



"Pure Water for All Purposes"

*City of Morganton
Department of Water Resources
Class – A Utility*

Lake James located on the border of Burke and McDowell Counties is the first in a series of dams and reservoirs on the Catawba River in North Carolina. The lake is considered one of the most pristine in the Southeastern United States. Impounding the waters of the Catawba and Linville Rivers and many smaller tributaries Lake James supplies the City of Morganton via the Catawba River with reliably clean water.

Water System Number: NC0112015

ESTE INFORME CONTIENE INFORMACIÓN MUY IMPORTANTE SOBRE SU AGUA POTABLE. TRADÚZCALO O HABLE CON ALGUIEN QUE LO ENTIENDA BIEN.

Since the early 1990's, the City of Morganton has provided its customers an annual water report. The federal government has adopted guidelines for water agencies to follow when communicating water information to consumers. The State of North Carolina tailored these guidelines into the Consumer Confidence Report. This format is intended to provide customers a summary of water quality data, key definitions, and other related information.

This report summarizes the quality of the water provided in 2025. It includes details about water source, what the water

contains, and how it compares to standards set by the State of North Carolina. Morganton vigilantly monitors and safeguards its water supplies. **We are pleased to report that your tap water met all Federal and State drinking water health standards.** For more information about your water, call (828) 584-1460.

Morganton's water comes from the Catawba River. The water is treated at the Catawba River WTP (100 Coulter St. Morganton, NC) via the addition of Poly-Aluminum Chloride for coagulation, Sodium Hypochlorite for disinfection, Polyphosphate for corrosion

control, and Hydrofluorosilicic Acid to promote dental health. The CRWTP is a Class A surface water treatment facility.

The Morganton City Council meets on the first Monday of each month at 6:00pm in the City Hall Council Chambers, 305 East Union Street. The community is welcome to participate in these meetings.



WHAT EPA WANTS YOU TO KNOW

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).

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).

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. **Morganton** is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting

for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

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 be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming; pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses; organic chemical

contaminants, including synthetic and volatile organic chemicals, which are 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 be naturally-occurring or be the result of oil and gas production and mining activities.

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



<http://www.epa.gov/safewater/lead>.

Safe Drinking Water Hotline
(800-426-4791)



SOURCE WATER ASSESSMENT PROGRAM (SWAP) RESULTS

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

The relative susceptibility rating of each source for City of Morganton was determined by combining the contaminant rating (number and location of PCSs within the assessment area) and the inherent vulnerability rating (i.e., characteristics or existing conditions of the well or watershed and its delineated assessment area). The assessment findings are summarized in the table below:



Susceptibility of Sources to Potential Contaminant Sources (PCSs)

SOURCE NAME:	SUSCEPTIBILITY RATING:	SWAP REPORT DATE:
CATAWBA RIVER	MODERATE	SEPTEMBER 2020

The complete SWAP Assessment report for City of Morganton may be viewed on the Web at:

https://www.ncwater.org/SWAP_Reports/NC0112015_SWAP_Report-20200909.pdf Note that because SWAP results and reports are periodically updated by the PWS Section, the results available on this web site may differ from the results that were available at the time this CCR was prepared. If you are unable to access your SWAP report on the web, you may mail a written request for a printed copy to: Source Water Assessment Program – Report Request, 1634 Mail Service Center, Raleigh, NC 27699-1634, or email requests to swap@ncdenr.gov. Please indicate your system name, number, and provide your name, mailing address and phone number. If you have any questions about the SWAP report please contact the Source Water Assessment staff by phone at 919-707-9098.

It is important to understand that a susceptibility rating of “higher” does not imply poor water quality, only the system’s potential to become contaminated by PCSs in the assessment area. **Protection of drinking water is everyone’s responsibility.** You can help

protect your community's drinking water source(s) in several ways: examples: dispose of chemicals properly; take used motor oil to a recycling center, volunteer in your community to participate in group efforts to protect your source, etc. Some local agencies and associations that monitor and organize volunteer activities for the Upper Catawba River basin are: The Catawba Riverkeeper Foundation, Lake James Environmental Association, and Foothills Conservancy of North Carolina.



