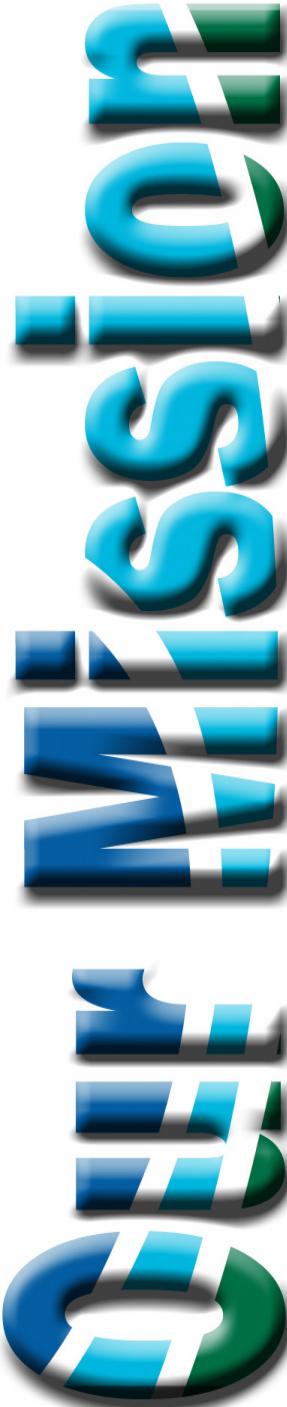




2008

Water Quality Report

Western Virginia Water Authority



Your Water Quality Report

This water quality report, supplied annually to our water customers, contains information about the source of your water, what it contains and how it compares to the standards set by regulatory agencies. The Water Division of the Western Virginia Water Authority vigilantly safeguards your water supplies and is proud to report that in 2007, the Water Authority was in full compliance with all state and federal monitoring and reporting requirements without a single violation.

If you have questions about your water supply or any of the information in this report, please contact us. We will be happy to provide you with the information you need.

Water Sources and Service

The Water Authority is fortunate to operate several water sources – Carvins Cove Reservoir, Spring Hollow Reservoir, Crystal Spring, Falling Creek Reservoir and several wells (see pages four and five for more water source information). Having this diversity of surface and groundwater sources, rather than a sole source, provides greater operational flexibility and reliability in the event of a drought or other emergency.

The Water Authority treats and delivers 23-million gallons of drinking water per day to more than 56,000 customer accounts (155,000 residents in the City of Roanoke and Roanoke County, as well as customers in the Town of Vinton, the City of Salem and Botetourt County). The Water Authority also maintains 48 drinking water storage tanks, 50 pump stations and 1,000-miles of water main.

This past year, the Water Authority replaced 2,762 water meters with radio-read capable meters. The Water Authority also replaced over 10,000-feet of water lines, including lines along Hollins Road, Harrison Avenue and Orange Avenue. The Virginia Department of Health also

presented the Western Virginia Water Authority with the Virginia's Excellence in Waterworks Operation Award for demonstrating excellent practices and innovative ideas.

Doing Business with Us

The Water Authority's headquarters is in downtown Roanoke at 601 S. Jefferson Street, at the corner of Jefferson and Franklin. This property, historically known as the Coulter Building, is central to the Water Authority's customer service area and is located along a Valley Metro bus route. Free parking is available in front of the building on Jefferson Street, along adjacent streets and behind the building in the public parking lot on Franklin Road. At the Coulter Building, water and sewer customers may pay their bills, start, stop or transfer service and receive free water conservation kits and information. Please stop by and visit us at the Water Authority's headquarters.



WESTERN VIRGINIA
WATER AUTHORITY

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Michael McEvoy, Executive Director, Wastewater Services
Gary Robertson, P.E., Executive Director, Water Operations

The Western Virginia Water Authority is an incorporated public body independent of local government, formed on July 1, 2004. The Water Authority is governed by a Board of Directors whose meetings are open to the public.

Use Water Wisely

The amount of water in the earth's water cycle has not changed in billions of years. In fact, we are using the same water today that dinosaurs drank. However, the way we use water, and the rate at which we use it, have changed.

Using water wisely helps protect our water supplies, especially during periods of drought. These easy tips will help you save water and save money.

