

Clean Water for North Carolina's Water Justice program aims to work with communities to tackle contamination, affordability, and accessibility concerns.

Read on to learn how you can empower yourself to ensure you and your family have a safe, affordable drinking water source!



## CLEAN WATER FOR NORTH CAROLINA

*Water Justice*

**Asheville Office**  
1070 Tunnel Road  
Bldg 4, Ste 1  
Asheville, NC 28805  
828-251-1291

**Durham Office**  
3325 Durham-Chapel Hill Blvd  
Ste 230B  
Durham, NC 27707  
919-401-9600

[info@cwfn.org](mailto:info@cwfn.org)  
[www.cwfn.org](http://www.cwfn.org)



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twitter @ cleanwaterfornc



# PUBLICLY-OWNED COMMUNITY WATER SYSTEMS

## Q. WHO PROVIDES MY DRINKING WATER?

- Most of us get water from a publicly-owned community water system
- These are operated by a local entity like a city, town or county.
- **Check your latest bill to find the name of your water utility!**

## Q. WHO DECIDES MY WATER & SEWER RATES?

- Rates of publicly-owned systems are often set by a Water Board or other local governing body.



**Get involved!**

Check your latest bill for contact information. Ask about opportunities to get involved in decision-making meetings & public hearings!

## Q. WHO DO I CALL WITH QUESTIONS ABOUT WATER QUALITY?

- **Contact your water utility first with water quality concerns!**
- Unresolved issues? Call the NC Public Water Supply Section: (919) 707-9100.
- Report concerns, request an investigation, and ask for your utility's Annual Water Quality Report.

# PRIVATELY-OWNED COMMUNITY WATER SYSTEMS

The right to clean, affordable drinking water is threatened in many locations by **contamination, poor service, and excessive rates** charged by private water companies whose primary concern is making a profit.



## Q. WHO DO I CALL WITH QUESTIONS ABOUT WATER QUALITY?

- For private water companies, such as Aqua North Carolina and Carolina Water Service, report problems to their customer service line first so they have a record of your call.
- **Unresolved water quality issues? Contact the NC Public Water Supply Section: (919) 707-9100**

## Q. WHO DECIDES MY WATER & SEWER RATES?

- Rates for private utilities are set by the NC Utilities Commission.
- Customers will receive notice about upcoming rate hikes, hearings, and opportunities to give testimony.
- **Unresolved concerns about rates? Call the Public Staff of the Utilities Commission: 919-733-9277**

# PRIVATE WELL USERS



Almost 3 million North Carolinians rely on private wells for drinking water.



Private wells are an unregulated drinking water source.



Private well users are completely responsible for the quality of their water.

Check out our **Well User Protection** campaign on our website to learn more about:

- Testing resources
- Contacting your county's well program
- Joining our NC Well User Network
- & so much more!

Scan the code below or visit [tinyurl.com/well-protection](http://tinyurl.com/well-protection)

