



NAVAL STATION NORFOLK

NORFOLK, VIRGINIA

2025 CONSUMER CONFIDENCE REPORT

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For additional information:

City of Norfolk Division of
Water Quality
757-441-5678
[http://www.norfolk.gov/
utilities/quality/default.asp](http://www.norfolk.gov/utilities/quality/default.asp)

Virginia Department of
Health
757-683-2000
[http://www.vdh.virginia.gov/
drinking-water/](http://www.vdh.virginia.gov/drinking-water/)

USEPA Safe Drinking Water
Hotline
800-426-4791
[http://www.epa.gov/
safewater/](http://www.epa.gov/safewater/)

NSN Public Works
Department Environmental
757-341-0523/757-341-0431

*The source of NSN's drinking water
includes eight reservoirs, two rivers, and
four deep wells.*



Naval Station Norfolk (NSN) is committed to providing you drinking water that is safe and reliable. NSN believes that providing you with accurate information about your water is the best way to assure that your water is safe. There were no drinking water quality violations to report for 2025.

Each year, the Consumer Confidence Report (CCR) is required to be distributed by July 1st of the current year. This CCR is a snapshot of the quality of your drinking water in 2025. The purpose of this annual report is to advise consumers of where their water comes from, provide water quality data, advance greater understanding of drinking water, and heighten awareness to conserve water resources.

NSN SOURCE WATER

NSN purchases drinking water from the City of Norfolk. Norfolk's primary water supply comes from eight reservoirs located in Norfolk as well as Suffolk/Isle of Wight County. Additionally, water sources include the Blackwater, and Nottoway Rivers and four deep wells located in Suffolk. From the reservoirs, water is pumped through pipes to the Kristen M. Lentz Water Treatment Plant (WTP) which is located in Norfolk. Water treatment chemicals are added to the water, causing small solid particles to clump together and sink to the bottom of a settling basin. The water is then filtered to remove bacteria, algae, and other impurities. Finally, the water is disinfected with chloramines to kill any remaining bacteria. The Kristen M. Lentz WTP provides state of the art treatment technology and surpasses all state and federal water quality standards and regulations. In addition to the over 230 substances that are tested at the Kristen M. Lentz WTP, Naval Station staff routinely monitors for bacteriological pathogens, disinfection byproducts, lead, and copper in order to meet federal and state regulations and to ensure the highest water quality possible.

A Source Water Assessment was conducted for the city of Norfolk. A copy of this report can be obtained by contacting Norfolk's water quality lab at (757)-441-5678.

ABOUT DRINKING WATER

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. Substances (referred to as contaminants) in source water may come from septic systems, discharges from domestic or industrial wastewater treatment facilities, agricultural and farming activities, urban storm water runoff, residential uses, and many other types of activities. Water from surface sources is treated while groundwater may or may not receive any treatment.

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 may be naturally occurring or result from urban storm water 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 storm water runoff, and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may come from gas stations, urban storm water runoff, and septic systems.

Radioactive contaminants, which may be naturally occurring, or the result of oil and gas production and mining activities.

In addition to these contaminants, all lakes and streams contain algae, which are microscopic plants that can cause taste and odor problems in drinking water. All 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 the 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).

ABOUT DRINKING WATER (continued)

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. The Food and Drug Administration (FDA) establishes limits for contaminants in bottled water, which must provide the same protection for public health.

Who needs to take special precautions?

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

Kidney dialysis patients should consult with their health care providers or dialysis centers in order to take special precautions when using chloraminated water.

Fish owners should be sure chloramines are removed from the water before it is used in aquariums or ponds. Many pet stores sell water conditioners for chloraminated water.

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. Naval Station Norfolk 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. 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 NSN Environmental at 757-341-0431/757-341-0523. A Lead Service Line Inventory was completed for Naval Station Norfolk in 2023-2024. There are no lead drinking water service lines on Naval Station Norfolk. 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>. A copy of the Naval Station Norfolk Lead Service Line Inventory may be obtained by contacting NSN Environmental at 757-341-0431/757-341-0523.

