



June 10, 2024

Dear Valued KIU Customer,

Kiawah Island Utility, Inc. (System 1010008) is providing this Annual Drinking Water Report for the period of 01/01/23 — 12/31/23 as required by The Safe Drinking Water Act. This report is designed to provide details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. This report is a snapshot of last year's water quality. We are committed to providing you with information because informed customers are our best allies.

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 strive to provide exceptional customer service and desire to improve our ability to communicate with you in a timely manner. In order to do this, we request 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 [Becky.dennis@nexuswg.com](mailto:Becky.dennis@nexuswg.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](http://ors.sc.gov).

Sincerely,

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

Becky J. Dennis  
Director of Operations

# 2023

## WATER QUALITY REPORT



*Kiawah Island*  
UTILITY, INC.



## WHERE DOES MY WATER COME FROM?

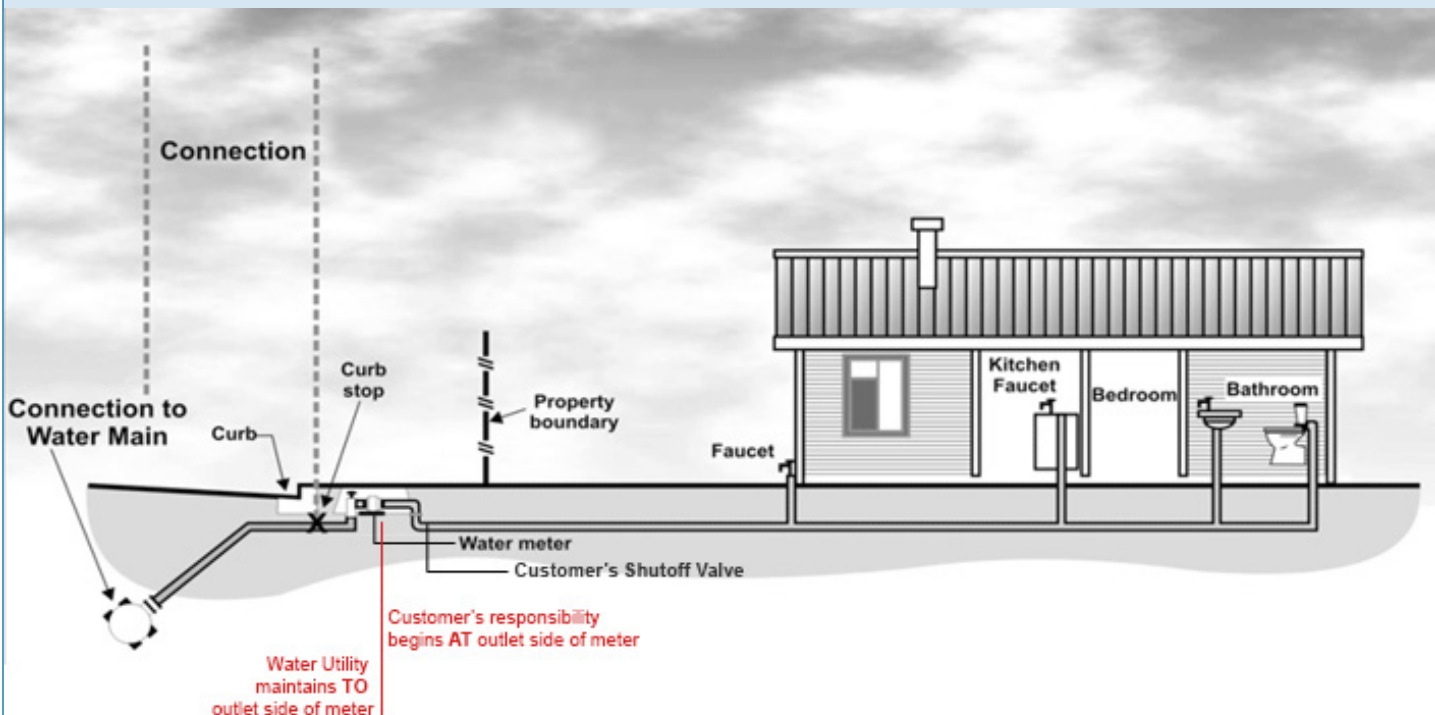
All the potable water used on Kiawah Island comes from Charleston Water Systems (CWS) by way of our supplier, St. Johns Water Company. The source of our water is surface water from the Edisto River and Bushy Park Reservoir that has been treated prior to pumping it nearly 45 miles for use on Kiawah Island. Neither St. Johns nor Kiawah treat the water in any way that significantly alters its composition, therefore we have included a link to the 2023 CWS report for your review:

[www.charlestonwater.com/waterreport](http://www.charlestonwater.com/waterreport)

## WATER SUPPLY SHUT-OFF VALVES

Over the years we have encouraged property owners to become familiar with their water supply shut off valves; inclusive of the house valve as well as their backflow devices on their irrigation systems. Having this information has proven valuable during emergency events by minimizing excessive waste of water and additional costs to the owners.

