

2025 ANNUAL DRINKING WATER REPORT



Photo Credit: Kate Thornton

Greg Hill
Operations Manager

Thank you

**FOR 36 YEARS OF
DELIVERING EXCELLENCE**

This Annual Drinking Water Quality Report provides information on the quality of our drinking water. The United States Environmental Protection Agency (EPA) requires all drinking water suppliers to provide their customers with a water quality report on an annual basis. This report contains important information on the source of your water, what it contains, and how it compares to standards set by regulatory agencies.

LETTER FROM THE GENERAL MANAGER



Photo Credit: Kate Thornton

WATER QUALITY
=
QUALITY OF LIFE

Dear Waterworks Customers,

Delivering safe, reliable, high-quality drinking water to your homes and businesses remains our highest priority. We are pleased to present our 2025 Annual Drinking Water Quality Report, which confirms that your water meets or exceeds all state and federal safety standards.

This report provides detailed information about our water sources and the rigorous testing we conduct. Inside, you'll find articles that reflect our ongoing commitment to transparency and service. We share an update on our lead-free water system, including our compliance with the EPA's Lead and Copper Rule Improvements and how to view your service line material online. You'll also find answers to common questions about water aesthetics, such as taste, odor and color, along with practical tips for your home. We highlight WaterSmart, our online tool for tracking usage, detecting leaks and managing your account. We also take you behind the scenes with our Water Distribution Department, whose crew works around the clock to keep water flowing across nearly 600 miles of water mains.

We encourage you to review this report and reach out with any questions. Thank you for your continued trust in Mount Pleasant Waterworks.

Delivering Excellence. Preserving Trust. Enhancing Lives.
F. ALLAN CLUM
General Manager

PUBLIC WATER
FILLING STATIONS

Did you know that we provide water at filling stations located at three of our Reverse Osmosis (RO) water treatment plants? The locations are marked as RO Dispensers in the map legend and can be found at the following water plant addresses:

- Plant 1 520 King Street
- Plant 2 333 7th Avenue
- Plant 3 1760 Labor Camp Road

