

Annual Drinking Water Quality Report

Water System Number: 03-92-045

2024



The Town of Apex is pleased to present to you this year's Annual Drinking Water Quality Report. This report is a snapshot of last year's water quality.

Included are details about your source of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water.

We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and to providing you with this information because informed customers are our best allies.

The Town of Apex encourages public interest and participation in our community's decisions affecting our drinking water. To participate in a public forum, please visit www.apexnc.org/agenda to view the upcoming Town Council meeting schedule.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

If you have any questions about this report or the water quality data included in this report, please contact Lori Avent with the Town of Apex Water Resources Department at **(919) 249-3366** or lori.avent@apexnc.org.

WHAT EPA WANTS YOU TO KNOW

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 **(800-426-4791)**.

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/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the 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, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife; inorganic contaminants, such as salts and metals, which 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, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses; organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems; and radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

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.



OUR WATER SOURCE

B. Everett Jordan Lake serves as a drinking water supply to the Towns of Apex, Cary and Morrisville and is part of the Cape Fear River Basin. Jordan Lake was created to provide flood damage reduction, water supply, water quality control, fish and wildlife conservation and outdoor recreation.

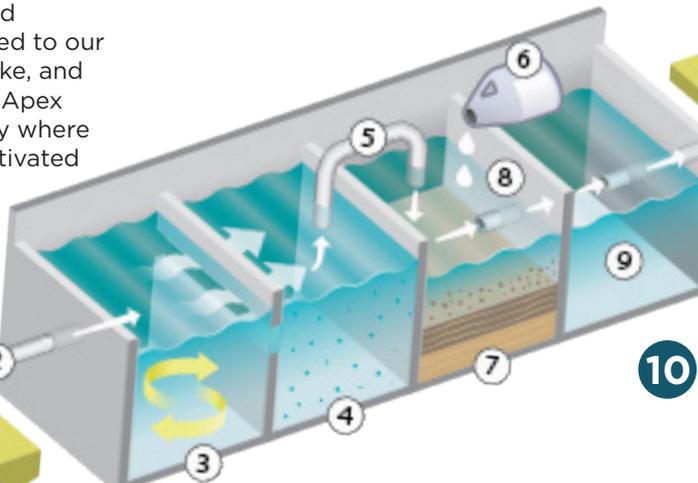
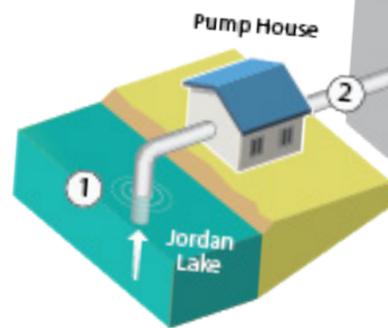
Originally authorized in 1963 as the New Hope Lake Project, the reservoir was renamed in 1974 in memory of Everett Jordan, former North Carolina Senator. The reservoir covers 13,940 acres (5,640 ha) with a shoreline of 180 miles (290 km) at its standard water level of 216 feet (66 m) above sea level.

For more information on the Cary/Apex Water Treatment Plant, please visit www.carync.gov/watertreatment

The reservoir is part of the Jordan Lake State Recreation Area and is owned and operated through a partnership between the U.S. Army Corps of Engineers and the State of North Carolina.

Raw surface water from Jordan Lake is treated at the jointly owned Cary/Apex Water Treatment Plant. The facility has a current capacity of 56 million gallons per day (MGD) utilizing a multiple-barrier treatment approach. In this approach, multiple processes are employed at the treatment plant including ozone, an advanced treatment process, as well as sediment removal, filtration, and a disinfection process. The result is the production of safe, high quality drinking water for Town customers that consistently meets all regulatory standards.

1 Pump Station: Powdered activated carbon is added to our source water, Jordan Lake, and is pumped to our Cary/ Apex Water Treatment Facility where additional powdered activated carbon may be added.



10 Distribution System: Water is pumped through underground water pipes in our community to water storage tanks and over 1,000 miles of smaller pipes. Elevated water tanks help maintain water pressure, ensure water is available for fire protection, and help us meet daily variations in water use.

2 Ozonation: Ozone is used to oxidize organics, remove color and to treat taste and odors.

3 Mixing: Aluminum sulfate and polymer are added in our Rapid Mix to help particles stick together.

4 Clarification: Water is pulsed up from the bottom of our SuperPulsators where floc collects on the baffles and the clean water goes out through the collection channels at the top.

