



June 15, 2022

Dear KIU Customer,

Kiawah Island Utility, Inc. (System 1010008) is providing this Annual Drinking Water Report for the period of 1/1/21 – 12/31/21 as required by The Safe Drinking Water Act. This report is intended to provide you with important information about your drinking water and the effort made by the water system to provide safe drinking water. Attached you will find a summary of our analytical results showing no violations of contaminant levels.

We are hopeful that you will take the time to review this report and will remain confident that your utility staff is working to ensure you receive the highest quality and adequate quantity of water to meet your needs.

We continue to strive to provide exceptional customer service and improve our ability to communicate in a timely manner. In order to do this we are asking for your assistance by providing us with your updated email address and phone contact information through one of the following methods after your account has been registered.

- » <https://www.swwc.com/myaccount>
- » Calling the KIU office (843) 768-0641 and providing your updated information to one of our customer service representatives

If you need additional information please do not hesitate to contact me at (843) 768-0641 or by email at bdennis@swwc.com. If you require consumer service information, please contact the S.C. Office of Regulatory Staff by phone (803) 737-5230 or online at ors.sc.gov.

Sincerely,

A handwritten signature in blue ink that reads "Becky J. Dennis".

Becky J. Dennis
Director of Operations

2021 Water Quality Report

Kiawah Island
UTILITY, INC.



KIAWAH ISLAND UTILITY, INC.

2021 WATER QUALITY TABLE

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. Some people may be more vulnerable to contaminants in drinking water than the general population.

Parameter	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites over AL	Units	Violation	Possible Sources of Contamination
Copper	2021	1.3	1.3	0.11	0	ppm	N	Erosion of natural deposits; leaching from wood preservatives, corrosion of household plumbing systems
Lead	2021	0	15	0.67	0	ppb	N	Corrosion of household plumbing systems; erosion of natural deposits
Parameter	Date Sampled	MCGL	Highest Level Detected	Range	MCL	Unit	Violation	Possible Source
Total Coliform Bacteria	2021	0%	0	0%	Presence of coliform bacteria <5% of monthly samples	ppm	N	Naturally present in the environment
Disinfectants and Disinfection By-Products	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Chloramine Residual	2021	1 (RAA)	1.0 - 1.0	MRDLG = 4	MRDL = 4	ppm	N	Added for disinfection
Haloacetic Acids HAA5	2021	10 (LRAA)	2.5000 - 16.24000	No goal for the total	60	ppb	N	By-product of drinking water disinfection
Total Trihalomethanes TTHM	2021	13 (LRAA)	5.73000 - 18.82000	No goal for the total	80	ppb	N	By-product of drinking water disinfection

Not all sample results may have been used for calculating the Highest Level Detected because some results may be part of an evaluation to determine where compliance monitoring should occur in the future.

TABLE OF DEFINITIONS

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.

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.

MRDL—Maximum Residual Disinfectant Level: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Avg: Regulatory compliance with some MCLs are based on running annual average of monthly samples.

ppm: Parts per million or milligrams per liter (one ounce in 7,350 gallons of water)

ppb: Parts per billion or micrograms per liter (one ounce in 7,350,000 gallons of water)

N: None

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

ADVANCED METERING INFRASTRUCTURE (AMI)

During 2021 we successfully changed out all of the manual read meters in our system to AMI meters; enhancing the ability for more timely overview of a customer's usage. This technology has proven beneficial in identifying continuous water flows and abnormal usage patterns.

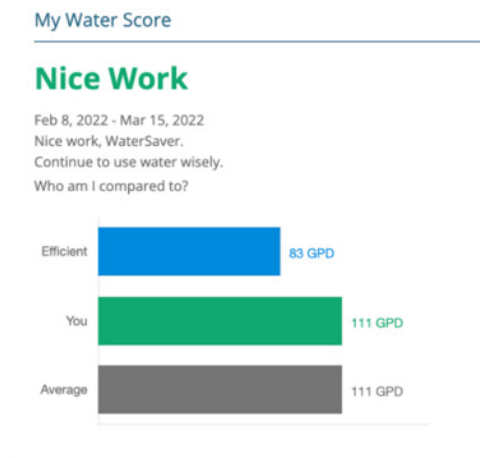
For those customers with online profiles, you can access the new **Usage Analytics** feature from the "view use" tab on the homepage. This provides options for our customers to view their usage patterns, set alerts and has tools to help troubleshoot higher than normal usage. Below are some of the features offered currently.