Check for Toilet Leaks



Leaky toilets, pipes, hoses and faucets can account for almost 14% of home water use, and this water is not even used! Fix leaks immediately; to check for silent toilet tank leaks, place a few drops of food coloring, Kool-Aid or soda in the tank of the toilet, and do not flush the toilet. Wait at least 15-30 minutes. If the color you put in the tank appears in the bowl, the toilet is leaking.

Shorten Your Showers



Shortening your shower from 15 minutes to five minutes can save up to 50-gallons of water. If you take a tub bath, only fill the tub one-third full to conserve water.

Turn Off the Faucet



Turn off the water while you brush your teeth, shave or wash your hands. This simple act can save up to two-gallons of water.

Don't Water in the Heat of the Day



Water your garden or lawn before 10 am or after 7 pm when temperatures are cooler to minimize evaporation. This will also allow the water to seep down to the plant's roots, creating more drought resistant plants.

Clean with a Broom — Not the Hose



Use a broom instead of a hose to clean your driveway and save up to 80-gallons of water. If you leave your hose running for 15 minutes, you can use 112-gallons of water.

Fix Leaky Faucets



A small leak can add up to gallons of wasted water. Use the drip calculator on the Conserve/Educate page at www.westernvawater.org to calculate how much water your drip is actually using. Repair leaks as soon as possible.

Don't Over Water Your Lawn



Your lawn will look better and be more drought resistant if you water deeply less often, about one-inch per week. To make sure you are using the correct amount of water, put an empty tuna can on the lawn to catch and measure the output of your sprinkler. It's the perfect one-inch measuring device. When the tuna can is full, it's time to turn off the sprinkler!





Carvins Cove Reservoir & Treatment Facility

Carvins Cove Reservoir is within Carvins Cove Natural Reserve, a 12,672-acre watershed near Hollins University in Botetourt County. The land in the reserve above the 1,200-foot contour is owned and operated by the City of Roanoke. The land below this elevation, and the reservoir, is owned and operated by the Western Virginia Water Authority. In addition to receiving water from the watershed, the reservoir is fed from two underground tunnels that carry overflow from Tinker and Catawba Creeks. This surface water source covers 630 acres and stores 6.5-billion gallons of water at full pond.

Carvins Cove Water Treatment Facility has the capacity to treat 28-million gallons of water from the reservoir every day. The water is first oxygenated and treated with chlorine dioxide to oxidize dissolved organic matter, iron and manganese. The water is then filtered in a series of basins. Water is aerated to remove unwanted dissolved gases and to oxidize dissolved metals, which reduces any unpleasant tastes and odors. Flash mixing of chemicals is the next step, where ferric sulfate is added to coagulate suspended particles. Water then flows into settling basins where the particles clump together, become heavy and settle to the bottom of the basins. The water is next filtered through gravel, sand and carbon and disinfected with chlorine. Fluoride is added to promote strong teeth, and orthophosphate is added to control corrosion in pipes. A large part of the northeastern and northwestern parts of the city, and the majority of the southeastern part of the city, to Reserve Avenue, are served by Carvins Cove. Portions of northern and northeastern Roanoke County are also served by the Carvins Cove water source.

Carvins Cove Natural Reserve offers outdoor recreation opportunities, including boating, fishing, hiking and nature viewing. For more information, call the Natural Reserve at 540-563-9170.



Crystal Spring

Crystal Spring flows at the base of Mill Mountain in the southern part of the city. This groundwater source provides an average flow of 3.5-million gallons of water a day, which is filtered in the Crystal Spring Treatment Facility, completed in the fall of 2002. The plant's microfiltration system filters out all particles larger than 0.2 micron. One micron is one thousandth of a millimeter. Filtered water is treated with chlorine and fluoride and pumped to water customers from the Crystal Spring Pumping Station. Crystal Spring serves portions of southwest Roanoke County and the southwestern part of the city. With the capacity to filter five-million gallons of water a day, Crystal Spring Treatment Facility is the largest microfiltration plant in western Virginia.