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior 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 risks of heart disease, high blood pressure,

DEFINITIONS AND ABBREVIATIONS

Contaminants in your drinking water are routinely monitored according to Federal and State regulations. The table on the following pages shows the results of monitoring for 2024. In the tables and elsewhere in this report you may find many terms and abbreviations which you are not familiar. The following definitions are provided to help you better understand these terms:

- **Action Level (AL)** - The concentration of a contaminant that, if exceeded in more than 10 percent of samples collected during any monitoring period, triggers treatment or other requirements which a water system must follow. For lead and copper monitoring, compliance is based on the 90th percentile value.
- **Level 1 Assessment** - A Level 1 assessment is a study of the waterworks to identify potential problems and determine, if possible, why total coliform bacteria have been found in our waterworks.
- **Level 2 Assessment** - A level 2 assessment is a very detailed study of the waterworks to identify potential problems and determine, if possible, why an *E. Coli* PMCL violation has occurred and why total coliform bacteria have been found in our waterworks on multiple occasions.
- **Maximum Contaminant Level (MCL)** - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to 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.
- **Maximum Residual Disinfectant Level (MRDL)** - The highest level of a disinfectant allowed in drinking water based on running annual average. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants. For chlorine and chloramines, a waterworks is in compliance with the MRDL when the running annual average of monthly averages of samples taken in the distribution system, computed quarterly, is less than or equal to the MRDL.
- **Maximum Residual Disinfectant 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 contamination.
- **NA** - Not applicable
- **Nephelometric Turbidity Unit (NTU)** - A measure of the clarity, or cloudiness, of water. Turbidity in excess of 5 NTU is just noticeable to the average person. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system.
- **Non-detection (ND)** - Laboratory analysis indicates that the contaminant is not present.
- **Picocuries per liter (pCi/L)** - A measure of the radioactivity in water.
- **Parts per million (ppm) or Milligrams per liter (mg/L)** - A measurement of the amount of contaminant per unit of water. A part per million is one cent in \$10,000 or one minute in two years.
- **Parts per billion (ppb) or Micrograms per liter (ug/L)** - A measurement of the amount of contaminant per unit of water. A part per billion is like one cent in \$10,000,000 or one minute in 2,000 years.
- **Secondary Maximum Contaminant Level (SMCL)** - Non-enforceable standard that is established for aesthetic considerations
- **Treatment Technique (TT)** - A required process intended to reduce the level of a contaminant in drinking water.

WATER QUALITY DATA

The tables below list only those contaminants that were present in your drinking water at levels detectable by laboratory equipment. Unless otherwise noted, the data presented in these tables is from testing done in 2025. We are required to monitor for certain contaminants less than once per year because the concentrations of these contaminants are less likely to change. The presence of contaminants in the water does not necessarily indicate that the water poses a health risk. The EPA sets the Maximum Contaminant Levels (MCLs) and the Maximum Contaminant Level Goals (MCLGs) as listed in the tables. The Regulated Substances Table and the Unregulated Substances Table are provided for your information and as required by the Consumer Confidence Rule.

2025 WATER QUALITY TABLE

Regulated Substances	Unit	MCLG	MCL	Highest Level	Average Level	Range	Meets EPA Standards	Possible Source of Contamination
Barium	ppm	2	2	0.04	0.03	0.02 – 0.04	Yes	Erosion of natural deposits
Fluoride	ppm	4.0	4.0	0.6 ¹	0.3	0.1-1.0	Yes	Added for the prevention of tooth decay
Nitrate as Nitrogen	ppm	10	10	0.20	0.10	0.02-0.20	Yes	Erosion of natural deposits—runoff

¹ Highest monthly average for calendar year

LEAD AND COPPER* (AT INSTALLATION'S TAP)	Units	EPA Limits		Your Drinking Water			Description/Typical Sources of Contaminants
		MCLG	AL	Samples Above AL	90 th Percentile/ Range of values	Meets EPA Standards	
Lead (2025 data)	ppb	0	15	0 of 30	4 ND - 11	Yes	Corrosion of household plumbing systems; Erosion of natural deposits
Copper (2025 data)	ppm	1.3	1.3	0 of 30	0.317 0.054 – 0.630	Yes	Corrosion of household plumbing systems; Erosion of natural deposits

* Naval Station Norfolk is on a triennial monitoring schedule for Lead and Copper. The frequency of sampling is once every three years. The next sampling event will be in 2028.