IMPORTANT DRINKING WATER DEFINITIONS

- **Not-Applicable (N/A)** - Information not applicable/not required for that particular water system or for that particular rule.
- **Non-Detects (ND)** - Laboratory analysis indicates that the contaminant is not present at the level of detection set for that particular methodology used.
- **Parts per million (ppm) or Milligrams per liter (mg/L)** - measurement of the mass of a chemical or contaminate per unit volume of water, equivalent to one minute in two years or a single penny in \$10,000.
- **Parts per billion (ppb) or Micrograms per liter (ug/L)** - measurement of the mass of a chemical or contaminate per volume of water, equivalent to one minute in 2,000 years or a single penny in \$10,000,000.
- **Parts per trillion (ppt) or Nanograms per liter (nanograms/L)** - measurement of the mass of a chemical or contaminate per volume of water, equivalent to one minute in 2,000,000 years or a single penny in \$10,000,000,000.
- **Parts per quadrillion (ppq) or Picograms per liter (pictograms/L)** - measurement of the mass of a chemical or contaminate per volume of water, equivalent to one minute in 2,000,000,000 years or one single penny in \$10,000,000,000,000.
- **Picocuries per liter (pCi/L)** – a measure of radioactivity in water.
- **Million Fibers per Liter (MFL)** – a measure of the presence of asbestos fibers that are longer than 10 micrometers.
- **Nephelometric Turbidity Unit (NTU)** – a measure of clarity of water, Turbidity in excess of %NTU is just noticeable to the average person.
- **Variances and Exceptions** – State or EPA permission not to meet an MCL or Treatment Technique under certain conditions.
- **Action Level (AL)** – the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **Treatment Technique (TT)** – a required process intended to reduce the level of a contaminant in drinking water.
- **Maximum Residual Disinfection Level (MRDL)** – the highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **Maximum Residual Disinfection Level Goal (MRDLG)** – the level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- **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.
- **Running Annual Average (RAA)** – the average of sample analytical results for samples taken during the previous four calendar quarters.
- **Level 1 Assessment** – a Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
- **Level 2 Assessment** – a Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an *E.coli* MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.
- **Maximum Contaminant Level (MCL)** - the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- **Maximum Contaminant Level Goal (MCLG)** - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **Herbicide** – Any chemical(s) used to control undesirable vegetation.
- **Pesticide** – Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

WATER QUALITY DATA TABLES

We routinely monitor for over 150 contaminants in your drinking water according to Federal and State laws. The tables below list all the drinking water contaminants that we detected in the last round of sampling for each particular contaminant group. The

presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in this table is from testing done January 1 through December 31, 2025.** The EPA and the State allow us to monitor for

certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old

Turbidity**

Contaminant (units)	Treatment Technique (TT) Violation Y/N	Your Water	MCLG	Treatment Technique (TT) Violation if:	Likely Source of Contamination
Turbidity (NTU) - Highest single turbidity measurement	N	0.109* NTU	N/A	Turbidity > 1 NTU	Soil runoff
Turbidity (%) - Lowest monthly percentage (%) of samples meeting turbidity limits	N	100%	N/A	Less than 95% of monthly turbidity measurements are ≤ 0.3 NTU	

*The reading was taken on August 17, 2025. Average Turbidity was 0.047 NTU's for 2025.

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

Asbestos Contaminant

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
Total Asbestos (MFL)	01/2020	N	ND	N/A	7	7	Decay of asbestos cement water mains; erosion of natural deposits

Lead and Copper Contaminants*

Contaminant (units)	Sample Date	Your Water (90 th Percentile)	Number of sites found above the AL	Range Low-High	MCLG	AL	Likely Source of Contamination
Copper (ppm) (90 th percentile)	08/2025	0.1 ppm	0	0-0.1	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb) (90 th percentile)	08/2025	0 ppb	0	N/A	0	AL=15	Corrosion of household plumbing systems; erosion of natural deposits

*The table above summarizes our most recent lead and copper tap sampling data. If you would like to review the complete lead tap sampling data, please email us at cfarris@morgantonnc.gov. We have been working to identify service line materials throughout the water system and prepared an inventory of all service lines in our water system. To access this inventory contact Ronnie Suttles (D&C ORC) at rsuttles@morgantonnc.gov.

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. City of Morganton 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, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact City of Morganton Water Department at 828-438-5276. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

Synthetic Organic Chemical (SOC) Contaminants Including Pesticides and Herbicides*