Spring Hollow Reservoir & Treatment Facility

The water source for this system comes from the Roanoke River and is pumped into the Spring Hollow Reservoir, a 3.2-billion gallon side-stream storage reservoir. Water is withdrawn from the reservoir, oxygenated and treated with chlorine dioxide to oxidize dissolved organic matter, iron and manganese. Treatment at the Spring Hollow Treatment Facility includes clarification, filtration, chlorine disinfection and fluoridation. The Spring Hollow Water Treatment Facility currently has the capacity to treat 18-million gallons of water a day and can be expanded to 36-million gallons a day. Treated water is stored in a two-million gallon storage tank then pumped through the north and south transmission lines to the distribution system. The current usage averages 5.63-million gallons a day. During an emergency, standby wells may be used to supplement the source water. Spring Hollow supplies water to various neighborhoods in the City of Roanoke and Roanoke County.



Falling Creek Reservoir

Falling Creek Reservoir is a surface water source located in Bedford County east of Vinton. It covers 21 acres and stores 85-million gallons of water at full pond. It is fed by Beaverdam Creek Reservoir, which covers 69 acres and stores 435-million gallons of water at full pond. The treatment process of this water source is similar to that of Spring Hollow Treatment Facility; treatment capacity is 1.5-million gallons a day. Falling Creek Water Treatment Facility serves King Street northeast to Route 460 and along Route 24 to 13th Street.

Salem Source

The Water Authority contracts with the City of Salem to purchase water to supply Andrew Lewis Place, Robin Hood Park and areas of Roanoke County along West Main Street.

Martin Creek System

Nine wells supply this groundwater source, which is disinfected with chlorine prior to distribution. Water is distributed throughout the community by two storage tanks and distribution piping consisting of 8-inch, 6-inch and 4-inch pipe. The total source/pump capacity is equal to 76,000 gallons per day. Current usage is approximately 29,000 gallons per day. This system supplies water to the Forest Edge and Carriage Hills areas.

Delaney Court System

One well supplies this groundwater source, which is disinfected with chlorine prior to distribution. Water is distributed throughout the community by a storage tank, a booster pump station and distribution piping consisting of 2-inch pipe. The total source/pump capacity is equal to 43,200 gallons per day. Current usage is approximately 8,900 gallons per day. This system supplies water to the Delaney Court subdivision.

Country Hills System

Groundwater obtained from one well is the source for this system. Chlorine is used to disinfect the water prior to distribution. Water is distributed throughout the community by a storage tank and distribution piping consisting of 6-inch, 4-inch and 2-inch pipe. The total source/pump capacity is equal to 43,200 gallons per day. Usage in 2007 was approximately 900 gallons per day.