5 Ozonation: There is an option for additional ozonation of the settled water.

6 Disinfection: As water flows to our filters, chlorine in the form of liquid bleach is added for disinfection.

7 Filtration: Water flows down through layers of sand and carbon in our filters, where additional particles are removed from the water.

8 Post Treatment: We add fluoride for dental health and chemicals to adjust the pH (acidity) of the water and for corrosion control in our water pipes.

9 Clearwell: Filtered water is put in clearwells for disinfection and storage until it is ready to be used. Chlorine and ammonia are added separately to form chloramines, which disinfects the water.

SOURCE WATER ASSESSMENT PROGRAM (SWAP) RESULTS

The North Carolina Department of Environmental Quality (DEQ), Public Water Supply (PWS) Section, Source Water Assessment Program (SWAP) conducted assessments for all drinking water sources across North Carolina. The purpose of the assessments was to determine the susceptibility of each drinking water source (well or surface water intake) to Potential Contaminant Sources (PCSs). The results of the assessment are available in SWAP Assessment Reports that include maps, background information and a relative susceptibility rating of Higher, Moderate or Lower.

The relative susceptibility rating of each source for **the source of Apex's drinking water from the Cary/Apex Water Treatment Plant** was determined by combining the contaminant rating (number and location of PCSs within the assessment area) and the inherent vulnerability rating (i.e., characteristics or existing conditions of the well or watershed and its delineated assessment area). The assessment findings are summarized in the table below:

Susceptibility of Sources to Potential Contaminant Sources (PCSs)

| Source Name | Susceptibility Rating | SWAP Report Date |
|-------------|-----------------------|------------------|
| Jordan Lake | Higher | September 2020 |

The complete SWAP Assessment report for Cary/Apex Water Treatment Facility may be viewed virtually at: https://www.ncwater.org/SWAP_Reports/NC0392020_SWAP_Report-20200909.pdf Note that because SWAP results and reports are periodically updated by the PWS Section, the results available on this website may differ from the results that were available at the time this CCR was prepared. If you are unable to access your SWAP report on the web, you may mail a written request for a printed copy to:

Source Water Assessment Program – Report Request
1634 Mail Service Center, Raleigh, NC 27699-1634

or email requests to swap@deq.nc.gov.

Please indicate your system name, number, and provide your name, mailing address and phone number. If you have any questions about the SWAP report, please contact the Source Water Assessment staff by phone at **(919) 707-9098**.

It is important to understand that a susceptibility rating of “higher” **does not** imply poor water quality, only the system's potential to become contaminated by PCSs in the assessment area.

Cross-Connection Control Program:

A cross connection occurs when a drinking water line connects to industrial equipment or systems containing chemicals. Examples include boilers, air conditioning systems, fire sprinkler systems, and lawn irrigation systems.

Contamination can occur if a drop in water pressure occurs due to a water main break or heavy water demand. This drop in pressure causes contaminants to backflow from the users source back into the water distribution system.

Valves known as backflow prevention devices must be installed at all institutional, commercial, industrial, and irrigation facilities. These devices require annual inspection and testing to provide maximum protection. This includes residential irrigation systems.

For more information on the Town's Cross-Connection Control Program visit the Town's website.



Recognition

The Cary/Apex Water Treatment Facility joins a small and distinguished group of water treatment facilities recognized with the President's Award for Water Treatment from The Partnership for Safe Water.

The facility has participated in the program since 1995 and has received the Directors Award annually since 2003. The President's Award has requirements that are substantially more stringent than the Directors Award.



The Town of Apex is a member of the Central Pines Regional Council, which is a resource and support hub for local governments, community members, and partners across Chatham, Durham, Johnston, Lee, Moore, Orange, and Wake counties.



