



June 15, 2021

Dear KIU Customer,

Kiawah Island Utility, Inc. (System 1010008) is providing this Annual Drinking Water Report for the period of 1/1/20- 12/31/20 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 timelier 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 www.ors.sc.gov.

Sincerely,

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

Becky J. Dennis
Director of Operations



2020 Water Quality Report

Kiawah Island
UTILITY, INC.

DURING 2020...



We processed and installed
46 new taps



We processed approximately
18,000 payments



We treated **205 million gallons of wastewater** which was 10.5% above 2019. We began to see a rise in wastewater flows once the “stay at home” orders were initiated. With many businesses restricted or closed our treatment flow patterns show that many of our non-permanent owners decided to “quarantine” within the confines of their beautiful homes on Kiawah Island. We were all seeing a new look to working remotely.



We created approximately
380 new customer accounts
during the year; many of which were owners moving to a new home on the Island.



We delivered approximately
900 million gallons of potable water
to our customers.

During the year we also began working on some enhancements that would be beneficial to our customers. The first one is related to a full changeout of our old water meters to AMI, which stands for Advanced Metering Infrastructure. When installations are completed, this technology will allow the customer to monitor their own usage patterns and set alerts according to their needs. This customer interaction phase of the project is expected to roll out sometime in the fall of 2021 so stay tuned.



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 2020 CWS report for your review:

www.charlestonwater.com/232/Water-Quality-Reports

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>

Thank You

ALTHOUGH 2020 STARTED OFF AT A NORMAL PACE, THE COVID PANDEMIC QUICKLY TURNED ALL NORMALCY TO PROACTIVE AND PROTECTIVE METHODS OF OPERATION.

I think this is a great place to say thank you to the staff of KIU that worked around the clock to maintain the exceptional, quality services our customer have grown to expect. Although not generally recognized as “essential” workers by many, they are very much that. Not one of our staff complained about having to work while others were staying at home. They understood that their work was critical to ensuring the safety and wellbeing of our customers. Without their commitment to their jobs and serving the fine customers and guests of Kiawah Island we would not have seen the successful year we experienced.

With safety protocols as a priority our staff worked with masks, gloves, social distancing, and continual cleaning and sanitizing of their work areas. Our office staff transitioned to working from home while continuing to provide exceptional, timely customer services. To process statements, payments, and ongoing customer service needs in a timely manner our office staff rotated days in the office. This worked well by allowing for social distancing. Although the office was closed to the public, the public was still able to access the business office through glassed partitions in the foyer. This allowed the work to continue as close to routine as possible in the impossible scenario we found ourselves in.



WE SERVE

NOT ONLY ON THE JOB BUT IN OUR COMMUNITIES AS WELL

Our staff not only serve our own customer base, but many reached into their communities to assist in any way possible. Some helped neighbors who were elderly and homebound with food and medical needs. Others filled Blessing Boxes around the communities to ensure those less fortunate had an accessible resource available. We supported the Low Country Food Bank and Water Missions to ensure those in need had every available resource possible. Others helped with school children while parents worked or assisted with their studies.



KIAWAH ISLAND UTILITY, INC.

2020 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	2018	1.3	1.3	0.1	0	ppm	N	Erosion of natural deposits; leaching from wood preservatives, corrosion of household plumbing systems
Lead	2018	0	15	1.5	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	2020	0%	1	0%	Presence of coliform bacteria <5% of monthly samples	1	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	2020	1 (RAA)	1.0 - 1.0	MRDLG = 4	MRDL = 4	ppm	N	Added for disinfection
Haloacetic Acids HAA5	2020	6 (LRAA)	1.1400 - 12.4100	No goal for the total	60	ppb	N	By-product of drinking water disinfection
Total Trihalomethanes TTHM	2020	11 (LRAA)	7.5600 - 13.4900	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.

2020 WATER QUALITY REPORT

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).

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 (EPA) Safe Drinking Water Hotline (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and picks up substances from animal and human activity. To protect public health, water treatment plants reduce contaminants to safe levels established by regulations.

- **Microbes**, such as viruses and bacteria, may come from septic systems, livestock, pets, and wildlife
- **Organic Compounds**, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, can also come from gas stations, runoff, and septic systems

- **Inorganic Compounds**, such as salts and metals, which can be naturally occurring or the results of storm water runoff, industrial or domestic wastewater discharges, oil, gas production, mining or farming.
- **Radioactive Compounds** can be naturally occurring or the result of oil and gas production and mining activities
- **Pesticides and herbicides** may come from agriculture, runoff, and residential uses. NOTE: None were found in the source water or treated water when Charleston Water Systems tested for more than 250 of them in 2017.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. **Kiawah Island Utility, Inc.** is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.