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
2,4-D (ppb)	04/2023	N	ND	N/A		70	70	Runoff from herbicide used on row crops
2,4,5-TP (Silvex) (ppb)	04/2023	N	ND	N/A		50	50	Residue of banned herbicide
Alachlor (ppb)	04/2023	N	ND	N/A		0	2	Runoff from herbicide used on row crops
Atrazine (ppb)	04/2023	N	ND	N/A		3	3	Runoff from herbicide used on row crops
Benzo(a)pyrene (PAH) (ppt)	04/2023	N	ND	N/A		0	200	Leaching from linings of water storage tanks and distribution lines
Carbofuran (ppb)	04/2023	N	ND	N/A		40	40	Leaching of soil fumigant used on rice and alfalfa
Chlordane (ppb)	04/2023	N	ND	N/A		0	2	Residue of banned termiticide
Dalapon (ppb)	04/2023	N	ND	N/A		200	200	Runoff from herbicide used on rights of way
Di(2-ethylhexyl) adipate (ppb)	04/2023	N	ND	N/A		400	400	Discharge from chemical factories
Di(2-ethylhexyl) phthalate (ppb)	04/2023	N	ND	N/A		0	6	Discharge from rubber and chemical factories
DBCP [Dibromochloropropane] (ppt)	04/2023	N	ND	N/A		0	200	Runoff/leaching from soil fumigant used on soybeans, cotton, pineapples, and orchards
Dinoseb (ppb)	04/2023	N	ND	N/A		7	7	Runoff from herbicide used on soybeans and vegetables
Endrin (ppb)	04/2023	N	ND	N/A		2	2	Residue of banned insecticide
EDB [Ethylene dibromide] (ppt)	04/2023	N	ND	N/A		0	50	Discharge from petroleum refineries
Heptachlor (ppt)	04/2023	N	ND	N/A		0	400	Residue of banned pesticide
Heptachlor epoxide (ppt)	04/2023	N	ND	N/A		0	200	Breakdown of heptachlor
Hexachlorobenzene (ppb)	04/2023	N	ND	N/A		0	1	Discharge from metal refineries and agricultural chemical factories
Hexachlorocyclopentadiene (ppb)	04/2023	N	ND	N/A		50	50	Discharge from chemical factories
Lindane (ppt)	04/2023	N	ND	N/A		200	200	Runoff/leaching from insecticide used on cattle, lumber, gardens
Methoxychlor (ppb)	04/2023	N	ND	N/A		40	40	Runoff/leaching from insecticide used on fruits, vegetables, alfalfa, livestock
Oxamyl [Vydate] (ppb)	04/2023	N	ND	N/A		200	200	Runoff/leaching from insecticide used on apples, potatoes and tomatoes
PCBs [Polychlorinated biphenyls] (ppt)	04/2023	N	ND	N/A		0	500	Runoff from landfills; discharge of waste chemicals
Pentachlorophenol (ppb)	04/2023	N	ND	N/A		0	1	Discharge from wood preserving factories
Picloram (ppb)	04/2023	N	ND	N/A		500	500	Herbicide runoff
Simazine (ppb)	04/2023	N	ND	N/A		4	4	Herbicide runoff
Toxaphene (ppb)	04/2023	N	ND	N/A		0	3	Runoff/leaching from insecticide used on cotton and cattle

* The EPA and the State allow us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old.

Volatile Organic Chemical (VOC) Contaminants*

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
Benzene (ppb)	02/2025	N	ND	N/A		0	5	Discharge from factories; leaching from gas storage tanks and landfills
Carbon tetrachloride (ppb)	02/2025	N	ND	N/A		0	5	Discharge from chemical plants and other industrial activities
Chlorobenzene (ppb)	02/2025	N	ND	N/A		100	100	Discharge from chemical and agricultural chemical factories
o-Dichlorobenzene (ppb)	02/2025	N	ND	N/A		600	600	Discharge from industrial chemical factories
p-Dichlorobenzene (ppb)	02/2025	N	ND	N/A		75	75	Discharge from industrial chemical factories
1,2 – Dichloroethane (ppb)	02/2025	N	ND	N/A		0	5	Discharge from industrial chemical factories
1,1 – Dichloroethylene (ppb)	02/2025	N	ND	N/A		7	7	Discharge from industrial chemical factories
cis-1,2-Dichloroethylene (ppb)	02/2025	N	ND	N/A		70	70	Discharge from industrial chemical factories
trans-1,2-Dichloroethylene (ppb)	02/2025	N	ND	N/A		100	100	Discharge from industrial chemical factories
Dichloromethane (ppb)	02/2025	N	ND	N/A		0	5	Discharge from pharmaceutical and chemical factories
1,2-Dichloropropane (ppb)	02/2025	N	ND	N/A		0	5	Discharge from industrial chemical factories
Ethylbenzene (ppb)	02/2025	N	ND	N/A		700	700	Discharge from petroleum refineries
Styrene (ppb)	02/2025	N	ND	N/A		100	100	Discharge from rubber and plastic factories; leaching from landfills
Tetrachloroethylene (ppb)	02/2025	N	ND	N/A		0	5	Discharge from factories and dry cleaners
Trichloroethylene (ppb)	02/2025	N	ND	N/A		0	5	Discharge from metal degreasing sites and other factories
Toluene (ppm)	02/2025	N	ND	N/A		1	1	Discharge from petroleum factories
Vinyl Chloride (ppb)	02/2025	N	ND	N/A		0	2	Leaching from PVC piping; discharge from plastics factories
Xylenes (Total) (ppm)	02/2025	N	ND	N/A		10	10	Discharge from petroleum factories; discharge from chemical factories

* The EPA and the State allow us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old.