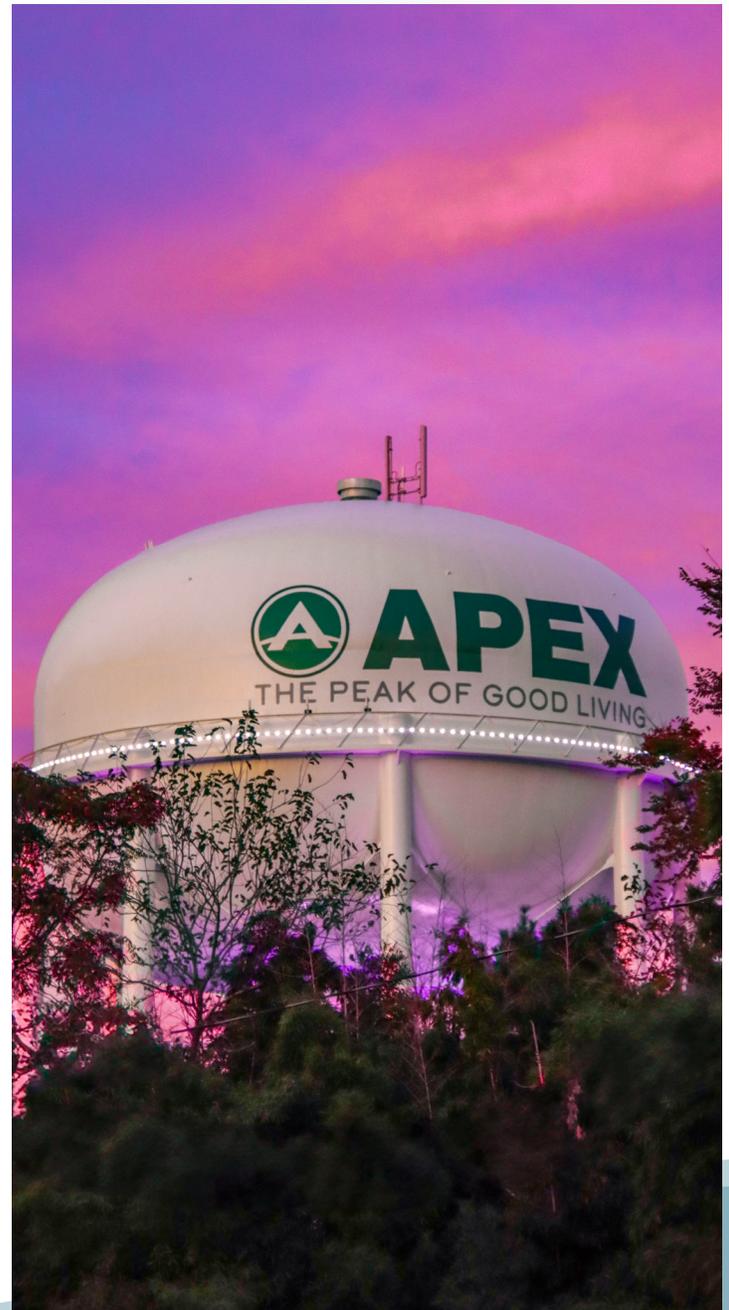
Within the Council, a collaboration of Apex and many other local governments and public bodies came together to form a partnership called the Triangle Water Supply Partnership (TWSP).

The goal of the TWSP collaboration is to support efforts to provide for long-term, sustainable and reliable water supplies for the communities in the Region.

HELP PROTECT YOUR WATER SOURCE

Protection of drinking water is everyone's responsibility. To help conserve our water source:

- Odd/even irrigation schedule for all Apex water customers year-round. Do not irrigate during the hottest time of the day, as much of the water is lost to evaporation. Early morning or late at night is best
- Avoid mowing during droughts as it adds stress to grass and is only relieved by more irrigation
- Limit vehicle washing to a minimum
- Refrain from washing down impervious areas such as sidewalks, driveways, and patios
- Refrain from leaving faucets running while shaving, brushing teeth, and rinsing dishes
- Only run full loads for laundry and dish washing
- Check for leaks and repair them promptly
- Track your water usage by registering for eServices
- Calculate how much water you use with the online water usage calculator
- Take showers instead of baths