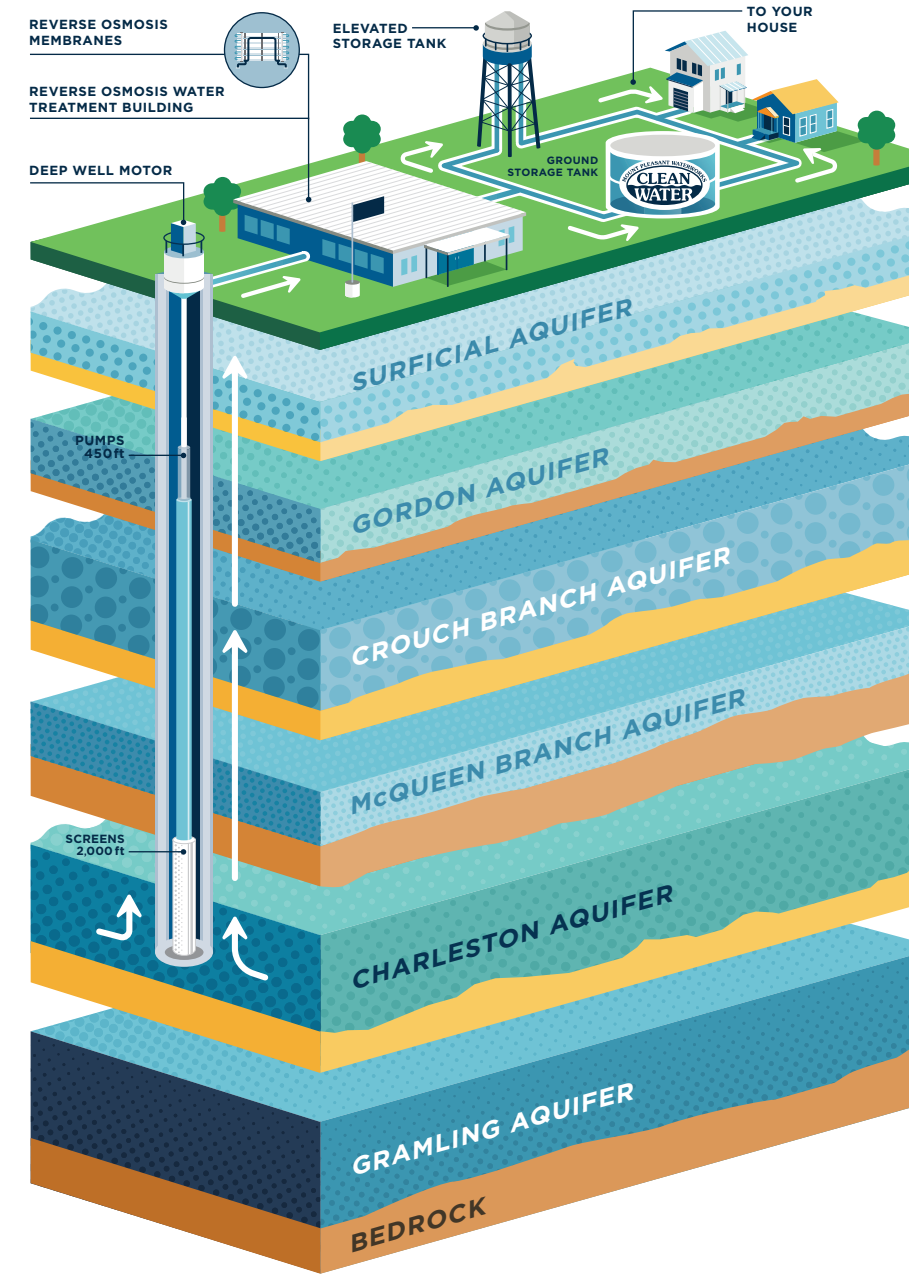


WHERE DOES MY
WATER COME FROM?

Our drinking water supply comes from two sources: groundwater and surface water. Groundwater comes from the Charleston Aquifer, an ancient water source estimated to be over 50,000 years old. To access this water, we use multiple wells, each 2,000 feet deep, providing a consistent and dependable supply. The water is then treated and disinfected using chloramines in our reverse osmosis (RO) water treatment plants. In addition, we obtain surface water from Charleston Water System, which is treated using conventional water treatment methods and disinfected with chloramines. Depending on where you live, you may receive groundwater, surface water, or a blend of the two sources at your tap.

For more information about our surface water source, please visit charlestonwater.com/waterreport

A complete source water assessment is available upon request.



MORE ABOUT THE WATER
IN THE WATER
FILLING STATIONS

Water from RO Dispensers is disinfected with ozone, contains no chloramines, and has a lower mineral content than water leaving the treatment plant. The following table shows a few of the water quality compounds we test at the dispensers.

COMPOUND	UNITS	LEVELS IN RO DISPENSER WATER
pH	S.U.	8.2
Alkalinity	mg/L	41
Hardness	mg/L	<2
Total Dissolved Solids	mg/L	47
Sodium	mg/L	23
Fluoride	mg/L	<0.2

THE JOURNEY TO CLEAN WATER

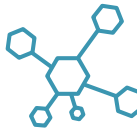
STARTING AT THE SOURCE

There are many sources of drinking water, such as rivers, lakes, streams, ponds, reservoirs, springs, and groundwater aquifers. As water travels over the land or seeps through the ground, it can dissolve minerals and, in some instances, radioactive materials. It can also collect natural or man-made compounds from human and animal activity. Some of these compounds may include the following ➤



MICROBES

Viruses and bacteria may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.



INORGANIC MATERIAL

Salts and minerals that 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

These may come from various sources such as agriculture, urban stormwater runoff, and residential lawns.



ORGANIC MATERIAL

Synthetic and volatile organic chemicals are by-products of industrial processes and petroleum production and can also come from gas stations, urban stormwater runoff, and septic systems.



RADIOACTIVE MATERIAL

These can be naturally occurring or the result of oil and gas production and mining activities.



