SERVING THOSE WHO SERVE

This water quality report has been reviewed by the Virginia Department of Health.

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

2025 Water Quality Report
Joint Expeditionary Base Fort Story
PWS ID: VA3810210
Old Dominion Utility Services, Inc.
Subsidiary of American States Utility Services, Inc.

ASUS
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Serving Those Who Serve®

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Dedicated to Delivering Clean Water

Every day, people depend on American States Utility Services, Inc. (ASUS) for the water that enhances their quality of life. We operate and maintain water and wastewater systems on military bases across the country, dedicating ourselves to producing drinking water that meets all state and federal standards and continually striving to adopt new methods for delivering the best quality drinking water to the military installations we serve. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation, and community education, while continuing to meet the needs of all of our water users.

Old Dominion Utility Services, Inc. (ODUS), a wholly-owned subsidiary of ASUS, is the sole provider of your water service. Our certified operators ensure the safe delivery of all potable water, taking water samples at approved sites to ensure its quality throughout our system. With a deep commitment to customer care, ASUS works diligently to protect every drop of water. As a utility provider, we constantly analyze our systems to determine which areas might need repair, replacement, or even supplementary facilities. ASUS also puts a strong focus on water efficiency, actively providing educational outreach for customers to further encourage better resource management.

We at ASUS are proud to be able to provide our services to the military personnel, civilians, and family members who live and work at Joint Expeditionary Base Fort Story. We're honored to support the role your military installation plays in defending the country, both at home and abroad. We achieve this goal by always putting our fundamental ideals into practice. We pay special attention to the ultimate measure of success: our customer's peace of mind.

In order to maintain a safe and dependable water supply, we sometimes need to make improvements that will benefit all our customers. These improvements are sometimes reflected as rate structure adjustments. With our own team's deeply-rooted military background, we have an intimate understanding of what it takes to make an installation thrive, and we take pride in delivering unparalleled care in this regard.

We are pleased to present you with this annual water quality report and thank you for allowing us to serve you and your family. Please remember that we are always available to assist you should you ever have any questions or concerns about your water. For more details, you can view our past and current Water Quality Reports at www.asusinc.com.

Sincerely,
Your Management Team

Franklin Jones
Director of Operations
American States Utility Services, Inc.

Grover "Cleve" Branton
Utility Manager
Old Dominion Utility Services, Inc.

Source Water

Where does your water come from?

The drinking water being delivered to you is purchased from the City of Norfolk by the City of Virginia Beach. Virginia Beach, including Joint Expeditionary Base Fort Story (JEBFS), is provided water through a 76-mile pipeline leading from Lake Gaston on the North Carolina- Virginia border to Lake Prince, a reservoir in Suffolk that is owned and operated by Norfolk. Lake Gaston water is treated at the Moore's Bridges Water Treatment Plant in Norfolk, where it is blended with City of Norfolk water. Norfolk's primary water supply comes from Lake Prince and Western Branch Reservoir in Suffolk and Lake Burnt Mills in Isle of Wright.

During extended dry periods, these lakes may be supplemented with water from deep wells located around the lakes and pump-overs from the Blackwater and Nottoway Rivers, located west of the lakes. In-town lakes in Norfolk and Virginia Beach also supplement Norfolk's water supply. These include Lake Wright, Lake Whitehurst, Little Creek Reservoir, Lake Smith, Lake Lawson, and Stumpy Lake. From the reservoirs, water is pumped to the treatment plant.

Source Water Assessment

Your water is tested before and after it is treated to ensure it meets federal and state standards. The surface water sources were rated as relatively high in susceptibility to contamination (one reason it's important for water treatment) using the criteria developed by the state in its approved Source Water Assessment Program.

The assessment report consists of maps showing the source water assessment area, an inventory of known land use activities of concern, a susceptibility explanation chart, and term definitions. The report is available by contacting Don Piron at (757) 385-4171 or dpiron@vbgov.com.

THE CITY OF NORFOLK

Contaminates in water

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

To ensure that tap water is safe to drink, the Virginia Department of Health (VDH) and the U.S. Environmental Protection Agency (EPA) prescribe regulations limiting the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminates. The presence of contaminants does not necessarily indicate that the water poses a health risk.