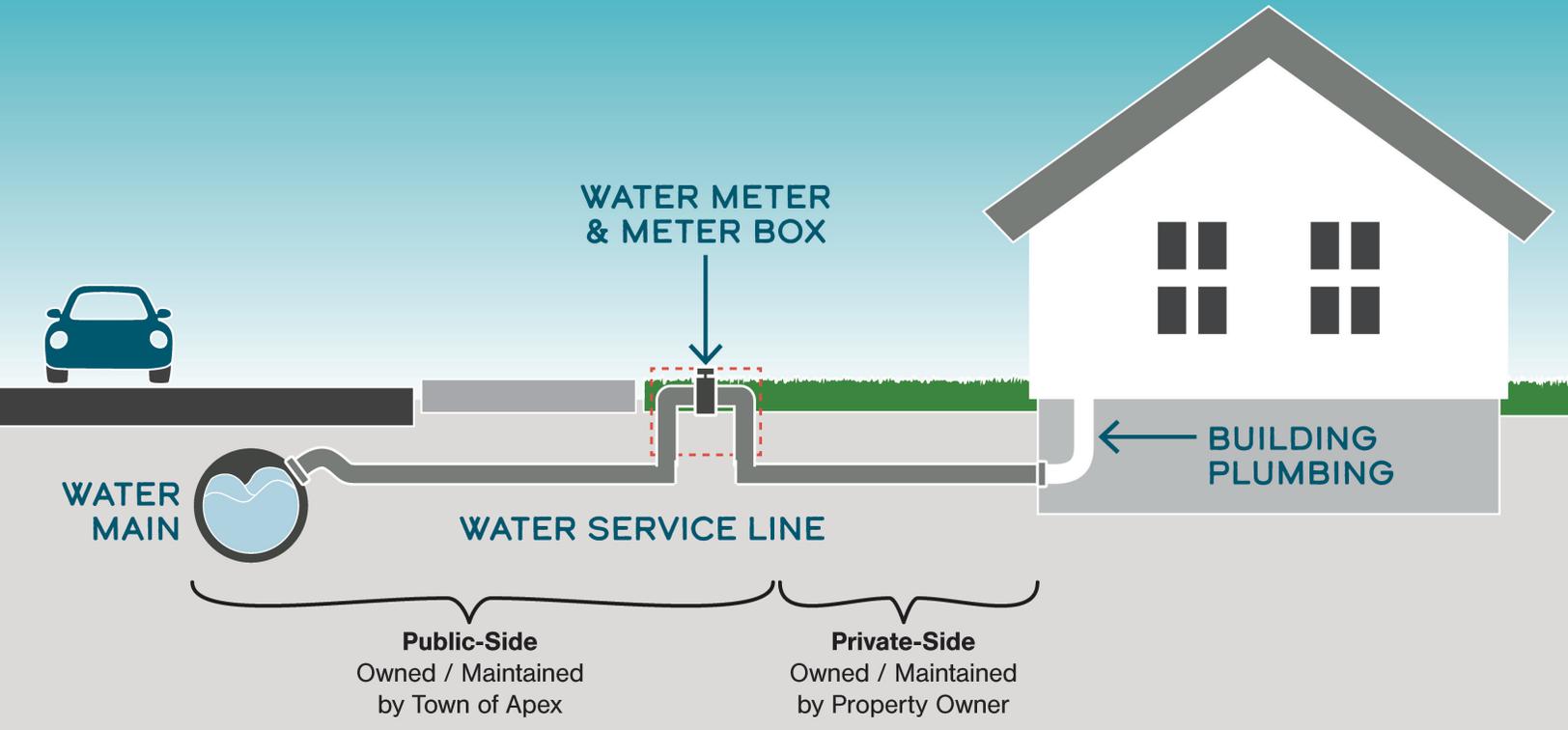


Please do your part to help conserve this precious resource! Remember that every drop counts!
Learn more at apexnc.org/waterconservation

TAKING INVENTORY OF WATER SERVICE LINES

The US Environmental Protection Agency (EPA) recently updated their Lead and Copper Rule, with the goal of better protecting communities nationwide from exposure to lead in drinking water. This update required all water utilities to create an inventory of water service lines, and make that inventory available to the public.

With 95% confidence, the town concludes that Apex has fewer than 1% of service lines containing lead.



WHAT ARE WATER SERVICE LINES?

Water service lines are small pipes that carry water from water mains (large pipes located in the streets) into homes and other buildings. The Town of Apex owns and maintains the public side of the service line, and property owners own and maintain the private side.

DO APEX SERVICE LINES CONTAIN LEAD?

During our inspections, the water service lines for hundreds of homes and businesses in Apex were inspected on both sides of the meter. No lead or galvanized pipes requiring replacement were found. We are unaware of any lead service lines in Apex and with 95% confidence we can conclude that Apex has fewer than 1% of service lines containing lead. The EPA banned lead in plumbing and public water systems in 1986. Most homes in our community were built in the 1990s and after. If your home was built after 1988, you can be confident that your service lines do not contain lead.