Microbiological Contaminants	Unit	MCLG	MCL	Reported Level	Meets EPA Standards	Possible Source of Contamination
Total Coliform	% of positive samples	0	5% of monthly samples are positive	0%	Yes	Naturally present in the environment
E. Coli	# of positive samples	0	*	0	Yes	Human and animal fecal waste

* Effective April 1, 2016 The Revised Total Coliform Rule established the following Primary Maximum Contamination Level (PMCL): In compliance unless (i) the waterworks has an E. coli-positive repeat sample following a total coliform-positive routine sample; (ii) the waterworks has a total coliform-positive repeat sample following an E. coli-positive routine sample; (iii) the waterworks owner fails to take all required repeat samples following an E. coli-positive routine sample; or (iv) the waterworks owner fails to test for E. coli when any repeat sample tests positive for total coliform.

Residual Disinfectants and Disinfection By Products	Unit	MCLG	MCL ¹	Highest Level ²	Range (Individual Results) ³	Meets EPA Standards	Possible Source of Contamination
Haloacetic Acids (HAA5)	ppb	NA	60	30	<1-35	Yes	Drinking water disinfectant by-product
Trihalomethanes (TTHM)	ppb	NA	80	41	<0.5-55.2	Yes	Drinking water disinfectant by-product
Total Chlorine Residual	ppm	4 ⁴	4 ⁵	2.6	0.0 – 4.1	Yes	Drinking water disinfectant

¹MCL is calculated based on locational running annual averages (LRAA) of samples collected from the last four quarters. ²This number is the highest running annual average of quarterly compliance samples for the 2025 calendar year; for Total Chlorine Residual, the highest running annual average was determined by calculating quarterly values which were based on monthly compliance samples. ³MCL exceedance is NOT determined based on individual results. ⁴MRDLG. ⁵MRDL.

Turbidity	Unit	MCLG	MCL	Highest Level	Lowest monthly percentage of samples meeting the limit	Meets EPA Standards	Possible Source of Contamination
Turbidity*	NTU	NA	<1.0 maximum, and ≤0.3 95% of the time	0.26	100%	Yes	Soil Run-off

*Turbidity is a measure of the cloudiness of water. Turbidity, by itself, is not harmful, but it can interfere with the disinfection of drinking water.

Substance	Unit	MCLG	MCL	Range	Percent Removal (running annual average)	Meets EPA Standards	Possible Source of Contamination
Total Organic Carbon	%	NA	TT	51-71% removal	57% removal (45% removal is required)	Yes	Occurs naturally in the environment

Additional Information*	Unit	Average Level	Range
Alkalinity	ppm	43	28-57
Ammonia	ppm	0.1	ND-0.2
Hardness	ppm	48 ¹	32-74
Silica	ppm	6	3-8

*The substances listed above are not regulated by the EPA; however, this information is provided as a service to our customers. ¹ Norfolk's water averages in the range 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.

Unregulated Contaminant Monitoring Rule 5 (UCMR5)	Unit	Reference Concentration	Highest Level	Average Level	Range	Likely Source
Perfluoropentanoic acid (PFPeA)	ppb	NA	0.0051	ND	ND-0.0051	Industrial / Man-made
Perfluorohexanoic acid (PFHxA)	ppb	NA	0.0037	ND	ND-0.0037	Industrial / Man-made
Perfluorooctanesulfonic acid (PFOS)	ppb	4 ppt (0.004 ppb)	0.0058(*)	ND	ND-0.0058	Industrial / Man-made

(*)Historical 2023 City of Norfolk data; 2024 and 2025 NSN data is non-detect. See additional narrative below.

Unregulated Contaminant Monitoring Rule: 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. UCMR5 sampling includes 29 Per- and Polyfluoroalkyl Substances (PFAS) and Lithium. Norfolk's final sampling event for UCMR5 occurred in 2023 and is reported above. UCMR5 sampling at NSN that occurred in 2024 and 2025 indicated that no UCMR5 parameters were detected at or above EPA Method Reporting Limit (RL). For more information on the UCMR5 program, visit EPA online at: <https://www.epa.gov/dwucmr/fourth-unregulated-contaminant-monitoring-rule>.

What are per- and polyfluoroalkyl substances and where do they come from?