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 in your water may include:

Contaminant	Sources
Microbial (Viruses, Bacteria)	Sewage treatment plants, septic systems, agricultural livestock operations, and wildlife
Inorganic (Salts, Metals)	Can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming
Pesticides & Herbicides	Agriculture, urban stormwater runoff, and residential uses
Organic Chemicals	Includes synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems
Radioactive	Can be naturally occurring or a result of oil and gas production and mining activities

Contaminates in Water

The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791 or https://www.epa.gov/aboutepa/epa-hotlines.

Lead in Home Plumbing

Health risks

Lead can cause serious health problems, especially for pregnant women and young children. Exposure to lead in drinking water can cause serious effects in all age groups. Infants and children have decreases in IQ and attention span. Lead exposure can lead to new learning and behavioral problems or exacerbate learning and behavioral problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risk of heart disease, high blood pressure, kidney or nervous system problems.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. ODUS 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. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time.

What can you do at 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 the 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 ODUS at 757-888-0484.

Further information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at http://www.epa.gov/safewater/lead.

Lead Service Line Inventory

ASUS/ODUS has begun an effort to identify, inventory and replace any water system service lines composed of lead or having lead components. This effort is in response to updated legislation regarding the Lead and Copper Rule Revisions (LCRR).

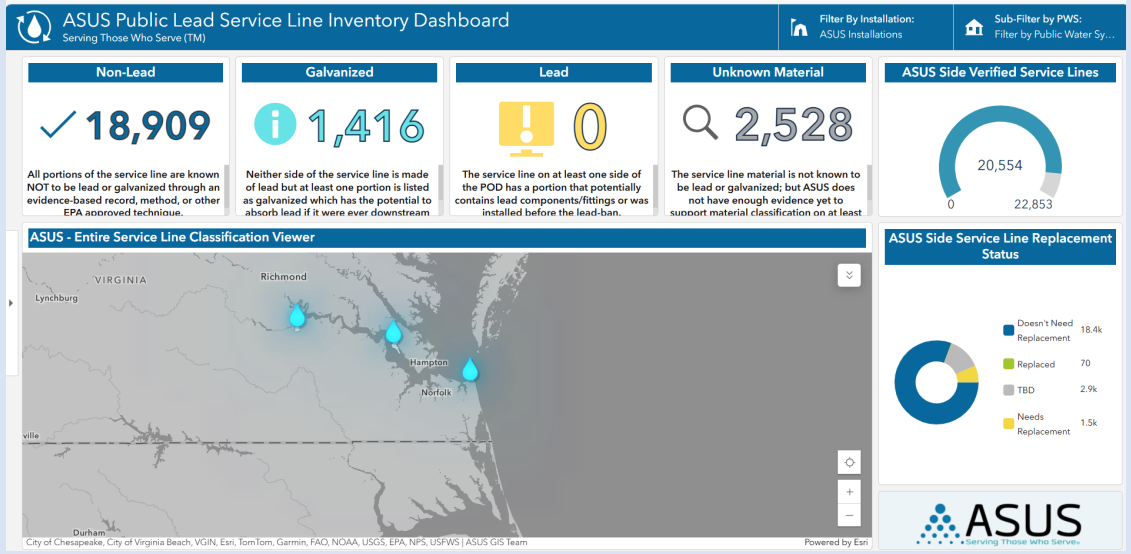
There are currently two important ASUS websites available to the public that show the efforts made at JEBFS- Joint Expeditionary Base Fort Story and other ASUS installations used to detect and replace these lead components in our water system. These are updated in real time with our progress and are accessible at the following hyperlinks. Please note that each website will need to be filtered to the exact installation.