Legend

SALEM / VINTON

SOURCE

Carvins Cove

Spring Hollow

Crystal Spring

Falling Creek

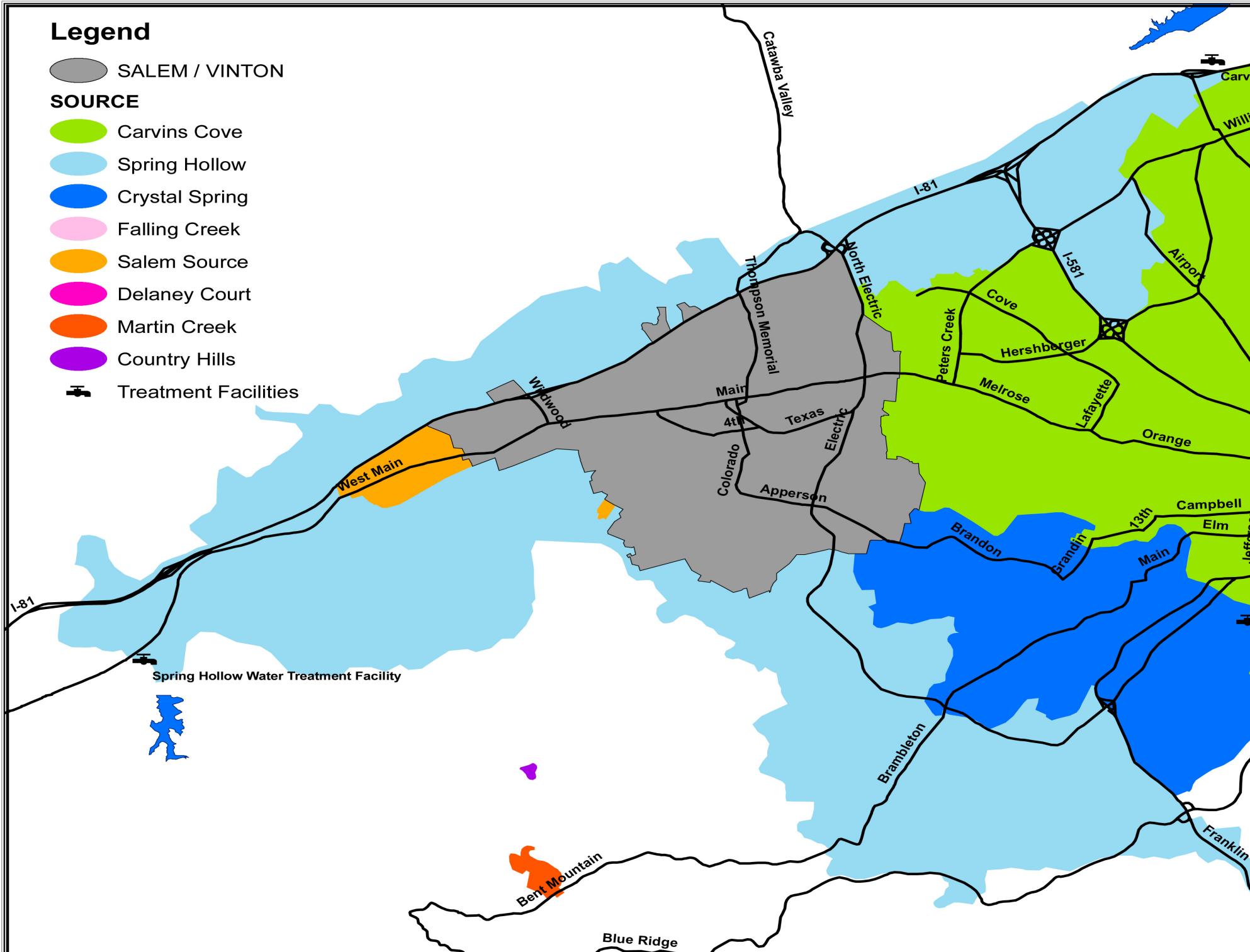
Salem Source

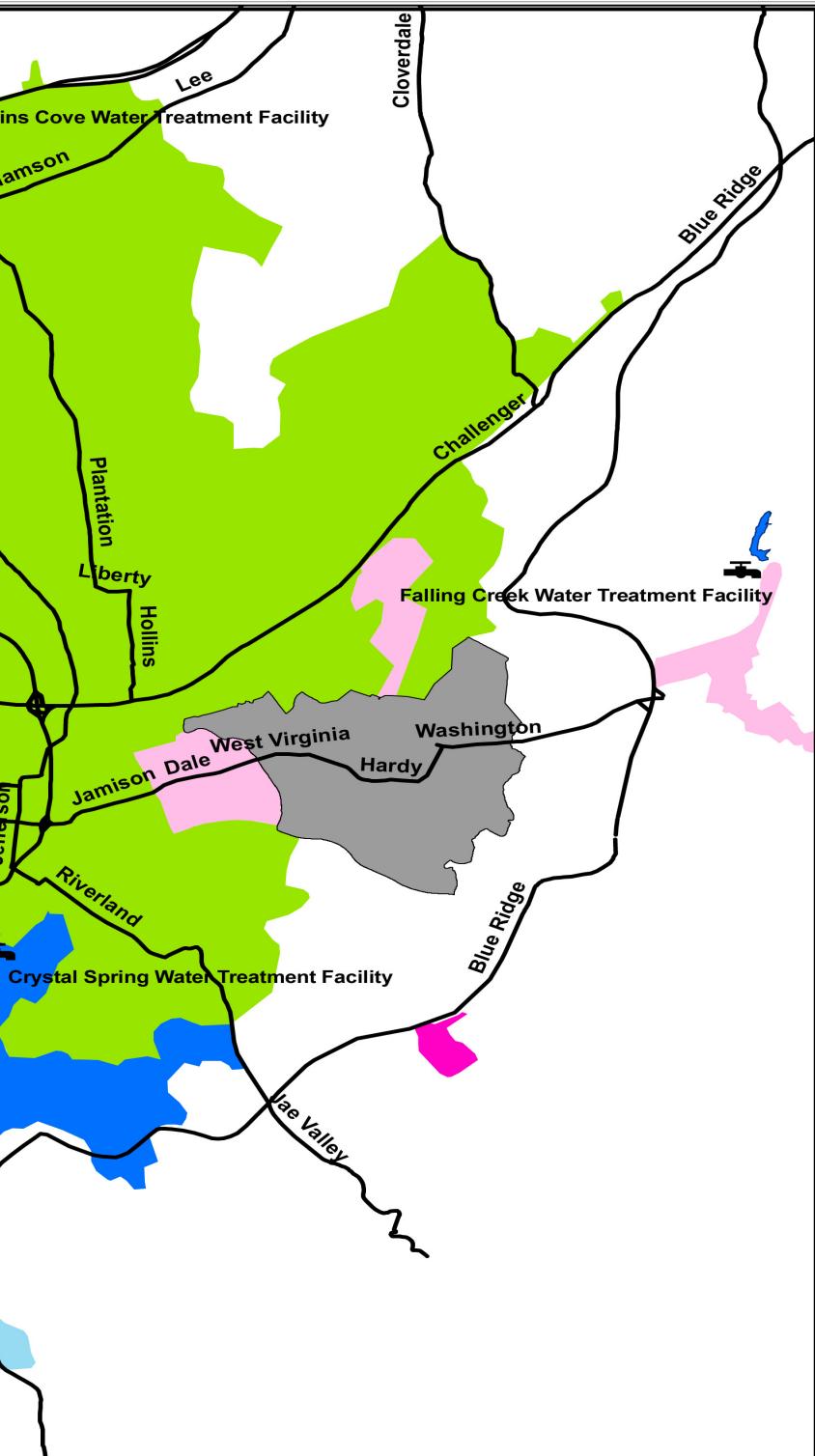
Delaney Court

Martin Creek

Country Hills

Treatment Facilities





Managing Our Valley's Water Resources

The Western Virginia Water Authority was formed in July 2004 to manage our valley's water supplies. While drought conditions can not be prevented, the Water Authority is responsible for ensuring that adequate drinking water supply will be available to our customers during times in which we have normal precipitation as well as during years of drought. In 2007 and into 2008, drought conditions were prevalent across Virginia.

While the Water Authority is fortunate to have multiple sources of water, these sources depend on precipitation to recharge. Due to the lack of precipitation, river and drinking water reservoir levels began to decline. In the fall of 2007, the ongoing drought and long-range forecast for continued dry conditions caused the Western Virginia Water Authority to change the volume of water we were withdrawing and treating at some of our water sources. In order to meet our customers' current and long-range water needs, we reduced the demand on Carvins Cove while utilizing alternative sources of water.

Starting in the fall of 2007, water production at our Carvins Cove Water Treatment Facility decreased from 12-million gallons per day to less than six-million gallons per day. Multiple ground water wells were activated, the Authority purchased water from the City of Salem and production was increased at our Spring Hollow Water Treatment Facility. While transparent to our customers, these changes ensured that our customers' water needs would be met during the drought conditions.

Although our reservoirs did not reach a level where conservation measures were triggered, we did ask customers to use water wisely. It is important to not waste water, regardless of whether we are in drought conditions or if we are experiencing periods of significant precipitation. By working together, we can ensure there is adequate water supply to meet all of our customers' needs, today and in the future.



As water travels over the land's surface or through the ground, it dissolves naturally occurring minerals and can be polluted by animals and human activity. Contaminants in source water may come from septic systems, discharges from domestic or industrial wastewater treatment facilities, agricultural and farming activities, urban stormwater runoff, residual uses and many other activities. Water from surface sources is treated to make it suitable for consumption while groundwater may or may not require treatment.

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 1-800-426-4791.

Turbidity, or the amount of suspended particles in water, does not always present health risks. Turbidity can, however, interfere with disinfection and provide a medium for microbial growth. Turbidity may also indicate the presence of disease-causing organisms. These organisms can include bacteria, viruses and parasites that can cause symptoms such as nausea, cramps, diarrhea and

associated headaches. Therefore, the U.S. Environmental Protection Agency and the Virginia Department of Health—our water quality regulators—set limits for turbidity. In 2007, 100 percent of the water samples from all Water Authority water sources met turbidity limits for compliance (see table on pages 10 and 11).

