



NSA HAMPTON ROADS HEADQUARTERS COMPLEX NORFOLK, VIRGINIA 2024 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/)

NSA Hampton Roads
Public Works Department
Environmental
757-836-1862

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



Naval Support Activity Hampton Roads Headquarters Complex (NSA HR HQ) is committed to providing you drinking water that is safe and reliable. NSA HR HQ 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 violations to report for 2024.

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 2024. 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.

NSA HR HQ SOURCE WATER

NSA HR HQ 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 37th Street Treatment Plant 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 37th Street Water Treatment Plant 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 37th Street Treatment Plant, NSA HR HQ 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.

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, 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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling Environmental Protection Agency's (EPA) Safe Drinking Water Hotline (800-426-4791).

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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.

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, kidney or nervous system problems.

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. NSA HR HQ 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 NSA HR Environmental at 757-836-1862. 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>.

In accordance with the Lead and Copper Rule Revision (LCRR), a Lead Service Line Inventory (LSLI) for NSA HR HQ was prepared, revised, and approved for 2024. For access to the LSLI, contact NSA HR Environmental at 757-836-1862.

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

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WATER QUALITY DATA

The following tables 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 2024. 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.

Table 1. 2024 WATER QUALITY TABLE – City of Norfolk (Water Treatment Plant Samples)

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	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Nitrate as Nitrogen	ppm	10	10	0.27	0.12	0.02 – 0.27	Yes	Erosion of natural deposits; runoff
Fluoride	ppm	4	4	0.6 ¹	0.3	0.1 – 1.1	Yes	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
¹ Highest monthly average for the calendar year								
Substance	Unit	MCL G	MCL	Range	Percent Removal (running annual average)	Meets EPA Standards	Possible Source of Contamination	
Total Organic Carbon	%	NA	TT	45%-70% removal	56% removal (45% removal is required)	Yes	Occurs naturally in the environment	
Turbidity	Unit	MCL G	MCL	Norfolk's Lowest Monthly % of Samples Meeting Limit	Norfolk's Highest Level (NTUs)	Meets EPA Standards	Possible Source of Contamination	
Turbidity	NTU	NA	<1.0 maximum; ≤0.3 95% of the time	100%	0.11	Yes	Soil Runoff	
Secondary and Unregulated Monitored Substances		Unit	SMCL	Highest Level	Average Level	Range	Typical Source	
Aluminum	ppm	0.05-0.20	0.06	0.02	0.01-0.06	Erosion of natural deposits; also, from use of chemicals at water treatment plant		
Boron	ppm	NA	0.06	ND	ND-0.06	Natural in environment and manmade origins		
Chloride	ppm	250	19	16	13-19	Natural in environment		
Iron	ppm	0.3	0.05	ND	ND-0.05	Natural in environment		
Manganese	ppm	0.05	0.006	ND	ND-0.006	Natural in environment and manmade origins		
Nickel	ppm	NA	0.004	ND	ND – 0.004	Corrosion of plumbing materials		
Sulfate	ppm	250	48	33	25-48	Natural in environment; also, from use of chemicals at water treatment plant		
Total Dissolved Solids (TDS)	ppm	500	117	109	98-117	Natural in environment		
pH	pH units	6.5-8.5	7.8 ²	7.7	7.4-8.1	Adjusted during water treatment process		
Sodium	ppm	NA ³	29	19	12-29	Natural in environment; also, from use of chemicals at water treatment plant		
Zinc	ppm	5	0.53	0.19	0.02-0.53	Natural in environment; also, from use of chemicals at water treatment plant		

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²Highest monthly average for calendar year³For physician-prescribed “no salt diets” a limit of 20 ppm is suggested.

Other Regulated Substances	Unit	Average Level	Range	Typical Source
Alkalinity	ppm	35	27-42	Naturally Occurring
Ammonia	ppm	0.1	ND-0.3	NA
Silica	ppm	6	4-8	Naturally Occurring
Hardness	ppm	47 ⁴	34-59	NA

*The substances listed above are not regulated by the EPA; however, this information is provided as a service to our customers.