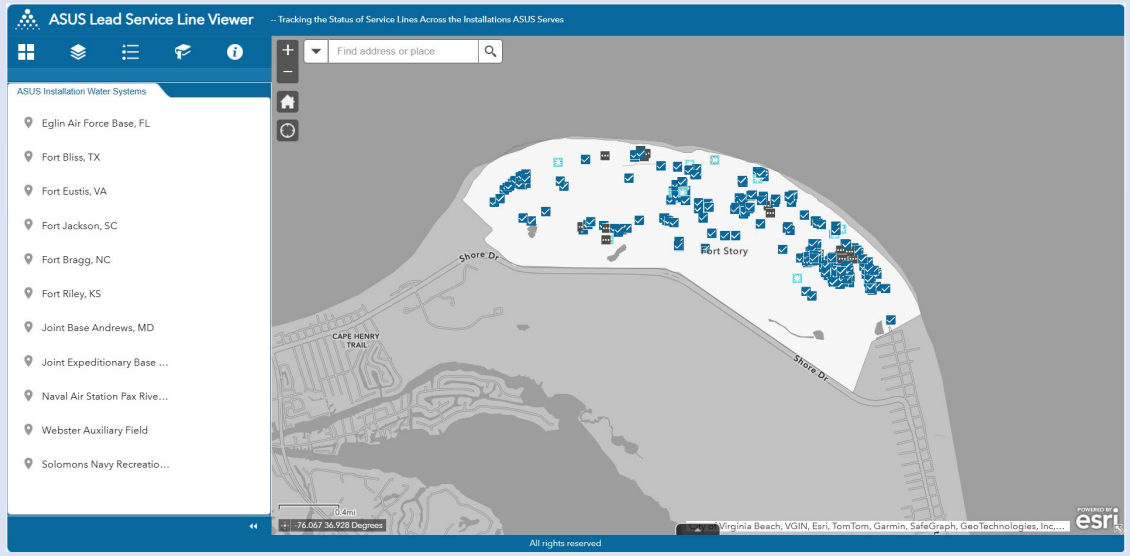
The first website is the **ASUS Public Lead Service Line Inventory Dashboard** (top right photo). This website shows the overview of the progress completed by ODUS and other installations. This website may be accessed at the following link:

https://asusinc.maps.arcgis.com/apps/dashboards/7f67012b51a74cb8b509978871978ea3

The second is the **ASUS Lead Service Line Viewer** (bottom right photo) that shows, by installation, the exact location and information for all service lines on the installation. This website may be accessed at the following link:

https://experience.arcgis.com/experience/a912d7971c0d4abbb4847a78d346a201





Source Water Monitoring Results for the 2025 Calendar Year

JEBFS, Norfolk, and Virginia Beach constantly monitor for various contaminants in the water supply to meet all regulatory requirements. The following tables list only those contaminants that had some level of detection. Many other contaminants have been analyzed but were not present or were below the detection limits of the lab equipment.

The following tables list the drinking water contaminants that were detected during the 2025 calendar year. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in these tables is from testing done January 1 – December 31, 2025. The State requires JEBFS 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. In these cases, the most recent sample data is included, along with the year in which the sample was taken.

There were no drinking water violations during 2025

Secondary and Unregulated Substances – Treatment water quality monitored by the City of Norfolk

Substance	Unit	SMCL	Average Level	Range (Low-High)	Typical Source
Aluminum	ppm	0.05 – 0.20	0.03	0.02 – 0.05	Erosion of natural deposits; also, from use of chemicals at water treatment plant
Boron	ppm	N/A	0.09	0.05 – 0.13	Natural in environment and manmade origins
Chloride	ppm	250	16	13 – 19	Natural in environment
Iron	ppm	0.3	ND	ND – 0.02	Natural in environment
Nickel	ppm	N/A	ND	ND – 0.004	Corrosion of plumbing materials
pH	N/A	6.5 – 8.5	7.6	7.1 – 8.3	Adjusted during water treatment process
Sulfate	ppm	250	38	29 – 53	Natural in environment; also, from use of chemicals at water treatment plant
Total Dissolved Solids	ppm	500	127	121 - 131	Natural in environment
Zinc	ppm	5	0.17	0.12 – 0.22	Natural in environment; also, from use of chemicals at water treatment plant

Unregulated Contaminant Monitoring Rule (UCMR)

EPA uses the Unregulated Contaminant Monitoring (UCM) program to collect data for contaminants suspected to be present in drinking water, but that do not have health-based standards set under the Safe Drinking Water Act (SDWA). Every five years EPA reviews the list of contaminants and selects no more than 30 for a nationwide drinking water survey to provide occurrence data for potential future regulation. Norfolk's final sampling event for UCMR5 occurred in 2023.