HOMES BUILT BEFORE 1988

If you feel you may have a galvanized steel or lead water service line, and your home or business was built before 1988, please contact the Town at (919) 249-3366 or email lori.avent@apexnc.org, and a Town employee will visit your site to inspect the water line material at no cost to you. Water service will not be impacted during the inspection.

You can also perform a simple inspection of your service line materials. The EPA provides a step by step instructions guide to help you identify the material, which is available at: <https://www.epa.gov/protectyourtap> and click the button labeled 'Start the Guide'.

TOWN OF APEX WATER SERVICE LINE INVENTORY

The water service line inventory is available to the public. The inventory may be viewed in the Leadcast map, which can be found at www.apexnc.org/lead, simply type in the address of the property you would like to view.

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Violation Awareness Date: **August 30, 2024**

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the compliance period specified in the table below, we did not complete all monitoring or testing for the contaminants listed and therefore cannot be sure of the quality of your drinking water during that time.

| Contaminant Group** | Facility ID No./ Sample Point ID | Compliance Period Begin Date | Number of Samples/ Sampling Frequency | When samples were taken (Returned to Compliance) |
|---------------------|----------------------------------|------------------------------|--|--|
| HAA5 | D0 / B02, B05, B06, B08 | July 1, 2024 | 8 samples quarterly in the month of August | September 2024 |

(HAA5)- Haloacetic Acids - include Monochloroacetic Acid, Dichloroacetic Acid, Trichloroacetic Acid, Monobromoacetic Acid, Dibromoacetic Acid.

What should I do? There is nothing you need to do at this time.

What is being done? All required samples were collected by Apex staff within the required sampling week and sent to the state certified private contract laboratory for analysis. During the analysis, the laboratory equipment ran into a quality control error that required much more sample to be used than usual and there was not enough sample to complete the analysis. The contract lab did not report the remaining results to the state agency within the required 7-day timeframe. Apex was not notified of the problem until 8/30/24 which did not allow Apex time to resample and reanalyze within the required month of August.

Apex is no longer using the private contract laboratory with which the problem occurred. A protocol has been set up with the new lab that will ensure notification as soon as possible if resampling is required. Resampling did occur as early as possible in September. All sample results were well within regulatory limits.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

*For more information about this violation, please contact Lori Avent at Lori.avent@apexnc.org or **(919) 249-3366**.*

IMPORTANT DRINKING WATER DEFINITIONS

Not-Applicable (N/A) - Information not applicable/not required for that particular water system or for that particular rule.

Non-Detects (ND) - Laboratory analysis indicates that the contaminant is not present at the level of detection set for the particular methodology used.

Parts per million (ppm) or Milligrams per liter (mg/L) - One part per million corresponds to one minute in two years or a single penny in \$10,000.

Parts per billion (ppb) or Micrograms per liter (ug/L) - One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

Parts per trillion (ppt) or Nanograms per liter (nanograms/L) - One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.

Nephelometric Turbidity Unit (NTU) - Nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

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

Treatment Technique (TT) - A required process intended to reduce the level of a contaminant in drinking water.

Maximum Residual Disinfection Level (MRDL) - 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.

Maximum Residual Disinfection Level Goal (MRDLG) - 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.

Locational Running Annual Average (LRAA) - The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters under the Stage 2 Disinfectants and Disinfection Byproducts Rule.

Running Annual Average (RAA) - The average of sample analytical results for samples taken during the previous four calendar quarters.

Maximum Contaminant Level (MCL) - 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.

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.

WATER QUALITY DATA TABLES OF DETECTED CONTAMINANTS

We routinely monitor for over 150 contaminants in your drinking water according to Federal and State laws. The tables below list all the drinking water contaminants that we detected in the last round of sampling for each particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in this table is from testing done January 1 through December 31, 2024.**

The EPA and the State allow us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old.



LEAD AND COPPER CONTAMINANTS

| Contaminant (units) | Sample Date | Your Water (90% Percentile) | Number of sites found above the AL | Range | | MCLG | AL | Likely Source of Contamination |
|--------------------------------|-------------|-----------------------------|------------------------------------|-------|------|------|---------|--|
| | | | | Low | High | | | |
| Copper (ppm) (90th percentile) | 2022 | 0.105 | 0 | 0 | 0.13 | 1.3 | AL=1.3 | Corrosion of household plumbing systems; erosion of natural deposits |
| Lead (ppb) (90th percentile) | 2022 | ND | 0 | 0 | 3.9 | 0 | AL = 15 | Corrosion of household plumbing systems; erosion of natural deposits |

The table above summarizes our most recent lead and copper tap sampling data. Lead and Copper Sampling will occur again in 2025. If you would like to review the complete lead tap sampling data, please email us at Lori.Avent@apexnc.org.