⁴ 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.**Table 2. 2024 WATER QUALITY TABLE- NSA Hampton Roads Headquarters (Distribution System Samples)**

Lead and Copper Monitoring*	Unit	EPA Limits		Your Drinking Water			Description/Typical Sources of Contaminants
		MCLG	AL	Samples Above AL	90 th PERCENTILE	Meets EPA Standards	
Lead (2022)	ppm	0	15	1 of 20	ND-0.026 mg/L	Yes	Corrosion of household plumbing systems; Erosion of natural deposits
Copper (2022)	ppm	1.3	1.3	0 of 20	0.036-0.543 mg/L	Yes	Corrosion of household plumbing systems; Erosion of natural deposits

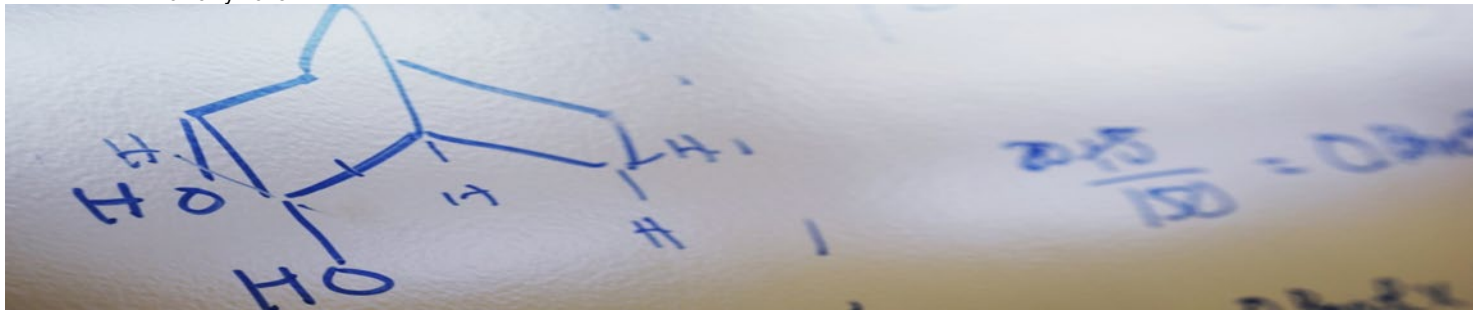
* The last Lead and Copper Monitoring event was conducted in 2022. NSA HR HQ is on a triennial monitoring schedule for Lead and Copper, with a frequency of sampling once every three years. The next sampling event will be in 2025.

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	30.8	20-43	Yes	Drinking water disinfectant by-product
Trihalomethanes (TTHM)	ppb	NA	80	46.7	34.4-54.3	Yes	Drinking water disinfectant by-product
Total Chlorine Residual	ppm	4 ⁴	4 ⁵	2.9	0.27 – 4.8	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 2024 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.

Unregulated Contaminant Monitoring Rule ⁶	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	NA	0.0058	ND	ND-0.0058	Industrial / Man-made

⁶Unregulated 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. The City of Norfolk's final sampling event for UCMR5 occurred in 2023. For more information on the UCMR program, visit EPA online at: <https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule>



PFAS

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.

In order to provide safe drinking water to all Department of Defense (DoD) personnel, OSD policy extends this requirement to all DoD systems which provide drinking water for human consumption, regardless of size of the drinking water system. In addition to the six regulated compounds, DoD-owned systems are required by DoD policy to monitor for all 25 compounds detected when using EPA Method 533.

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

Has NSA Hampton Roads Headquarters tested its water for PFAS?

Yes, the City of Norfolk samples were collected from 37th Street Water Treatment Plant in January 2020.

We are pleased to report that drinking water testing results were below the Method Reporting Limit (MRL) for all 29 PFAS compounds covered by the sampling method, including PFOA and PFOS. This means that PFAS were not detected in your water system.

VIOLATIONS AND EXCEEDANCES

Please see attachment for details on the Notice of Violation (NOV) received at NSA HR HQ May 28, 2025, for failure to provide a properly licensed operator at the waterworks.

QUESTIONS

Please contact NSA HR Environmental staff at 757-953-5657 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.cnrc.navy.mil/Operations-and-Management/Environmental-Support/Drinking-Water-Quality-Information/>