Substance	Unit	MCL	Highest Result	Average Level	Range (Low-High)	Typical Source
Perfluoropentanoic acid (PFPeA)	ppb	N/A	0.0051	ND	ND – 0.0051	Industrial/Man-made
Perfluorohexanoic acid (PFHxA)	ppb	N/A	0.0037	ND	ND – 0.0037	Industrial/Man-made
Perfluorooctanesulfonic acid (PFOS)	ppb	0.004	0.0058	ND	ND – 0.0058	Industrial/Man-made

Unregulated Substances 2025 Sampling Results

These and past UCMR results for the PWS can be found through the following publicly available EPA website:

https://www.epa.gov/dwucmr/occurrence-data-unregulated-contaminant-monitoring-rule

See acronym definitions on page 13.

Regulated Substances – Treatment water quality monitored by the City of Norfolk

Substance (with units)	MCLG	MCL	Highest Reportable Result	Range Low-High	Meets EPA Standard	Typical Source
Barium (ppm)	2	2	0.04	0.02 – 0.04	Yes	Erosion of natural deposits
Fluoride (ppm)	4	4	0.6[1]	0.1 – 0.8	Yes	Added to prevent tooth decay
Nitrate (ppm)	10	10	0.27	0.05 – 0.20	Yes	Erosion of natural deposits

Substance (with units)	MCLG	MCL	Percent Removal[2]	Range Low-High	Meets EPA Standard	Typical Source
Total Organic Carbon (%)	N/A	TT	57% removal (45% is required)	51 – 71% removal	Yes	Occurs naturally in the environment

Substance (with units)	MCLG	MCL	Highest Reportable Result (NTUs)	Lowest Monthly % of Samples Meeting Limit	Meets EPA Standard	Typical Source
Turbidity (NTU)	N/A	<1.0 max and ≤0.3 95% of the time	0.26	100%	Yes	Soil runoff

Regulated Substances 2025 Sampling Results

Footnotes: (1) Highest monthly average for calendar year; (2) Running Annual Average, calculated quarterly

Regulated Substances 2025 Sampling Results

Regulated Substances – Distribution system water quality monitored by Old Dominion Utility Services, Inc.

Substance (with units)	MCLG	MCL	Annual Average	Range Low-High	Meets EPA Standard	Typical Source
Total Chlorine (mg/L)	4	4	.908[1]	0.2 – 2.7[1]	Yes	Water additive used to control microbes
HAA [Haloacetic Acids] - Stage 2 (ppb)	N/A	60	26	ND – 26	Yes	By-product of drinking water disinfection
TTHMs [Total Trihalomethanes] - Stage 2 (ppb)	N/A	80	36	19 – 36	Yes	By-product of drinking water disinfection

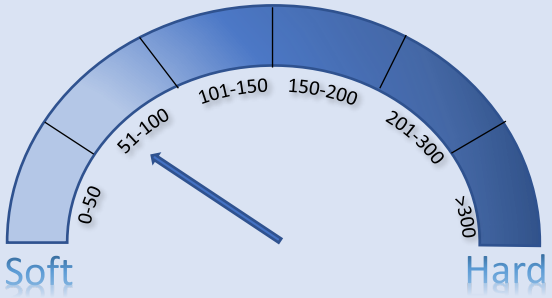
Tap water samples were collected for lead and copper analyses from sample sites throughout the community[2]

Substance (with units)	Year	AL	MCLG	January 2025 Amount Detected (90th percentile)	July 2025 Amount Detected (90th percentile)	Sites Above AL/Total Sites	Meets EPA Standard	Typical Source
Copper (mg/L)	2025	1.3	1.3	.194[3]	.166[3]	0/20	Yes	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2025	15	15	0[3]	1.2[3]	0/20	Yes	Corrosion of household plumbing systems; Erosion of natural deposits

Footnote: (1) The running annual average for chlorine in drinking water on Fort Story is .908 mg/L. This value is in compliance with the Maximum Residual Disinfectant Level (MRDL) of 4.0 mg/L.
(2)Corrosion of pipes, plumbing fittings and fixtures may cause metals, including lead and copper, to enter drinking water. To assess corrosion of lead and copper, ODUS conducts tap sampling for lead and copper at selected sites every three years, as required by VDH The most recent set of lead and copper tap sampling is available for review. To view the full reports for the lead and copper tap sampling data, contact ODUS at 757-888-0484.
(3) In 2024 Residents of JEBFS were notified of a Lead AL exceedance. This action level exceedance triggered the PWS to an increased sampling schedule, in addition to sampling for Water Quality Parameters at JEBFS. Lead and Copper (L&C) sampling was conducted biannually until the results were below the action level 1 year from the original sampling date (July 2024). Biannual sampling was conducted in both January and July of 2025. Results for both periods were below the action level. As of January 2026, sampling for Lead and Copper will be conducted annually.