We have been working to identify service line materials throughout the water system and prepared an inventory of all service lines in our water system. To access this inventory, please visit www.apexnc.org/lead.

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. The Town of Apex is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water.

If you are concerned about lead in your water and wish to have your water tested, contact The Apex Water Resources Specialist at **(919) 249-3366** or Lori.Avent@apexnc.org. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at www.epa.gov/safewater/lead.

TOTAL TRIHALOMETHANES (TTHM) AND HALOACETIC ACIDS (FIVE) (HAA5)

| Disinfection Byproduct | Year Sampled | MCL Violation Y/N | Your Water | Range | | MCLG | MCL | Likely Source of Contamination |
|------------------------|--------------|-------------------|------------|-------|------|------|-----|--|
| | | | | Low | High | | | |
| TTHM (ppb) | 2024 | N | 41 | 20 | 53 | N/A | 80 | Byproduct of drinking water disinfection |
| HAA5 (ppb) | 2024 | N | 19 | 8 | 19 | N/A | 60 | Byproduct of drinking water disinfection |

DISINFECTANT RESIDUALS SUMMARY

| | MRDL Violation Y/N | Your Water (RAA) | Range | | MRDLG | MRDL | Likely Source of Contamination |
|-------------------|--------------------|------------------|-------|------|-------|------|---|
| | | | Low | High | | | |
| Chlorine (ppm) | N | 2.20 | 0.8 | 3.6 | 4 | 4.0 | Water additive used to control microbes |
| Chloramines (ppm) | N | 3.23 | 1.04 | 3.98 | 4 | 4.0 | Water additive used to control microbes |

UNREGULATED CONTAMINANTS FROM EPA UCMRS

| Contaminant (units) | Sample Date | Your Water (average) | Range | |
|---|-------------|----------------------|-----------|------|
| | | | Low | High |
| 6:2 Fluorotelomer sulfonic acid (6:2 FTS) (ppt) | 2024 | ND | ND | |
| Perfluorobutanesulfonic acid (PFBS) (ppt) | 2024 | ND | ND | |
| Perfluorobutanoic acid (PFBA) (ppt) | 2024 | 3.8 | ND - 7.6 | |
| Perfluoroheptanoic acid (PFHpA) (ppt) | 2024 | ND | ND | |
| Perfluorohexanesulfonic (PFHxS) (ppt) | 2024 | ND | ND | |
| Perfluorohexanoic acid (PFHxA) (ppt) | 2024 | 3.65 | 3.3 - 4.0 | |
| Perfluorononanoic acid (PFNA) (ppt) | 2024 | ND | ND | |
| Perfluorooctane sulfonate (PFOS) (ppt) | 2024 | ND | ND | |
| Perfluorooctanoic acid (PFOA) (ppt) | 2024 | ND | ND | |
| Perfluoropentanesulfonic acid (PFPeS) (ppt) | 2024 | ND | ND | |
| Perfluoropentanoic acid (PFPeA) (ppt) | 2024 | 3.95 | 3.0 - 4.9 | |
| Lithium | 2024 | ND | ND | |

Want to learn more about PFAS?

Per- and Polyfluoroalkyl Substances (PFAS) are a group of manufactured chemicals that are widely used and long lasting with components that break down very slowly over time. The Cary/Apex Water Treatment Plant successfully treats and reduces PFAS in your drinking water using activated carbon as well as other treatment steps, producing drinking water that is consistently below the EPA's newly established MCL's.