As noted in the drawing below, the Utility Company is only responsible up to the discharge side of the meter. Everything beyond that point, as illustrated below, is the responsibility of the owners to maintain and repair. We strongly recommend installing your supply line shut off valve near the meter to ensure that the majority of your feed line is protected.



# WATER CONSERVATION TIPS

Did you know that the average U.S. household uses approximately 400 gallons of water per day or 100 gallons per person per day? Luckily, there are many low-cost and no-cost ways to conserve water. Small changes can make a big difference — try one today and soon it will become second nature. Visit [www.epa.gov/watersense](http://www.epa.gov/watersense) for more information.



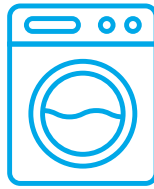
TAKE SHORT SHOWERS



SHUT OFF WATER WHILE BRUSHING YOUR TEETH



USE A WATER-EFFICIENT SHOWERHEAD



RUN CLOTHES WASHER & DISHWASHER ONLY WHEN FULL



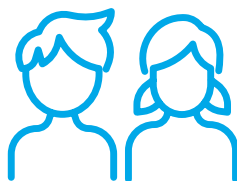
WATER PLANTS ONLY WHEN NECESSARY



FIX LEAKY TOILETS AND FAUCETS



ADJUST SPRINKLERS SO ONLY YOUR LAWN IS WATERED



TEACH YOUR KIDS ABOUT WATER CONSERVATION

# SWWC ONLINE CUSTOMER PORTAL

We encourage you to create a profile for an online account through our customer portal to enhance your account visibility. Just go to [www.swwc.com/myaccount](http://www.swwc.com/myaccount) and click on “Need a profile?” [Sign up.](#)

The screenshot shows the 'Sign up for a Profile' page for SouthWest Water Company. The form includes fields for Account Number (700000000), User ID (NewUser), First Name (New), Last Name (User), Email Address (meuser@gmail.com), Confirm Email Address (meuser@gmail.com), Password (\*\*\*\*\*), and Confirm Password (\*\*\*\*\*). There is a Verification ID field with the value 1436. A 'SUBMIT' button is at the bottom right.

# PAPERLESS BILLING

One of our many customer benefits offered through our online portal is to sign up to receive paperless billing which allows you to receive your statements in a timelier manner. Additional benefits include being able to set up leak alerts, set up recurring payments, schedule payments, manage payment profiles and update account information. However, if you need to change your mailing address, you will need to call our office.

# EPA (ENVIRONMENTAL PROTECTION AGENCY) REGULATIONS ON PFAS (POLYFLUOROALKYL SUBSTANCES) AND LEAD AND COPPER

## PFAs

During 2023 KIU participated in the EPA Fifth Unregulated Contaminant Monitoring Report, known as UCMR5. Water systems around the country participated in this study, testing 30 substances in drinking water. Of the 30 substances, 29 were related to PFAS. PFAS are manufactured chemicals that have been used in industry and consumer products since the 1940s. Because of their widespread use and their persistence in the environment, PFAS are found all around us in our daily lives. For more information

on PFAS, please visit the following link:

[www.epa.gov/pfas/pfas-explained](http://www.epa.gov/pfas/pfas-explained)

All the potable water on Kiawah Island is purchased from St. Johns Water Company (SJWC) who in turn purchases it from Charleston Water Systems (CWS), the producer of the supply. During the UCMR5 testing process in 2023, the samples collected by KIU showed levels averaging slightly over six (6) ppt in one compound: PFOS; and all samples were below the Hazard Index limit of 10 as shown on the following chart.