For more information about compounds and potential health effects, call the **Environmental Protection Agency's Safe Drinking Water Hotline** at **800.426.4791**

HOW TO READ THE WATER QUALITY TABLES ON THE NEXT TWO PAGES

The tables on pages four and five show the concentrations of detected compounds in our treated drinking water compared to regulatory limits.

WHAT ARE THE UNITS PPM, PPB, AND PPT, AND WHAT DO THEY MEAN?

Some of our test results are reported as “parts per million” (ppm), “parts per billion” (ppb), or “parts per trillion” (ppt).

HERE IS WHAT THAT LOOKS LIKE:



PPM
PARTS PER MILLION

One part per million (ppm) is about one cup of water in an average backyard swimming pool.



PPB
PARTS PER BILLION

One part per billion (ppb) is about one drop of water in an average backyard swimming pool.



PPT
PARTS PER TRILLION

One part per trillion (ppt) is about one drop of water in 20 Olympic-sized swimming pools.

WHAT ARE THE MAXIMUM ALLOWABLE LEVELS FOR COMPOUNDS IN DRINKING WATER?

The Environmental Protection Agency (EPA) sets minimum and maximum levels of a compound to protect public health and reduce issues with odor, taste, or clarity. Levels are reported as a Maximum Contaminant Level (MCL), Treatment Technique (TT), Maximum Residual Disinfectant Level (MRDL), or Action Level (AL).

HOW DO I KNOW IF MY WATER MEETS FEDERAL REQUIREMENTS UNDER THE SAFE DRINKING WATER ACT?

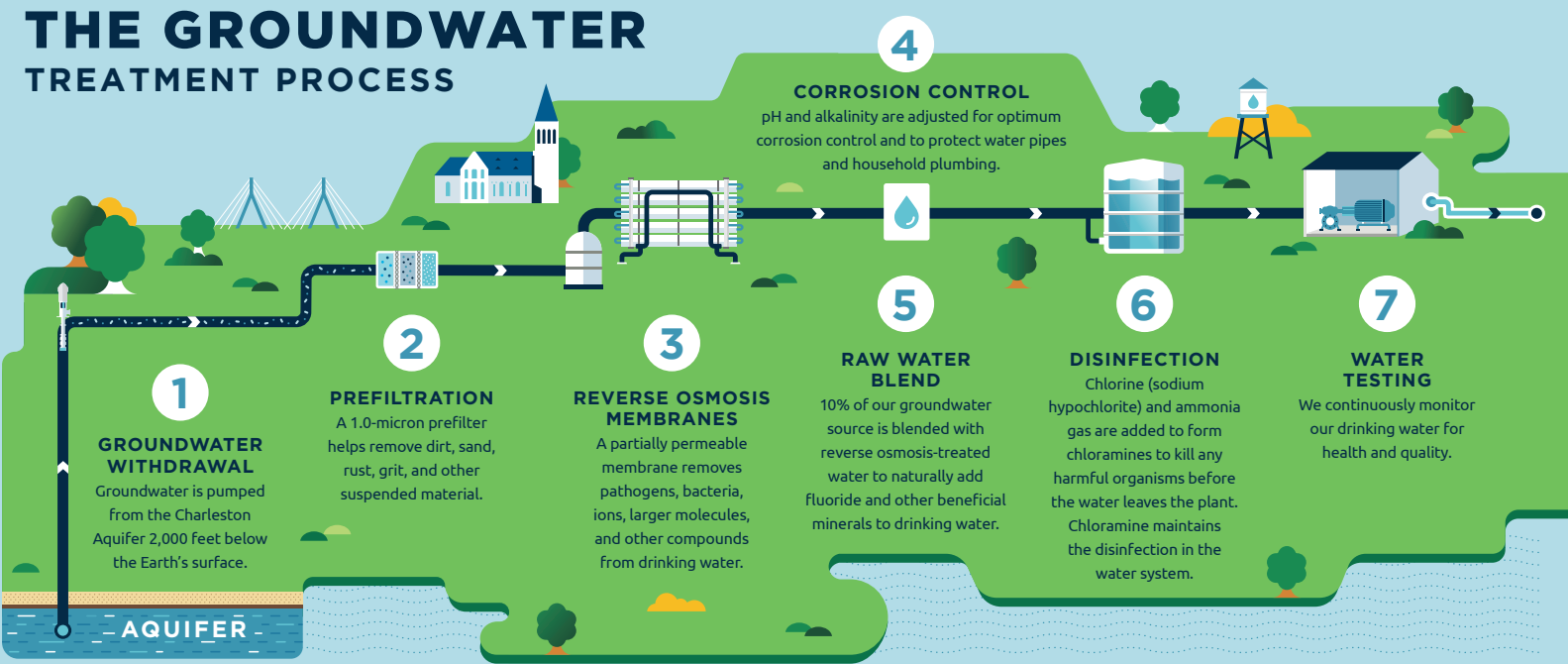
For most compounds, regulatory requirements are met when the average amount found in drinking water samples is below the MCL, TT, MRDL, or AL. On our tables, we indicate this with a check mark (✓) to show we have met or surpassed federal and state requirements.



