GLEN HILLS UTILITY DISTRICT'S

Water Quality Report

2025

Is my drinking water safe?
Yes, we are proud to report that your water met or exceeded all State and Federal Standards for drinking water during 2025. This report shows our water quality and what it means.

What is the source of my water?
Your water, which is surface water, comes from the Nolichucky River. Our goal is to protect our water from contaminants and we are working with the State to determine the vulnerability of our water supply to contamination. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the water supplies serving this water system. The SWAP Report assessed the susceptibility of public water supplies to potential contamination. Water sources have been rated as reasonably susceptible, moderately susceptible, or slightly susceptible based on geological factors and human activities in the vicinity of the water source. The Glen Hills Utility District sources rated 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 EPA can be viewed online at https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html or you may contact the District or TDEC at 1-888-891-TDEC to obtain copies of specific assessments. We currently purchase all our water from the Greeneville Water Commission.

Why are there contaminants in my water?
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 at (800-426-4791).

Do I need to take Special Precautions?
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 their personal sanitation, food preparation, handling infants and pets, and drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the **Safe Drinking Water Hotline at (800-426-4791).**

Is our water system meeting other rules that govern our operations?
The State and EPA require us to test and report on our water on a regular basis to ensure its safety. We have always met all these requirements. We want you to know that we follow all drinking water regulations carefully in order to provide you with clean, safe drinking water.

How can I get involved?
The Glen Hills Utility District Board of Commissioners meets the third Wednesday of every month at 8:00 a.m. at the Glen Hills Utility District meeting room at 2722 Newport Hwy, Greeneville, Tennessee. Please feel free to participate in these meetings.

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 Tennessee's waterways by disposing in one of our permanent pharmaceutical take back bins. There are over 340 take back bins located across the state in all 95 counties, to find a convenient location please visit the State of Tennessee website: http://tdeconline.tn.gov/rxtakeback/

Other Information:
The sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of 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 human activity. Contaminants that may be present in source water: 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. 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 and the Tennessee Department of Environment and Conservation prescribe 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.

In our continuing efforts to maintain a safe and dependable water supply it may be necessary to make improvements in our water system. The costs of these improvements may be reflected in the rate structure. Rate adjustments may be necessary to address these improvements. We at Glen Hills Utility District work diligently to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life, and our children's future.

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

For more information about your drinking water, please call Leslie Allen, certified water distribution operator, at **Glen Hills Utility District 423-639-8622.**

Water Quality Data

What does this chart mean?

- **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.
- **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.
- **ppb**: Parts per billion or micrograms per liter, explained in terms of money as one penny in $10,000,000
- **ppm**: Parts per million or milligrams per liter, explained in terms of money as one penny in $10,000
- **NA**: Not Applicable
- **ND**: None Detected
- **NTU**: Nephelometric Turbidity Unit, used to measure cloudiness in drinking water
- **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 the 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.
- **AL**: Action Level, or the concentration of a contaminant which, when exceeded, triggers treatment or other requirements which a water system must follow
- **TT**: Treatment Technique, or a required process intended to reduce the level of a contaminant in drinking water.
- **pCi/L**: Picocuries per liter (a measure of radioactivity)
- **ug/l**: Micrograms per liter
- **BDL**: Below Detection Level
- **RTCR**: Revised Total Coliform Rule
- **LRAA**: Locational Running Annual Average
- **RAA**: Running Annual Average
- * Footnote at the bottom of the page.

Substance	Violation Yes/No	MCLG	MCL	Level Found	Range of detections		Date	Sources of Contaminant
Regulated at Customer's Tap								
				90th percentile	# of homes exceeding AL			
Lead (ppb) ***1**	No	0	AL=15	ND	ND – 0.0000	0	2023	Corrosion of household plumbing systems; Erosion of natural deposits
Copper (ppm) ***2**	No	0	1.3	0.2190	0.0045 – 0.2190	0	2023	Corrosion of household plumbing systems; Erosion of natural deposits
Regulated in the Distribution System								
Total trihalomethanes ***3** (TTHMs) (ppb)	No	0	80	39.05 LRAA	12.90 – 69.10		2025	By-product of drinking water chlorination
HAA5 (ppb) ***3**	No	0	60	35.17 LRAA	9.36 – 39.20		2025	By-product of drinking water chlorination
Total Coliform (RTCR)	No	0	5%	0	0		2025	Naturally present in the environment
Regulated at Treatment Plant					Lowest % samples Meeting limits			
Turbidity (NTU) ***4**	No	NA	TT	0.11	0.02 – 0.11	100%	2025	Soil runoff
Total Organic Carbon(ppm) ***5**	No	NA	TT	1.42 ***5**	0.727 – 1.42		2025	Naturally present in the environment
Chlorine (ppm)	No	MRDLG 4	MRDL 4	1.77 RAA	1.0 – 2.50		2025	Water additive used to control microbes
Alpha Emitters (pCi/L) ***6**	No	0	15	1.61	1.32 – 1.61		2025	Erosion of natural deposits
Inorganics								
Fluoride (ppm)	No	4	4	0.71	0.570 – 0.710		2025	Water additive which promotes strong teeth
Sodium (ppm)	No	NA	NA	6.13			2025	Erosion of natural deposits; Used in Water Treatment

***1** During the most recent round of **lead testing**, 0 out of 30 households sampled contained concentrations exceeding the action level for lead. Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Glen Hills Utility District is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Glen Hills Utility District at 423-639-8622 Monday through Thursday 7:30am to 5:30pm. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead.

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

Lead service line inventory has been completed for Glen Hills Utility District and can be accessed at https://glenhillsutility.com

***2** During the most recent round of **copper testing**, 0 out of 30 households sampled contained concentrations exceeding the action level for copper.

***3 TTHMs/HAA5s:** Some people who drink water containing Trihalomethanes or Haloacetic acids in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

***4 Turbidity:** Turbidity does not present any risk to your health. We monitor turbidity, which is a measure of the cloudiness of water, because it is a good indicator that our filtration system is functioning properly. The treatment technique for turbidity was met with 100% of samples below the turbidity limit of 0.3 NTU.

***5 Total organic carbon**: We met the treatment technique requirements for Total Organic Carbon.

***6 Alpha Emitters**: If the results of the sample had been above 15 pCi/L, our system would have been required to do additional testing for uranium. Because results were below 15 pCi/L, no testing for uranium was required.

As you see by the table, our system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements.

We have learned through our monitoring and testing that some substances have been detected. The EPA has determined that your water IS SAFE at these levels. MCL's are set at very stringent levels. To understand the possible health effects described for many regulated substances, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.