Radiological Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water (RAA)	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
Alpha emitters (pCi/L) (Gross Alpha Excluding Radon and Uranium)	02/2025	N	ND	N/A		0	15	Erosion of natural deposits
Combined radium (pCi/L)	02/2025	N	N/A	N/A		0	5	Erosion of natural deposits
Uranium (pCi/L)	02/2025	N	ND	N/A		0	20.1	Erosion of natural deposits

Nitrate/Nitrite Contaminants*

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
Nitrate (as Nitrogen) (ppm)	08/2025	N	4.25	0.4 – 4.25		10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

***Nitrate:** Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant you should ask advice from your health care provider.

Total Organic Carbon (TOC)

Contaminant (units)	TT Violation Y/N	Your Water (lowest RAA)	Range Monthly Removal Ratio Low - High	MCLG	Treatment Technique (TT) violation if:	Likely Source of Contamination
Total Organic Carbon (TOC) Removal Ratio (no units)	N	1.18	1.05 – 1.39	N/A	Removal Ratio RAA <1.00 and alternative compliance criteria was not met	Naturally present in the environment

Disinfectant Residuals Summary

Disinfectant	MRDL Violation Y/N	Your Water (highest RAA)	Range Low High	MRDLG	MRDL	Likely Source of Contamination
Chlorine (ppm)	N	0.85	0.1 – 1.7	4	4.0	Water additive used to control microbes

Stage 2 Disinfection Byproduct Compliance - Based upon Locational Running Annual Average (LRAA)

Disinfection Byproduct	Year Sampled	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
TTHM (ppb)	2025	N	62	31 - 90	N/A	80	Byproduct of drinking water disinfection
HAA5 (ppb)	2025	N	45	12 - 62	N/A	60	Byproduct of drinking water disinfection

Other Miscellaneous Water Characteristics Contaminants*

Contaminant (units)	Sample Date	Your Water	Range Low High	SMCL
Iron (ppm)	Jan – Dec 2025	0.02	0.0 – 0.1	0.3 mg/L
Manganese (ppm)	Jan – Dec 2025	0.03	0.0 – 0.1	0.05 mg/L
pH	Jan – Dec 2025	7.7	7.5 – 7.8	6.5 to 8.5

*The PWS Section requires monitoring for other misc. contaminants, some for which the EPA has set national secondary drinking water standards (SMCLs) because they may cause cosmetic effects or aesthetic effects (such as taste, odor, and/or color) in drinking water. The contaminants with SMCLs normally do not have any health effects and normally do not affect the safety of your water.

Unregulated Contaminants*

Contaminant (units)	Sample Date	Your Water (average)	Range Low High
PFOS ug/L	09/09/24 12/05/24	0.0015	0.0010 - 0.0020
PFBA ug/L	12/05/24	N/A	0.0 - 0.0013

*Our water system has sampled for a series of unregulated contaminants. 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 regulations are warranted. If you are interested in examining the results, please contact us at cfarris@morgantonncc.gov

FACTS ABOUT OUR SYSTEM



- ✚ The Catawba River Treatment Plant has a rated capacity of 18 MGD.
- ✚ Annual daily production average is 7.87 million gallons a day (MGD).
- ✚ The City maintains and operates 9 booster pump stations and 12 tanks that maintain the pressure in over 400 miles of distribution lines.
- ✚ In 2025, our Water Distribution staff made 87 new water taps, replaced 242 meters, repaired 81 waterline breaks, repaired 9 hydrants, responded to 1,853 service calls, exercised 172 valves, and performed 10,271 utility locates.

HOW TO READ YOUR WATER METER

Locate Your Water Meter

Locate the water meter on your property. It's usually located in a concrete box with a cast iron lid near the street, and clearly labeled. Note: Be very careful when removing your meter box lid. Use two large screwdrivers - one to stick in the hole and one to pry up the outer edge. Lift the lid just enough to slide it over to the side with your foot. Replace the lid by sliding it back into place. Be careful not to drop the lid on the meter!

Anatomy of a Water Meter

Dial: The dial will rotate when water passes through the meter. One full rotation of the dial equals 1 cubic foot of water or 7.48 gallons.