EPA SPECIAL NOTICE FOR IMMUNOCOMPROMISED PERSONS

It’s important to note that some individuals may be more susceptible to certain compounds found in drinking water than others. Those with compromised immune systems, such as cancer patients undergoing chemotherapy, organ transplant recipients, individuals with HIV/AIDS or other immune system disorders, as well as some elderly and infants, are particularly vulnerable to infections. If you fall into one of these categories, it’s recommended that you seek advice from your healthcare provider regarding the safety of your drinking water. Guidelines provided by the EPA and the Centers for Disease Control and Prevention on reducing the risk of infection by microbial contaminants like cryptosporidium can be obtained by calling the Safe Drinking Water Hotline at **800.426.4791**.

THE GROUNDWATER TREATMENT PROCESS



ABBREVIATIONS + DEFINITIONS

ppm	Parts per million, or milligrams per liter (mg/L)	NTU	Nephelometric Turbidity Unit
ppb	Parts per billion, or micrograms per liter (µg/L)	TT	Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.
ppt	Parts per trillion, or nanograms per liter (ng/L)	AL	Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
pCi/L	Picocuries per liter (a measure of radioactivity)	MRDLG	Maximum Residual Disinfection 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.
% removal	Amount of compound removed; measured as a percent of the total.	MRDL	Maximum Residual Disinfectant Level: This is the highest level of disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for the control of microbial contaminants.
MNR	Monitoring Not Required, but recommended.	Compound	A substance dissolved in drinking water.
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.		
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.		
NA	Not Applicable		
ND	Non Detect		

**MPW'S DRINKING
WATER MET
OR WAS BETTER
THAN ALL
REGULATORY
STANDARDS
IN 2025.**

 For questions or more information,
please contact MPW Laboratory
at 843.884.9626.

ANNUAL WATER QUALITY MONITORING RESULTS

MPW’S DRINKING WATER MET OR WAS BETTER THAN ALL REGULATORY STANDARDS IN 2025.

We routinely monitor the drinking water for various compounds following federal and state laws. The monitoring results for January 1 to December 31, 2025, are included in the tables to the right unless noted otherwise. Some compounds are monitored less frequently according to regulations because their concentrations are not expected to change significantly from year to year, or the system is not vulnerable to them. Though some of the data may be over a year old, it is still representative. Depending on your location, your tap water may be sourced from reverse osmosis-treated groundwater, wholesale surface water, or a blend of both.



For questions or more information, please contact MPW Laboratory at 843.884.9626.