(continues next page)

2023 UCRM5 RESULTS - KIU MM								
	3/20/2023	6/28/2023	7/25/2023	10/9/2023	Average			
PFOA	0	4.5	4	4.3	3.2	<b>AVERAGE PFOA AND PFOS</b> <b>4.76</b>		
PFOS	5	7.9	6.1	6.3	6.3			
PFHxS	0	0	0	0	0			
PFNA	0	0	0	0	0			
HFPO-DA	0	0	0	0	0			
HAZARD INDEX CALCULATION								
3/20/2023	(Gen X) +	( PFBS) +	(PFNA) +	(PFHxS)	Result	Rounded	HI	Below HI
	(10 ppt)	(2000 ppt)	(10 ppt)	(10 ppt)				Y/N
	0	0.00155	0	0	0.00155	0.00	1	Y
HAZARD INDEX CALCULATION								
6/28/2023	(Gen X) +	( PFBS) +	(PFNA) +	(PFHxS)	Result	Rounded	HI	Below HI
	(10 ppt)	(2000 ppt)	(10 ppt)	(10 ppt)			1	Y/N
	0	0.000185	0	0	0.000185	0.00		Y
HAZARD INDEX CALCULATION								
7/25/2023	(Gen X) +	( PFBS) +	(PFNA) +	(PFHxS)	Result	Rounded	HI	Below HI
	(10 ppt)	(2000 ppt)	(10 ppt)	(10 ppt)			1	Y/N
	0	0.0018	0	0	0.0018	0.00		Y
HAZARD INDEX CALCULATION								
10/9/2023	(Gen X) +	( PFBS) +	(PFNA) +	(PFHxS)	Result	Rounded	HI	Below HI
	(10 ppt)	(2000 ppt)	(10 ppt)	(10 ppt)			1	Y/N
	0	0.00185	0	0	0.00185	0.00		Y

*(EPA Regulations on PFAs and Lead and Copper, cont.)*

As a matter of information, our supplier, SJWC is not scheduled to begin UCMR5 testing for their system until 2025. IU continues to work with SJWC and CWS to develop a solution that will reduce PFAS in our water system without unduly burdening customers with redundant costs.

Currently, regulatory agencies including the Environmental Protection Agency (EPA) and the South Carolina Department of Health and Environmental Control (SCDHEC) have established guidelines and standards for PFAS levels in drinking water. These regulations aim to ensure the safety of public water supplies and protect human health. The new regulations establish a limit of four (4) parts-per-trillion for two PFAS compounds (PFOS and PFOA) and set a timeline for mandatory reporting test results (2027) and compliance (2029) with the new PFAS regulations.

What exactly is four parts per trillion?

The average distance between the earth and the moon is approximately 240,000 miles or a bit more than 15.2 billion inches. One trillionth of the distance from the earth to the moon is fifteen thousandths of an inch which is about the diameter of a human hair.

Find more information on reducing PFAS in your drinking water with a home filter at: [www.epa.gov/sites/default/files/2015-11/documents/2005\\_11\\_17\\_faq\\_fs\\_healthseries\\_filtration.pdf](http://www.epa.gov/sites/default/files/2015-11/documents/2005_11_17_faq_fs_healthseries_filtration.pdf)

## LEAD AND COPPER

EPA has set a deadline for all water systems to produce a lead service line inventory for all the water service lines in their systems. We have been working all year to create this inventory for submission to EPA by the deadline of Oct. 16, 2024. This inventory requires us to identify the material used from our tap to the house. Because homeowners own the water service lines to their homes, we do not have records of original service line material, or where lead service lines have been replaced with non-lead material, such as copper or PVC.

We identified services connected to our system before the ban on lead materials being used for plumbing purposes. We currently have 2,450 services unidentified. You can imagine how labor intensive a project like this is which is why we are asking for your help.

We created a survey QR code reflected on your monthly statements or accessible by the following link:

<https://www.swwc.com/lead-and-copper-survey/>

We would appreciate **each of our customers** taking a couple of minutes to answer the five questions on the survey which will allow us to provide accurate information to EPA by the required deadline.

## 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>

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/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Water Drinking Hotline (800-426-4791).

# KIAWAH ISLAND UTILITY, INC.

## 2023 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	2023	0%	0	0%	Presence of coliform bacteria <5% of monthly samples	ppm	N	Naturally present in the environment

Disinfectants & Disinfection By-Products	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Chloramine Residual	2023	2 (RAA)	1.0 - 2.0	MRDLG = 4	MRDL = 4	ppm	N	Added for disinfection
Haloacetic Acids HAA5	2023	11 (LRAA)	2.40 - 16.2	No goal for the total	60	ppb	N	By-product of drinking water disinfection
Total Trihalomethanes TTHM	2023	8 (LRAA)	4.50 - 9.50	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.