Per- and polyfluoroalkyl substances (PFAS) are a group of thousands of man-made chemicals. PFAS have been used in a variety of industries and consumer products around the globe, including in the U.S., since the 1940s. PFAS are found in many consumer products, as well as in industrial products, like certain firefighting agents called aqueous film forming foam (AFFF). PFAS is also found in essential use applications such as in microelectronics, batteries, and medical equipment. PFAS chemicals are persistent in the environment, and some are persistent in the human body – meaning they do not break down and they can accumulate over time.

Is there a regulation for PFAS in drinking water?

On April 26, 2024, the United States Environmental Protection Agency (EPA) published a National Primary Drinking Water Regulation (NPDWR) final rule on drinking water standards for six PFAS under the Safe Drinking Water Act (SDWA). The rule establishes the following maximum contaminant levels (MCLs):

- perfluorooctane sulfonic acid (PFOS) = 4 ppt
- perfluorooctanoic acid (PFOA) = 4 ppt
- hexafluoropropylene oxide dimer acid (HFPO-DA, commonly known as GenX) = 10 ppt
- perfluorononanoic acid (PFNA) = 10 ppt
- perfluorohexane sulfonic acid (PFHxS) = 10 ppt
- HI MCL for PFHxS, PFNA, perfluorobutane sulfonic acid (PFBS), and GenX = 1 (unitless).

Under the NPDWR, regulated public water systems (PWS) are required to complete initial monitoring by April 26, 2027. Beginning April 26, 2027, regulated PWSs will conduct ongoing compliance monitoring in accordance with the frequency dictated by the rule and as determined by the initial compliance monitoring results. Regulated PWSs must demonstrate compliance with the Maximum Contaminant Levels (MCLs) by April 26, 2029. The City of Norfolk is responsible for this monitoring and reporting results to the EPA and to Naval Station Norfolk.

Protecting the health of our personnel, their families, and the communities in which we serve is a priority for the Department. The Navy is committed to the continued provision of safe drinking water to those that work and live on Navy installations.

Has Naval Station Norfolk tested its water for PFAS in 2025?

Yes. In 2024 and 2025 samples were collected from the potable water entry point from the City of Norfolk to Naval Station Norfolk. We are pleased to report that drinking water testing results for all PFAS covered by the sampling method, including the six regulated PFAS, were not detected in your water system.

What is next?

Naval Station Norfolk will continue to work with the City of Norfolk to monitor and report PFAS ongoing compliance monitoring results as required by the NPDWR.

Secondary and Unregulated Monitored Substances	Unit	SMCL	Highest Level	Average Level	Range	Likely Source
Aluminum	ppm	0.05-0.20	0.06	0.03	ND-0.06	Erosion of natural deposits; also from use of chemicals at water treatment plant
Boron	ppm	n/a	0.13	0.09	0.05-0.13	Natural in the environment and man-made origins
Chloride	ppm	250	19	16	13-19	Natural in environment
Iron	ppm	0.30	0.02	ND	ND-0.02	Natural in environment
Nickel	ppm	n/a	0.005	ND	ND-0.005	Corrosion of plumbing materials
pH (acidity)	pH units	6.5-8.5	7.7 ¹	7.6	7.3-8.0	Adjusted during water treatment process
Sodium	ppm	n/a ²	34	25	16-34	Natural in environment; also from use of chemicals at water treatment plant
Sulfate	ppm	250	53	38	29-53	Natural in environment; also from use of chemicals at water treatment plant
Total Dissolved Solids	ppm	500	131	125	115-131	Natural in environment
Zinc	ppm	5	0.22	0.17	0.005-0.22	Natural in environment; also from use of chemicals at water treatment plant

¹ Highest monthly average for calendar year ² For physician-prescribed "no salt diets" a limit of 20 ppm is suggested.

VIOLATIONS AND EXCEEDANCES

There were no drinking water quality violations to report for 2025. Naval Station Norfolk received a violation from the Virginia Department of Health in November 2025 for failure to employ a licensed waterworks operator. This violation was resolved in December 2025. This was an administrative violation and did not impact the quality or safety of the drinking water. All drinking water remained safe during the gap in employing a licensed operator. A copy of the Public Notice for this violation is attached.

QUESTIONS Please contact NSN Environmental staff at 757-341-0431 if you have any questions regarding this report. To access this report electronically, please visit the Commander, Navy Region Mid-Atlantic website at:
<https://cnrma.cnmc.navy.mil/Operations-and-Management/Environmental-Support/Drinking-Water-Quality-Information/>