REVERSE OSMOSIS TREATED GROUNDWATER QUALITY

		LEVELS DETECTED IN MPW’S WATER			EPA’S ALLOWABLE LIMITS		COMPLIANCE WITH DRINKING WATER STANDARDS	
COMPOUND	UNITS	REPORTED LEVEL	RANGE	SAMPLE DATE	MCLG or MRDLG	MCL, TT, or MRDL	✓= PASSED	TYPICAL SOURCE
DISINFECTANTS & DISINFECTION BY-PRODUCTS (There is evidence		that addition of a disinfectant is necessary for control of microbial constituents.)						
Chloramine (as Cl ₂)	ppm	3	NA	2025	4	4	✓	Water additive used to control microbes
Haloacetic Acids (HAA5)	ppb	10	ND-18.6	2025	NA	60	✓	By-product of drinking water chlorination
TTHMs (Total Trihalomethanes)	ppb	8	ND- 15.8	2025	NA	80	✓	By-product of drinking water disinfection
INORGANIC								
Fluoride	ppm	0.6	0.27-0.6	2025	4	4	✓	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrite (measured as Nitrogen)	ppm	0.067	NA	2021	1	1	✓	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Sodium	ppm	73	51-73	2025	MNR	NA	✓	Erosion of natural deposits; Leaching
MICROBIOLOGICAL								
E. coli (RTCR) - in the distribution system	Positive Samples	0	NA	2025	0	Exceeded when both routine and repeat samples are positive, or when required repeat samples aren't collected.	✓	Human and animal fecal waste
RADIOACTIVE								
Alpha emitters	pCi/L	0.428	NA	2022	0	15	✓	Erosion of natural deposits
UNREGULATED CONTAMINANT MONITORING (UCMR 5)					What is the Unregulated Contaminant Monitoring Rule? EPA uses the Unregulated Contaminant Monitoring Rule (UCMR) to collect data for contaminants that are suspected to be present in drinking water and may not have health-based standards set under the Safe Drinking Water Act (SDWA). While only the detected contaminants are listed in the table, the full suite of analytical results is available upon request by contacting us at 843.884.9626			
Perfluorobutanesulfonic Acid (PFBS)	ppt	2.93	ND-4.4	2024-2025				
Perfluorobutanoic Acid (PFBA)	ppt	2.90	ND-6.3					
Perfluorohexanoic Acid (PFHxA)	ppt	3.55	ND-5.1					
Perfluorooctanesulfonic Acid (PFOS)	ppt	6.63	5.6-8.4					
Perfluorooctanoic Acid (PFOA)	ppt	3.65	ND-5.5					
Perfluoropentanoic Acid (PFPeA)	ppt	5.18	4.4-6.0					

WHOLESALE SURFACE WATER QUALITY

		LEVELS DETECTED IN MPW’S WATER			EPA'S ALLOWABLE LIMITS		COMPLIANCE WITH DRINKING WATER STANDARDS	
COMPOUND	UNITS	REPORTED LEVEL	RANGE	SAMPLE DATE	MCLG or MRDLG	MCL, TT, or MRDL	✓= PASSED	TYPICAL SOURCE
DISINFECTANTS & DISINFECTION BY-PRODUCTS (There is evidence		that addition of a disinfectant is necessary for control of microbial constituents.)						
Chloramine (as Cl ₂)	ppm	3.0	NA	2025	4	4	✓	Water additive used to control microbes
TOTAL ORGANIC CARBON								
Total Organic Carbon	% Removal	61%	47-61%	2025	NA	TT	✓	Naturally present in the environment
INORGANIC								
Fluoride	ppm	0.24	0.07-0.24	2025	4	4	✓	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate (measured as Nitrogen)	ppm	0.14	NA	2025	10	10	✓	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Sodium	ppm	9.4	NA	2025	MNR	NA	✓	Erosion of natural deposits; Leaching
MICROBIOLOGICAL								
Turbidity	NTU	0.09	0.07-0.09	2025	NA	0.3	✓	Soil runoff
100% of the samples were below the TT value of 0.3. A value less than		95% constitutes a TT violation. The highest single measurement was 0.09. Any measurement in excess of 1 is a violation unless otherwise approved by the state.						
UNREGULATED CONTAMINANT MONITORING (UCMR 5)					What is the Unregulated Contaminant Monitoring Rule? EPA uses the Unregulated Contaminant Monitoring Rule (UCMR) to collect data for contaminants that are suspected to be present in drinking water and may not have health-based standards set under the Safe Drinking Water Act (SDWA). While only the detected contaminants are listed in the table, the full suite of analytical results is available upon request by contacting us at 843.884.9626			
Perfluorobutanesulfonic Acid (PFBS)	ppt	3.9	3.7-4.3	2023-2025				
Perfluorobutanoic Acid (PFBA)	ppt	ND	ND					
Perfluorohexanoic Acid (PFHxA)	ppt	4.2	3.8-4.6					
Perfluorooctanesulfonic Acid (PFOS)	ppt	5.8	5.2-6.5					
Perfluorooctanoic Acid (PFOA)	ppt	4.3	4.1-4.7					
Perfluoropentanoic Acid (PFPeA)	ppt	4.6	4.4-5.0					