Low Flow Indicator: The Low Flow Indicator will rotate with very little water movement. Any water moving through the meter is detected so even small leaks will register.

Odometer: The odometer records total water use in a similar way as the odometer in your car records miles driven. The water meter odometer records water use in cubic feet and displays as follows: The digits from right to left represent 1 cubic foot, 10 cubic feet, 100 cubic feet and so on. Like a car odometer, the water meter odometer cannot be altered.



HOW TO MONITOR YOUR WATER USE

The following steps will show you how to determine how much water you use over a period of time.

Read the odometer and write it down completely. Then write down the date you read it. After a period of days (we suggest 7 days) read the odometer again and write it down and write down the date.

Subtract the first reading from the second reading. This is your water use in cubic feet during the period.

Multiply the water use by 7.48. This is your water use in gallons during the period.

Divide the water use in gallons by the number of days between readings. This is your average gallons per day during the period.

How to Watch for Leaks

Turn off all water indoors and outdoors including sprinklers, ice maker, etc. If the low flow indicator moves, this may indicate a leak in an appliance or pipe. If the meter shows no obvious movement, note the reading on the meter and return in 4 hours to see if there is any change. Note: if you use water during that time, the meter reading will change.

IT IS THE CUSTOMER'S RESPONSIBILITY TO REPAIR ANY LEAKS PAST THEIR WATER METER.

IF YOU SUSPECT A LEAK ON THE CITY'S SIDE OF THE METER OR IN THE STREET, PLEASE CALL 828-438-5276.



WATER DISCOLORATION

Changes in water pressure, such as when water mains break or fire hydrants are used or flushed, can occasionally cause drinking water to be discolored. The discoloration is caused by sediments in pipes mixing with clear water. The sediments occur naturally from the oxidation of iron in pipes. While discolored water is ordinarily safe to drink, it is best to flush any discolored water from pipes by turning on all cold-water faucets in your home or business. Avoid turning on any hot-water faucets so the discolored water is not drawn into water heaters.

FREQUENTLY ASKED QUESTIONS

- Like to save money? Skip the bottled water at the local store and fill up on our water. You can fill your bottle once a day for 12 years for what you pay for one bottle of Evian! This also has a positive effect for the environment since you will not be contributing to the millions of bottles that are thrown away in a year.
- The City of Morganton does add Fluoride to its water in an effort to reduce the number of cavities in our community. We adhere to all EPA and CDC regulations in the application of Fluoride in your drinking water.
- Pink slime or black lines/spots that appears in your bathroom is NOT from our water supply. These are certain species of bacteria, mold, or mildew that are naturally present in the environment. These organisms love the warm, damp areas in your bathroom and will grow into unattractive, yet harmless, growths by establishing colonies in these damp spots. The best way to avoid these growths is to clean damp areas regularly with a cleaner like Lysol or a chlorine-based cleaner.
- Morganton participates in the voluntary **PFAST** program conducted by NCSU, UNC, and Duke Universities who have spearheaded a statewide study to monitor potential PFAS concerns in our drinking water systems. Morganton's sampling results can be accessed at: <https://ncpfastnetwork.com/data/>
- We love informed customers! We are happy to answer any questions or address any concerns you may have.

STAY INFORMED*

We encourage our customers to stay informed about their utilities department and the services we provide. The Water Department offers several ways for customers and the public to receive updates and information - web site, Facebook, or via X. We invite you to take advantage of these resources. You may also want to attend regularly scheduled City Council meetings to share suggestions, ideas, and concerns regarding the City's municipal water and sewer systems.

*The City of Morganton did not have any violations during 2025. No Boil Water Advisories (BWA) were issued during 2025.

IMPORTANT CONTACT INFORMATION

Water Resource Main Office is located at Morganton City Hall located at 305 W. Union Street.

Main Number / After Hours Emergencies: 828-438-5276

Water Treatment Plant: 828-584-1460

Water Laboratory: 828-584-1460

Waste Treatment Plant: 828-438-5376

Development & Design: 828-438-5260



Please visit our website at <https://www.morgantonnc.gov> for important news and updates.

Current Outage Information: <https://x.com/cityofmorganton> or <https://www.facebook.com/cityofmorganton/>

We value your feedback and any questions you may have about this report or your water in general. Please feel free to contact Micheal Griffin, Water Treatment Superintendent/ORC at (828) 584-1460 or by email at mgriffin@morgantonnc.gov.





Historic Morganton Festival.

The festival covers nearly a dozen blocks in downtown Morganton along Green, Sterling, and Union streets.



The striking black-and-white mural honors the acclaimed R&B singer, songwriter, and Motown record producer Johnny Bristol who was born in Morganton in 1939.