MANAGE YOUR WATER IN A NEW WAY

Stay informed on your utility usage in real-time: Our customer portal allows you to manage your water intelligently, efficiently and accurately. These new features are changing the way we use water, allowing for potentially lower bills and friendlier environmental use.

MY WATER SCORE

My Water Score allows you to take a close look at what your water usage looks like compared to other houses for your previous billing cycle. If you're using more than the average user, utilize this information to take action in using less water for your next billing cycle. Something to consider: if you frequently irrigate, your water usage may seem higher than average.

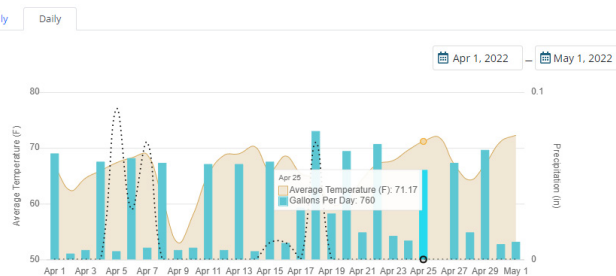


COMPARING YOUR PAST USAGE

The Compare Your Usage feature in the portal allows you to view your average water usage at any given time, as well as comparing your past usage for this billing period.



Your Seasonal Use



THE SAFE DRINKING WATER ACT

The South Carolina Department of Health and Environmental Control lists potential sources of contaminants for all water supplies. It is easy to get more information about ways in which our state offers protection by going to the Source Water Assessment and Protection Program (SWAP) for South Carolina at: <http://www.scdhec.gov/homeandenvironment/water/sourcewaterprotection>



CUSTOMIZE YOUR BILL-PAYING EXPERIENCE THROUGH THE CUSTOMER PORTAL

Take advantage of the various options provided for ease in receiving and paying your monthly bills at swwc.com/myaccount.

- You can sign up for electronic billing (e-billing)
- Auto draft with recurring bank and credit card payments are available
- You can now schedule advance payments
- Credit card (Mastercard and Visa) can be used to pay your statement

WHERE DOES MY WATER COME FROM?

All the potable water used on Kiawah Island comes from Charleston Water Systems (CWS) by way of our supplier, St. Johns Water Company. The source of our water is surface water from the Edisto River and Bushy Park Reservoir that has been treated prior to pumping it nearly 45 miles for use on Kiawah Island. Neither St. Johns nor Kiawah treat the water in any way that significantly alters its composition, therefore we have included a copy of the 2021 CWS report for your review:

www.charlestonwater.com/2021report



KIU INFRASTRUCTURE UPGRADES

KIU continues to enhance its infrastructure as was evidenced in 2021 with the installation of a parallel 12" main installed from the KIU Governors Drive facility to Falcon Point and the another main connecting Summer Island to Ocean Course Drive. Both of these enhancements provide redundancy and reliability of services provided to the Island.

Additional upgrades included the installation of a 200 HP, variable speed high service pump at the Sora Rail facility. This pump will enhance pumping capacity and will adjust speeds as demands increase allowing for greater power efficiencies.

HERE ARE SOME WAYS TO PROTECT WATER SOURCES



Instead of antibacterial soaps or cleaning products, use phosphate free detergents

Antibacterial chemicals in soap cannot be entirely removed by wastewater treatment facilities.



Approved ways to disposing of unwanted medications rather than flushing them down the toilet or drain

Flushing drugs down the toilet or drain sends them directly into the water supply and harms the environment. Wastewater treatment processes or septic systems do not remove most medicines.



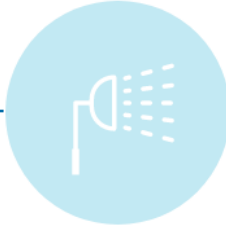
Only water should flow into a storm drain

Excess rain and groundwater that flows into storm drains are not piped to a water treatment facility nor cleaned before being returned to streams and rivers.



Fix leaks on cars and put liners in the driveway to collect oil and other materials

These leaks and drips contribute to stormwater pollution.



Avoid using pesticides or chemical fertilizers

Pesticides and chemical fertilizers pose a threat to human health and pollute both ground and surface water.



Choose nontoxic household products

Many cleaning products are harmful to aquatic life, water quality, and the overall ecosystem.



Pick up after your pets

Pet waste can infiltrate storm drains and spread bacteria.



Sweep your driveway instead of hosing it off to keep it clean

Polluted water flows down the street and into the storm drain.



Use a commercial car wash

Cleaning your car at home flushes dangerous chemicals down the storm drain and directly into lakes and streams.