OUR COMMITMENT TO LEAD-FREE WATER

Under the Lead and Copper Rule Improvements (LCRI), Mount Pleasant Waterworks maintains an inventory of service line materials. Based on maintenance records, inspections, and EPA-approved modeling, MPW has determined that there are no lead service lines in our water distribution system.

VIEW THE SERVICE LINE
INVENTORY MAP >

Search your address at <https://arcg.is/00KrDr1>
to view the verified material of your water service line.



HEALTH EFFECTS OF 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 ones. 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 effects, and cancer.

LEAD IN HOME PLUMBING

Lead in drinking water mainly comes from home plumbing materials. MPW provides high-quality, lead-free water, but if your home was built before the 1986 federal lead ban, your internal plumbing may contain lead. Contact us at [843.884.9626](tel:843.884.9626) to schedule testing if concerned.

INFORMATION FOR SCHOOLS
AND CHILDCARE FACILITIES

To learn about lead sampling results for your child’s school or childcare facility, please contact the facility administrator directly.

LEAD & COPPER WATER QUALITY MONITORING

COMPOUND	UNITS	MCLG	ACTION LEVEL	YOUR WATER (90TH PERCENTILE)	SAMPLE DATE	NUMBER OF SAMPLES EXCEEDING ACTION LEVEL	EXCEEDS ACTION LEVEL	TYPICAL SOURCE
Copper (action level at customer’s tap)	ppm	1.3	1.3	0.061	2023	0	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (action level at customer’s tap)	ppb	0	15	1.1	2023	0	No	

HOW TO REDUCE
YOUR LEAD EXPOSURE



FLUSH YOUR PIPES

Before drinking, run your tap for several minutes.



USE COLD WATER

Only use cold water for drinking, cooking, and making baby formula. Hot water is more likely to leach lead from home plumbing.



CLEAN YOUR AERATOR

Regularly remove and clean the faucet screen to clear sediment that could contain lead.



USE CERTIFIED FILTERS

If a lead-containing fixture cannot be replaced, use a filter certified by an ANSI-accredited certifier (such as NSF) to reduce lead.



ADDITIONAL INFORMATION

on lead in drinking water is available at epa.gov/safewater/lead



ASK THE EXPERT
FAQs ON
YOUR H₂O

Mount Pleasant Waterworks provides water that consistently meets all federal and state primary health standards. Although the following issues are considered aesthetic and do not affect public health, we want our customers to understand the science behind them.

WHY IS MY WATER DISCOLORED (YELLOW, BROWN, OR RED)?

Mineral deposits naturally build up in water mains. Maintenance like fire hydrant flushing can loosen these deposits. Run cold water until clear. If only hot water is discolored, it might be rust in your tank, so flush as instructed.

WHY DO I SMELL A “ROTTEN EGG” ODOR?

This often indicates stagnant water or buildup in household drains. Food particles can accumulate in the disposal, so cleaning it or using a disinfectant can help. If the odor occurs when running hot water, it may be a reaction in your water heater; flushing the tank or adjusting the temperature usually fixes it. In unused bathrooms, a dried-out “P-trap” can cause odors; running water for a few minutes will refill.

MY WATER HAS AN EARTHY OR MUSTY TASTE. WHAT CAUSES THIS?

In the spring and fall, naturally occurring organic material in our surface water sources can cause temporary earthy tastes. Chilling a pitcher of water in the refrigerator will make these tastes less noticeable.

I NOTICE A CHLORINE ODOR. SHOULD I BE CONCERNED?

We add chloramines as a disinfectant to ensure your water remains protected from the treatment plant to your tap. If you are sensitive to the odor, let an open pitcher of water sit so the chloramines can dissipate, or use a tap filter.

I HAVE PINK OR BLACK GROWTH ON MY BATHROOM FIXTURES. HELP!