<https://www.epa.gov/pfas>

For more information on emerging contaminants like 1, 4 - Dioxane and PFAS compounds and the steps we are taking to protect your drinking water at the Cary/Apex Water Treatment Plant, please click the link here or visit Town of Cary Emerging Contaminants webpage at:

<https://www.carync.gov/services-publications/water-sewer-stormwater/water/water-treatment/emerging-contaminants>

The Cary/Apex Water Treatment Facility is co-owned by Apex and Cary. Cary is the lead agency and operates the facility. The following contaminants were sampled and reported by the Town of Cary. The full Cary Consumer Confidence Report can be found at: <https://www.carync.gov/waterreport>

OTHER DISINFECTION BYPRODUCTS CONTAMINANTS

| Contaminant (units) | MCL Violation Y/N | Your Water | Range | | MCLG | MCL | Likely Source of Contamination |
|---------------------|-------------------|------------|----------|------|------|-----|--|
| | | | Low | High | | | |
| BROMATE (PPB) | N | ND | ND - 1.8 | | 0 | 10 | Byproduct of drinking water disinfection |

INORGANIC CONTAMINANTS*

| Contaminant (units) | Sample Date | MCL Violation Y/N | Your Water | Range | | MCLG | MCL | Likely Source of Contamination |
|---------------------|-------------|-------------------|------------|----------|------|------|-----|---|
| | | | | Low | High | | | |
| Fluoride (ppm) | 2024 | N | 0.84 | No Range | | 4 | 4 | Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories |

TURBIDITY*

| Contaminant (units) | Treatment Technique (TT) Violation Y/N | Your Water | MCLG | Treatment Technique (TT) Violation if: | Likely Source of Contamination |
|---|--|------------|------|---|--------------------------------|
| Turbidity (NTU) - Highest single turbidity measurement | N | 0.095 NTU | N/A | Turbidity > 1 NTU | Soil runoff |
| Turbidity (%) - Lowest monthly percentage (%) of samples meeting turbidity limits | N | 100 % | N/A | Less than 95% of monthly turbidity measurements are < 0.3 NTU | |

* Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. The turbidity rule requires that 95% or more of the monthly samples must be less than or equal to 0.3 NTU.

TOTAL ORGANIC CARBON (TOC)

| Contaminant (units) | TT Violation Y/N | Your Water (Lowest RAA) | Range Monthly Removal Ratio Low-High | MCLG | Treatment Technique (TT) Violation If: | Likely Source of Contamination |
|---|------------------|-------------------------|--------------------------------------|------|--|--------------------------------------|
| Total Organic Carbon (TOC) Removal Ratio (no units) | N | 1.52 | 1.33 - 1.74 | N/A | Removal Ratio RAA < 1.00 and alternative compliance criteria was not met | Naturally present in the environment |

OTHER MISCELLANEOUS WATER CHARACTERISTICS CONTAMINANTS

The PWS Section requires monitoring for other misc. contaminants, some for which the EPA has set national secondary drinking water standards (SMCLs) because they may cause cosmetic effects or aesthetic effects (such as taste, odor, and/or color) in drinking water. The contaminants with SMCLs normally do not have any health effects and normally do not affect the safety of your water.

| Contaminant (units) | Sample Date | Your Water | Range Low High | SMCL |
|---------------------|-------------|------------|----------------|-----------|
| Iron (ppm) | 2024 | ND | ND - 0.12 | 0.3 |
| Manganese (ppm) | 2024 | ND | ND - 0.01 | 0.05 |
| Nickel (ppm) | 2024 | ND | ND - ND | N/A |
| Sodium (ppm) | 2024 | 26 | 26 - 26 | N/A |
| Sulfate (ppm) | 2024 | 35 | 35 - 35 | 250 |
| pH | 2024 | 7.97 | 7.15 - 8.93 | 6.5 - 8.5 |

Is Apex drinking water considered hard water or soft water?

The hardness of water is a measure of the trace minerals it contains, such as magnesium and calcium. With Apex water having an average total hardness of 33.3 ppb, or 1.9 grains per gallon (gpd), it is classified as “moderately soft”.



APEX UTILITIES OPERATIONS TEAM



Billing questions or to pay your bill, please call **(919) 362-8676**
or go to <https://www.apexnc.org/159>

For all utility emergencies, please call **(919) 372-7475**

Disconnection Due to Non-Payment **(919) 362-8676**

Mark Utility Lines / Call Before You Dig **811**

Questions about Connecting/Disconnecting Utility Services
(919) 362-8676

Sewer Backup or Other Issue **(919) 372-7475**

Water Pressure Problem **(919) 372-7475**

Water Quality Issue **(919) 372-7475**

Water Service Concerns / No Water **(919) 372-7475**

After Business Hours Water/Sewer Emergency **(919) 372-7475**

For a complete list of substances tested, including non-detects, see Water Quality Testing Summary online: carync.gov/testingsummary

Contact Us
Town of Apex
Water Resources Department
(919) 249 - 3427
www.apexnc.org