Through the water treatment process, contaminants are filtered from the Water Authority's water supply to safe levels, and turbidity levels are reduced well below legal limits. Constant testing ensures that the treated water supply remains safe. Some people may be more vulnerable to trace contaminants in drinking water than the general population. People whose immune systems have been compromised, such as cancer patients undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders and some older adults and infants, can be particularly at risk from infections. These people



should seek advice about drinking water from their healthcare providers. Environmental Protection Agency/Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Environmental Protection Agency Safe Drinking Water Hotline at 1-800-426-4791. The following are other resources for drinking water safety information:

Virginia Department of Health:
540-463-7136

Centers for Disease Control and Prevention: 1-800-311-3435,
404-639-3311 or
404-639-3312 (TTY)

Roanoke Environmental Health Department: 540-857-7663



Cryptosporidium & Giardia

The bacteria *Cryptosporidium* and *Giardia* are microscopic organisms that can cause fever, diarrhea and other gastrointestinal symptoms when ingested. The organisms come from animal and human wastes and are eliminated through water filtration and disinfection. Even though the presence of these organisms is not regulated by the state or federal government, the Western Virginia Water Authority has tested for *Cryptosporidium* and *Giardia* in all of its water sources and has not detected either organism.

Lead and Copper

In 1992, the U.S. Environmental Protection Agency created new standards for acceptable levels of lead and copper in drinking water. Every year since 1992, sampling has been conducted in accordance with the regulations, and results have been well below the standards. The regulations state that 90 percent of samples taken from drinking water taps in 100 homes considered to be at high risk for lead, due to lead services, pipes or lead solder in copper pipes, must be below 15 parts per billion (ppb) for lead and 1.3 parts per million (ppm) for copper. Lead's suspected health effects in adults include high blood pressure, hearing problems and kidney and nervous system disorders. In infants and children, lead can interfere with formation of red blood cells, cause low birth weight, delay physical and mental development and is a probable cancer risk. Copper is a nutritionally essential element, but at high levels, copper can cause gastrointestinal difficulties such as nausea and diarrhea.

When water leaves the Water Authority's treatment facilities, it is virtually free of lead and copper. Once the water enters a building, however, the building's plumbing may contain lead, copper or other elements that can leach into tap water. If the safety of a building's plumbing is questionable, run tap water until it changes temperature to ensure that the plumbing has been flushed. Business and residential owners with lead or copper plumbing may have tests conducted by independent laboratories.

Water Discoloration

Changes in water pressure in water systems 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 hot-water faucets so the discolored water is not drawn into water heaters.

One cause of water pressure change is from the use or flushing of fire hydrants. Fire-EMS and Water Authority employees occasionally flush hydrants to ensure that they are working properly and to flush sediments out of pipes.

Water pressure can also change in the event of water main breaks. If you notice evidence of a water main break or a leaking fire hydrant in the city or county, call 540-853-5700.

Source Water Assessments

The Western Virginia Water Authority has completed a source water assessment of Crystal Spring, Falling Creek and Carvins Cove water supplies. The assessment is a requirement of the Virginia Department of Health's (VDH) Source Water Assessment Program (SWAP) in accordance with the 1996 Amendments of the Safe Drinking Water Act. Based on the land use activities and potential sources of contamination in the assessment areas, the source water assessments determined that the Authority's water sources are susceptible to contamination. This designation does not mean that the source water has been impacted or that it will be impacted. It does mean that if there is a release of pollutants in the assessment area, the source water could be impacted.

The VDH completed a source water assessment of Spring Hollow Reservoir's water source, the Roanoke River. This source water assessment determined that the Roanoke River may be susceptible to contamination because it is surface water exposed to a wide array of contaminants at varying concentrations. Also, changing hydrologic, hydraulic and atmospheric conditions promote migration of contaminants from land use activities of concern into the Roanoke River. The assessment also determined that the Water Authority's wells might be susceptible to contamination because they are located in areas that promote migration of contaminants from land use activities of concern. More specific information may be obtained by contacting the Western Virginia Water Authority's Water Division at 540-853-5700.