Staining or stringy growth is not due to water quality but linked to airborne microorganisms that thrive in humid bathrooms. Frequent cleaning with a bleach solution and proper ventilation can help prevent growth.



Take Control
OF YOUR WATER USE
WITH
WATERSMART

Photo Credit: Kate Thornton

Mount Pleasant Waterworks offers a free online tool called **WaterSmart** that puts your water use information right at your fingertips.

WHAT CAN WATERSMART DO FOR YOU?

With WaterSmart, you can:

- ◆ Track your daily water usage
- ◆ Check for leaks and get help resolving them
- ◆ View and pay your bill
- ◆ Sign up for paperless billing
- ◆ Set up alerts when your usage is higher than normal
- ◆ Watch tips for saving water at home

HOW TO SIGN UP

Getting started is simple:

- ◆ Visit mpwonline.watersmart.com or scan the QR code ➤
- ◆ Enter your zip code and account number (found at the top of your bill)
- ◆ Answer a few short questions to see how your household compares to similar homes in the area
- ◆ **Tip:** Verify your current phone and email address



WE'RE HERE TO HELP

MPW has two WaterSmart Technicians on staff whose entire job is to help customers understand and reduce their water use. They review daily usage data to spot unusual patterns and reach out to customers who may have a leak or a sudden spike in use.

They also make **FREE** visits to homes and businesses to:

- ◆ Walk you through reading your water meter
- ◆ Check for leaks inside and outside your home
- ◆ Review your irrigation system and suggest watering schedules
- ◆ Help you understand your bill and identify ways to lower it

**SMALL CHANGES,
REAL SAVINGS**

WaterSmart is designed to help you use water wisely and keep more money in your pocket. Sign up today at mpwonline.watersmart.com

BEHIND THE SCENES

KEEPING WATER FLOWING: MPW'S WATER DISTRIBUTION DEPARTMENT

The MPW Water Distribution Department is responsible for maintaining the infrastructure that delivers clean, pressurized water to every home, business and fire hydrant in the service area. Tim Moultrie, MPW's Water Distribution Foreman, offered a look at how his team works in the field to keep the distribution system running around the clock.

WHAT DOES THE WATER DISTRIBUTION DEPARTMENT DO?

Our team is responsible for maintaining nearly 600 miles of water mains across the service area. That includes responding to leaks and breaks, repairing and replacing hydrants and valves, installing irrigation meters and dual checks, and digging and backfilling trenches when underground work is required. At the end of each day, every job is documented in our asset management system to keep records accurate and up to date.

WHAT DOES A TYPICAL DAY LOOK LIKE FOR YOUR TEAM?

We start each morning with a crew huddle to review the day's assignments and coordinate who's heading where. From there, the team disperses into the field. No two days look the same; we may be doing scheduled maintenance in the morning and responding to an emergency by afternoon. The work is hands-on and fast-moving, and our crew must be ready to shift priorities at any moment.

WHY IS YOUR DEPARTMENT'S WORK SO IMPORTANT TO CUSTOMERS?

When there's a pressure issue, a main break or a new installation, we're often the first team on site. Getting eyes on the situation quickly means our customer service team has accurate information to share with customers, which leads to faster answers and smoother resolutions. At the core of everything we do is one goal: keeping water flowing where it's needed, at the right pressure, so customers can count on reliable service.

“

I am proud of the team that I have because they have strong teamwork, trust in one another, and take pride in craftsmanship. They are problem-solvers under pressure, committed to public health and safety, and most importantly, they show up no matter what. When something breaks, they're there.

Tim Moultrie

Water Distribution Foreman

”





EXPAND YOUR WATER I.Q.

We know you care about your water, so we offer opportunities to learn more about the essential service we provide. You can find our employees at local events and schools and conducting plant tours. We also collaborate with community partners to raise awareness about clean water issues. We love to tell the story of how we protect the environment and supply MPW drinking water to over 90,000 people every day. Visit our website today to book a speaker or tour.

COMMISSION MEETINGS | EVERY 3RD WEDNESDAY OF THE MONTH | 8:30 AM



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