We are pleased to report to you there were no detections of total or fecal coliforms in the monthly samples collected during calendar year 2025.

Additional Information



Water Hardness Scale (scale in ppm as CaCO3)

Norfolk's water ranges between soft and slightly hard. This means there is enough hardness for soaps and detergents to work properly, yet not too much to interfere with most industrial applications. To find grains per gallon, divide ppm value by 17.

The average level of hardness found in water supplied to JEBFS in 2025 was 56 ppm and the range was 48-74 ppm.

Silica

Silica is a naturally occurring element that can be found in forms such as sand, granite, quartz and sandstone. It dissolves readily in water and is found in all water sources in dissolved and colloidal form. Some levels of silica can be beneficial, but some can also affect water quality and treatment problems. There is no current drinking water standard for silica.

The average level of silica found in water supplied to JEBFS was 6 ppm and the range was 3-8ppm.

Ammonia

Ammonia is found dissolved in drinking water from sources such as fertilizers, animal feed production and other manufacturing processes. It is also used to enhance disinfection in drinking water treatment systems. There is currently no standard for ammonia in drinking water.

The average level of ammonia found in water supplied to JEBFS was 0.1 ppm and the range was ND – 0.2 ppm.

Sodium

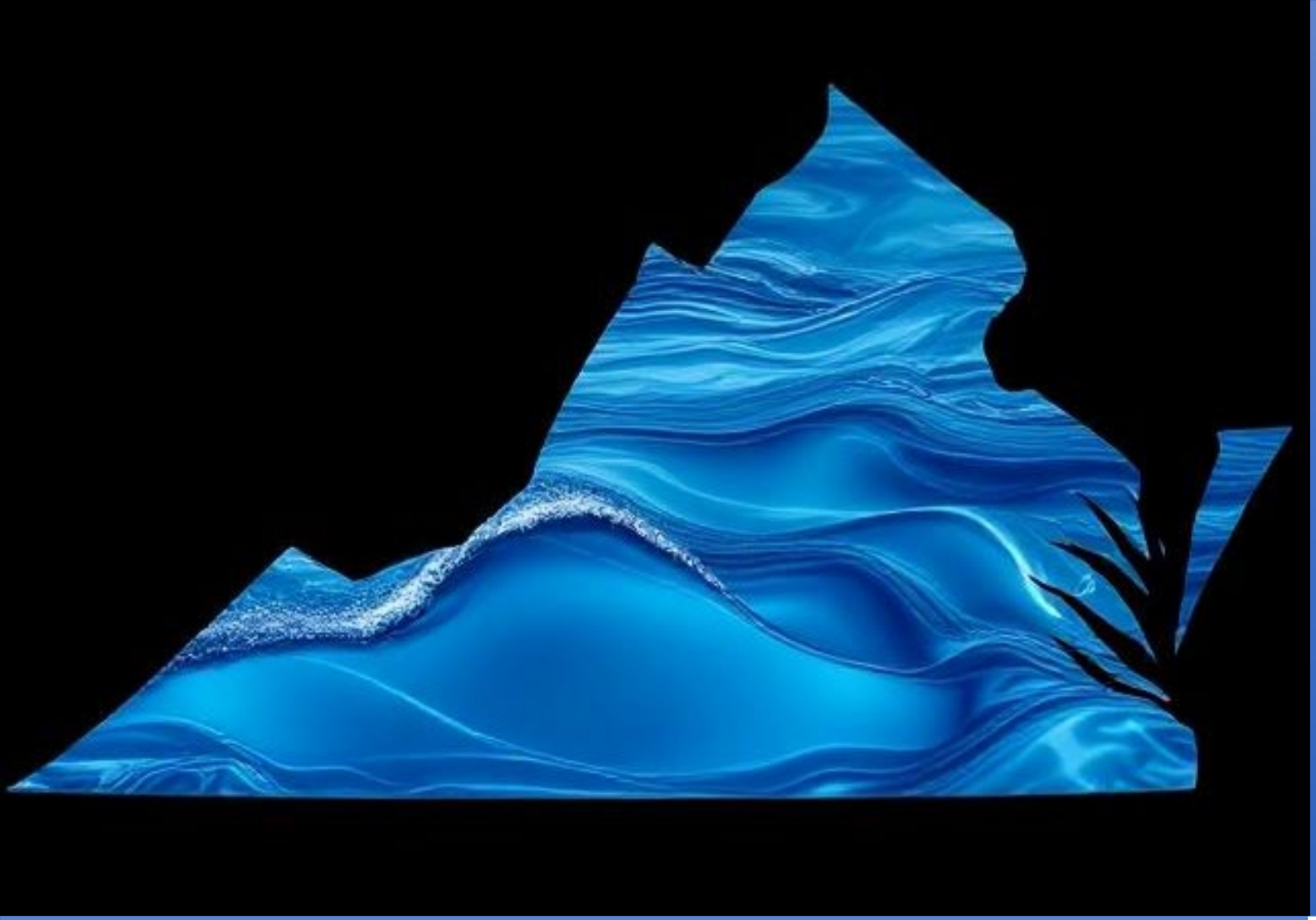
There is presently no established standard for sodium in drinking water. Water containing more than 20 mg/L should not be used as drinking water for those persons whose physician has placed them on severely restricted sodium diets.