2007 Water Quality Data

This table summarizes water-testing results from January 1, 2007 to December 31, 2007 for both regulated and un-regulated substances. All regulated substances must be tested annually, except for lead and copper, which must be tested every three years, and radiologicals, which must be tested every four years. Many other primary contaminants have been analyzed but were not present or were below the maximum contaminant level. Complete water quality data is available from the Western Virginia Water Authority.

The THMs/HAA5s were derived from running annual averages. The Western Virginia Water Authority constantly monitors its water supplies for various contaminants to meet all regulatory requirements. The Authority has tested for volatile organics (VOCs), pesticides, synthetic organic compounds (SOCs) and total organic carbons (TOCs), all of which met with current state and federal standards for drinking water. MTBE (methyl-tert-butyl ether) was detected in Martin Creek Well #1 with a range of 0 - 1.2 ppb (average 0.7 ppb) with a trigger level of 15 ppb.

Several wells were in service in 2007, including Farmingdale, Hidden Valley #2, North Lakes #6, Muse, Ponderosa Park, Starkey 1A, Starkey #2, Arlington Hills #3, Cresthill, Wyndale and LaBellevue #7. Collective data is presented under the heading "Wells".

Water Hardness

As water naturally flows over rocks and through the soil, it picks up minerals. The more calcium and magnesium present, the harder your water. While water hardness is not a safety issue, you may notice increased mineral build-up or soap residue if you have harder water.

Parts Per Million (ppm)

0 - 75
76 - 150
151 - 300
over 300

Rating

Soft
Moderately Hard
Hard
Very Hard

		Data Presented as (Range)Average							
Substance	Units	Ideal Goals (EPA's MCLG)	Highest Level Allowed (EPA's MCL)	Violation	Carvins Cove	Falling Creek	Crystal Springs	Spring Hollow	
Chlorate	ppm		0.8	no	0.058 -0.12				0.017-0.03
Chlorine	ppm		4-MRDL	no	(0.9-1.1)1.0	(1.0-2.0)1.2	(1.0-1.1)1.0		(1.3-1.4)1.3
Chlorite	ppm		0.8	no	0.051-0.16				0.02-0.06
Fluoride	ppm	4	4	no	(0.9-1.1)1.0	(0.8-0.9) 0.9	(0.7-1.2)0.9		(0.9-1.0)1.0
Total Nitrate & Nitrite (as N)	ppm	10	10	no	0.11	ND	0.65		0.38
THMs	ppb	0	80	no				(0.3-126) 38	
HAA5s	ppb	0	60	no				(0-98) 29	
pH	pH units		6.5-8.5	no	(7.3-7.5)7.4	(7.8-8.2)8.0	(7.5-7.6)7.5		(7.4-7.6)7.5
Turbidity	NTU	n/a	T.T.	no	0.05-0.21	0.02-0.29	0.02-0.13		0.05-0.31
Total Coliforms	MPN/ 100 mL or P/A	0	Presence of coliform bacteria in >5% of monthly samples	no	0	0	0		0
Fecal Coliforms	MPN/ 100 mL or P/A	0	A routine and a repeat sample are total coliform positive, and one is also fecal coliform or E. coli positive.	no	0	0	0		0
Most Recent Monitoring Period									
Gross Alpha	pCi/L	0	15	no	1.8	0.1	1.1		1.85
Gross Beta	pCi/L	0	50	no	2.9	1.3	1.8		3.11
Radium 226/228	pCi/L	0	5	no	0	0.1	1.5		0.68
Lead	ppb	0 ppb	AL = 15	no				0 samples exceeded AL	
Copper	ppm	1.3 ppm	AL = 1.3	no				0 samples exceeded AL	
Other Parameters (Un-regulated)									
Iron	ppm		0.3	n/a	(0.01-0.02)0.02	(0.001-0.387) 0.08	0.01		ND
Manganese	ppm		0.05	n/a	(0.01-0.02)0.01	(0.001-0.038) 0.01	ND		ND
Zinc	ppm		5	n/a	0.04	0.12	0.004		ND
Alkalinity	ppm			n/a	64	19	126		126
Hardness	ppm			n/a	66	13	149		156
Orthophosphate	ppm			n/a	(0.9-1.0)1.0	(0.89-1.1)0.96	ND		ND
Conductivity	µmhos/cm			n/a	175	71.1	286		317
Silica	ppm			n/a	3.38	18.8	10.6		6.47
Sodium	ppm	No Limits		n/a	4.74	10.1	3.19		4.83
Corrosivity		Non Corrosive	<-2.0 highly aggressive >0.0 non aggressive	n/a	-1.35	-2.69	-0.23		-0.24

