain hazardous chemicals that can reach your drinking water source.
- Pick up after your pets.
- If you have your own septic system, properly maintain it to reduce leaching to water sources, or consider connecting to a public water system.
- Dispose of chemicals properly; take used motor oil to a recycling center.
- Volunteer in your community. Find a watershed or wellhead protection organization in your community and volunteer to help. If there are no active groups, consider starting one. Use U.S. EPA's Adopt Your Watershed to locate groups in your community.
- Organize a storm drain stenciling project with others in your neighborhood. Stencil a message next to the street drain reminding people "Dump No Waste – Drains to River" or "Protect Your Water." Produce and distribute a flyer for households to remind residents that storm drains dump directly into your local water body.



Substances That Could Be in Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material and can pick up substances resulting from the presence of animals or from human activity. 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 occur naturally in the soil or groundwater or may 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 by-products of industrial processes and petroleum production and can also come from gas stations, urban stormwater runoff, and septic systems; and

Radioactive Contaminants, which can occur naturally or be the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations that 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.

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 mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Safe Drinking Water Hotline at (800) 426-4791 or visiting epa.gov/safewater.

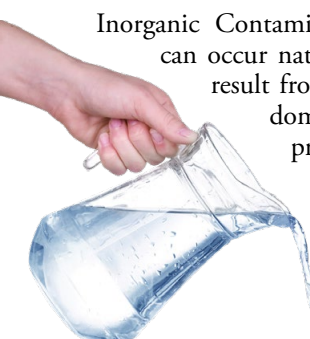
Lead in Home Plumbing

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 South Hill 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 it tested, contact the Town of South Hill at (434) 447-3191. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.

A lead service line inventory was conducted by the Town of South Hill during 2024. The inventory for the service line inventory is available by request. No lead service lines were found during this inventory.

Which Household Activity Wastes the Most Water?

Most people would say the majority of water use comes from showering or washing dishes; however, toilet flushing is by far the largest single use of water in a home (accounting for 40% of total water use). Toilets use about 4–6 gallons per flush, so consider an ultra-low-flow (ULF) toilet, which requires only 1.5 gallons.



Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data is included, along with the year in which the sample was taken.

REGULATED SUBSTANCES

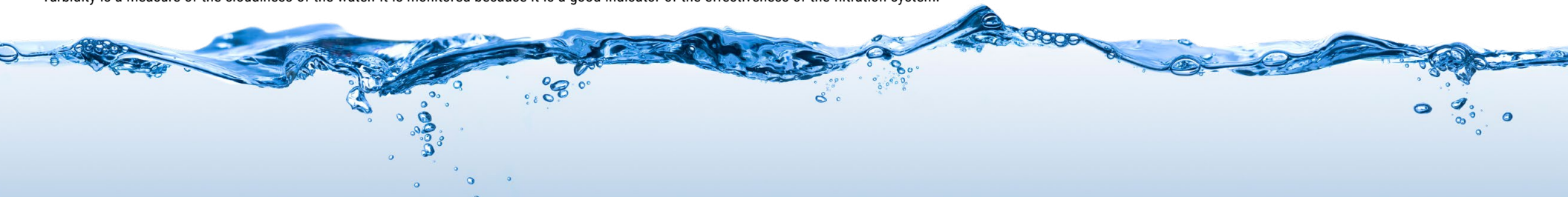
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	Town of South Hill		Roanoke River Service Authority		VIOLATION	TYPICAL SOURCE
				AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH		
Alpha Emitters (pCi/L)	2023	15	0	NA	NA	1.1	NA	No	Erosion of natural deposits
Barium (ppm)	2024	2	2	NA	NA	0.023	NA	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chlorine (ppm)	2025	[4]	[4]	1.00	0.55–1.95	NA	NA	No	Water additive used to control microbes
Combined Radium (pCi/L)	2023	5	0	NA	NA	1.1	NA	No	Erosion of natural deposits
Fluoride (ppm)	2025	4	4	NA	NA	0.72	0.60–0.72	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Haloacetic Acids [HAA5] (ppb)	2025	60	NA	36	22–50	NA	NA	No	By-product of drinking water disinfection
Nitrate (ppm)	2025	10	10	NA	NA	0.20	NA	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Total Organic Carbon [TOC] (removal ratio)	2025	TT ¹	NA	NA	NA	1.78	1.37–2.13	No	Naturally present in the environment
Total Trihalomethanes [TTHMs] (ppb)	2025	80	NA	44	23–71	NA	NA	No	By-product of drinking water disinfection
Turbidity² (NTU)	2025	TT	NA	NA	NA	0.10	NA	No	Soil runoff
Turbidity (lowest monthly percent of samples meeting limit)	2025	TT = 95% of samples meet the limit	NA	NA	NA	100	NA	No	Soil runoff

Tap water samples were collected for lead and copper analyses from sample sites throughout the community

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED (90TH %ILE)				RANGE LOW-HIGH	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
		AL	MCLG						
Copper (ppm)	2024	1.3	1.3	0.3	ND–0.362	0/20	No	Corrosion of household plumbing systems; Erosion of natural deposits	
Lead (ppb)	2024	15	0	ND	ND–20.2	1/20	No	Corrosion of household plumbing systems; Erosion of natural deposits	

¹The value reported under Amount Detected for TOC is the lowest ratio of percentage of TOC actually removed to the percentage of TOC required to be removed. A value of greater than 1 indicates that the water system is in compliance with TOC removal requirements. A value of less than 1 indicates a violation of the TOC removal requirements.

²Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system.



BY THE NUMBERS



82

The average number of gallons of water an American uses per day.



27%

The percent of household water use attributable to toilets.



700

The average number of gallons that a household can save each year with water-efficient fixtures.



50-100

The typical design lifespan of underground drinking water pipes, in years.



<1%

The percent of Earth's water that is readily available as fresh drinking water.

Think Before You Flush!

Flushing unused or expired medicines can be harmful to your drinking water. Properly disposing of unused or expired medication helps protect you and the environment. Keep medications out of our waterways by disposing responsibly. To find a convenient drop-off location near you, please visit <https://bit.ly/3IeRyXy>.

How Long Can I Store Drinking Water?

The disinfectant in drinking water will eventually dissipate, even in a closed container. If that container housed bacteria prior to filling up with the tap water, the bacteria may continue to grow once the disinfectant has dissipated. Some experts believe that water could be stored up to six months before needing to be replaced. Refrigeration will help slow the bacterial growth.



Water Treatment Process

Treatment of the raw water consists of chemical addition, coagulation, flocculation, settling (superpulsator), filtration, fluoridation, and chlorination. All of these processes work together to remove or adjust the physical, chemical, and biological contaminants to make water safe for drinking.

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

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

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

MCL (Maximum Contaminant Level): 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): 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): 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.

MRDLG (Maximum Residual Disinfectant Level Goal): 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 contaminants.

NA: Not applicable.

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

pCi/L (picocuries per liter): A measure of radioactivity.

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

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

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

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