The average level of sodium found in water supplied to JEBFS in 2025 was 21 ppm and the range was 16 - 28 ppm. Should you have any health concerns, please contact your health care provider.

Definitions for Common Terms

The following are common terms and abbreviations found in water sampling and analyses documents and may appear throughout this report:

AL (Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
LRAA (Locational Running Annual Average): The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters. Amount detected values for TTHMs and HAAs are reported as LRAAs.
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.
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.
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.
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.
MRL: (Minimum Reporting Level): The smallest measured concentration that can be reliably quantified by the analytical method. <MRL is notated when the analyte is either not detected or the concentration is less than the MRL.
N/A: Not applicable
ND (Not detected): Indicates that the substance was not found by laboratory analysis.
NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
pCi/L (picocuries per liter): A measure of radioactivity. The US EPA considers 50 pCi/L to be the level of concern for beta particles.
ppm (parts per million): One part substance per million parts water (or milligrams per liter - mg/L).
ppb (parts per billion): One part substance per billion parts water (or micrograms per liter - µg/L).
ppt (parts per trillion): One part substance per trillion parts water (or nanograms per liter – ng/L).
PWS: Public Water System – refers to the system of wells or water sources, storage tanks, and system feeder lines that supply water to your home.
SMCL (Secondary Maximum Contaminant Level): The maximum permissible level of a contaminant that is delivered to the free-flowing outlet of the ultimate user of a PWS.
TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.



Questions?

If you have questions about drinking water quality:

Call the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

Or call the Virginia Department of Health Office of Drinking Water at (757) 683-2000 (vdh.virginia.gov/ODW).

If you have questions about your local drinking water quality:

At Joint Expeditionary Base Fort Story, call Cleve Branton at (757) 888-0485.

At Norfolk, call Mignonne Wint, Division of Water Production and Water Quality, City of Norfolk, at (757) 441-5678 or Mignonne.Wint@norfolk.gov.

At Virginia Beach, call Nicole Payne, Virginia Beach Department of Public Utilities Laboratory, at (757) 385-1400 or NPayne@vbgov.com.

The Virginia Beach Department of Public Utilities is part of the City of Virginia Beach municipal government. The Virginia Beach City Council meets on the first and third Tuesdays of each month. Information and agendas for upcoming meetings may be requested from the Virginia Beach City Clerk's office at (757) 385-4303 or found at www.VBgov.com

Or contact Bob Montague, Director, Virginia Beach Department of Public Utilities, at (757) 385-4171 (bmontagu@vbgov.com).

Contact the Norfolk City Clerk to see when water quality presentations are scheduled before the Norfolk City Council. For times and agenda, call (757) 664-4253.

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