City of Salem	Martin Creek (most recent data)	Delaney Court (most recent data)	Country Hills (most recent data)	Wells (most recent data)	Source of Substance
				n/a	By-product of drinking water chlorine dioxide
(0.86-1.53)1.21	0.5	1.0	0.6	0.28-1.03	Required disinfectant added during treatment process
				n/a	By-product of drinking water chlorine dioxide
(0.71-1.03)0.88	0.4	0.5	0.2	0.1-0.91	Erosion of natural deposits; Water additive which promotes strong teeth; discharge from aluminum and fertilizer factories
0.4	0.32	1.59	0.86	0.0-1.20	Run-off from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
(5.2-63)25	2.9	0.9		n/a	By-product of drinking water chlorination
(12-62)29	ND	0.6		n/a	By-product of drinking water chlorination
(7.2-8.0)7.6	7.3	7.32	6.8	6.4-9.0	Acidity or basicity of water
0.069 (0.027)	1.37	ND	<1.0	0.0-11.9	Soil run-off
0	0	0	0	0	Naturally present in the environment
0	0	0	0	0	Human and animal waste
1.0	(0.0-2.9)0.4	0	0.2	0.0-14.5	Erosion of natural deposits
1.1	(0.2-4.2)2.3	1.0	1.2	0.7-10.7	Decay of natural and man-made deposits
0.5	0.1		1.2	0.0-2.1	Erosion of natural deposits
0 samples exceeded AL	0 samples exceeded AL	0 samples exceeded AL		0.0-29	Natural\industrial deposits, plumbing solder, brass alloy in faucets
0 samples exceeded AL	0 samples exceeded AL	0 samples exceeded AL		0.0-0.160	Natural\industrial deposits, plumbing, wood preservatives
<0.2	0.59	ND	<0.05	0.0-4.72	Naturally occurring in the environment
<0.01	0.02	ND	<0.001	0.0-0.048	Naturally occurring in the environment
<0.2	0.09	0.01	0.01	0.0-1.1	Naturally occurring in the environment
(106-200)158	172	95	84	55-179	Measurement of naturally occurring carbonates
(122-240)196	200	102	90	50-235	Measurement of naturally occurring hardness metals
	ND	ND	ND	0.0-1.1	Corrosion inhibitor added during treatment process
	463	247	202	122-530	Physical property of water
	25.9	36.7	26	5.94-36.1	Naturally present in the environment
	15.9	8.52	4.6	1.86-12.2	Naturally occurring in the environment.
	-0.28	-0.86		-0.36-12.2	Physical property that occurs when water reacts with metal

Definitions

Action Level (AL):

The concentration of a contaminant that triggers treatment or other requirement that a water system must follow.

HAA5s:

Haloacetic acids.

Maximum Contaminant Level (MCL):

The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLG 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.

MRDL:

Maximum residual disinfection level.

mg/L:

Milligrams per liter (for example, one minute in two years).

MPN:

Most probable number.

ND:

Analyte was not detected or was below the method detection limit of the laboratory's instrumentation.

NTUs:

Nephelometric Turbidity Units; a measure of turbidity.

pCi/L:

Picocuries per liter is a measure of the radioactivity in water.

ppm:

One part per million (for example, one minute in two years).

ppb:

One part per billion (for example, one minute in 2,000 years).

THMs:

Trihalomethanes

Treatment Technique (T.T.):

A required process intended to reduce the level of a contaminant in drinking water.

µg/L:

Micrograms per liter (for example, one minute in 2,000 years).

µhos/cm:

Micromhos per centimeter; a measure of conductivity.



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If you have questions or comments about your water supply or our treatment process, please contact us at 540-853-5700 or by email at info@westernvawater.org.

Tours of our treatment facilities are available upon request for school, civic, neighborhood or other groups.

We are also available to give presentations to your school or group about our natural resources, water treatment and quality. Please call us at 540-853-5700 to schedule a tour or presentation.



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