



# 2024 Consumer Confidence Report (CCR)

## Ensuring Safe, High-Quality Drinking Water for Providenciales, Turks and Caicos

### Introduction

At Provo Water Company (PWC), we are committed to providing safe, reliable, and high-quality drinking water to the residents of Providenciales. Our goal is to ensure that every drop of water you consume meets the highest water quality and safety standards. This Consumer Confidence Report (CCR) provides important information about your drinking water, how it is tested, and how we maintain compliance with Turks and Caicos regulations, the World Health Organization (WHO) guidelines, and the U.S. Environmental Protection Agency (EPA) standards. This report is a snapshot of last year's water quality covering testing performed between Jan 1 through December 31, 2024

### Benefits of Chlorination

Disinfection is a crucial process in drinking water treatment, used to control disease-causing microorganisms by killing or inactivating them. Among the various disinfection methods, chlorination remains the most widely used and effective approach in North America.

Historically, before routine water chlorination began (first implemented in the USA in 1908), outbreaks of cholera, typhoid fever, dysentery, and hepatitis A claimed thousands of lives annually. The introduction of drinking water chlorination and filtration significantly reduced these diseases, marking one of the greatest advancements in public health. Today, chlorination continues to play a vital role in ensuring safe drinking water.

### How Chlorination Works

**Potent Germicidal Effect:** Chlorine effectively eliminates many disease-causing microorganisms, preventing waterborne illnesses.

**Taste and Odor Improvement:** Reduces unpleasant tastes and odors from algae, sulfides, and decaying organic matter.

**Prevention of Biological Growth:** Inhibits the growth of slime bacteria, molds, and algae commonly found in water storage reservoirs, distribution pipes, and storage tanks.

**Chemical Contaminant Removal:** Helps neutralize hydrogen sulfide (rotten egg odor), ammonia, and other nitrogenous compounds that affect water quality. Additionally, chlorination aids in removing iron and manganese from raw water sources.

By implementing robust disinfection measures, Provo Water Company remains committed to delivering clean, safe, and high-quality drinking water to our customers.

## Community Participation

We invite you to take part in our 14th Annual Drinking Water Week activities and our online webinar, scheduled for the first week of May 2024.

During this special week, we will engage with the public to provide valuable information about drinking water safety, quality, and conservation. Our team will also be available to answer questions and discuss any concerns you may have about your drinking water.

This event is a great opportunity to learn more about how we ensure safe and reliable drinking water for our community. Stay tuned for more details on the events and how you can participate

## Where Does Your Water Come From?

PWC supplies water through desalination using reverse osmosis technology. This process removes salt, bacteria, and contaminants, producing clean and safe drinking water. Once treated, the water is distributed through an extensive pipeline network to homes and businesses across Providenciales.

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## How We Ensure Water Quality

We take a multi-layered approach to water quality monitoring:

### 24/7 Online Monitoring:

Critical points in our distribution network are continuously monitored to detect any changes in water quality.



### Routine Testing:

Our ISO/IEC 17025:2017 accredited laboratory conducts over 10,000 tests annually for microbiological, chemical, and physical water parameters.



## 2024 Water Quality Test Results

PARAMETERS	Mo/Yr. TESTED	# OF SAMPLES	WHO/EPA Standards	WHO/EPA #OOR	WHO/EPA %OOR	LIKLEY SOURCE
Fluoride (Mg/L)	2024	563	1.5 mg/L (EPA)	0	0%	Erosion of natural deposits
Hardness (mg/L)	2024	520	250 mg/L (WHO)	0	0%	Result of dissolved calcium and magnesium from natural mineral deposits.
Total Dissolved solids(mg/L)	2024	553	500 mg/L (EPA)	0	0%	Naturally occurring salts and minerals from soil and rock erosion.
Colour (true/apparent) (units)	2024	571	15 units (EPA)	5	0.9%	Presence of iron, manganese, or organic matter leaching into the water.
Chloride (mg/L)	2024	428	250 mg/L (WHO)	3	0.7%	Natural mineral in groundwater and possible seawater intrusion in coastal areas.
pH	2024	870	6.5-8.5	0	0%	Influenced by soil composition, water source, and treatment processes.
Sulphate (mg/L)	2024	545	250 mg/l (EPA)	0	0%	Naturally present due to the dissolution of sulfate minerals in soil and rock.
DISINFECTANT	Mo/Yr. TESTED	# OF SAMPLES	WHO/EPA Standards	WHO/EPA #OOR	WHO/EPA %OOR	LIKLEY SOURCE
**Residual Chlorine (mg/L)	2024	888	0.2-0.5 mg/L (WHO)	18	2.0%	Chlorine added during disinfection to maintain safe microbial quality.
MICROBIOLOGICAL	Mo/Yr. TESTED	# OF SAMPLES	WHO/EPA Standards	WHO/EPA #OOR	WHO/EPA %OOR	LIKLEY SOURCE
E. Coliform (cfu/100ml)	2024	255	0	0	0	May indicate contamination from human or animal fecal waste in the water source.

### What This Means:

All test results confirm that PWC's water supply meets or exceeds health and safety standards.



# Understanding Your Water Quality Report

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## Potential Contaminants & Public Health Information

Drinking water, including bottled water, may contain small amounts of natural or man-made substances. These include:

- Microbial contaminants (bacteria and viruses from the environment)
- Inorganic contaminants (such as minerals and metals)
- Disinfection byproducts (created when chlorine interacts with organic matter)

PWC rigorously tests regulated substances, ensuring that our water remains safe for consumption.

## Water Conservation & Leak Detection

We encourage all customers to conserve water and report leaks. Simple steps include:

- Fixing leaks inside homes and businesses.
- Using water-efficient appliances.
- Avoiding excessive outdoor watering.

## Emergency Preparedness & Boil Water Advisories



PWC has a comprehensive emergency response plan in case of hurricanes, contamination events, or major pipeline breaks. If a Boil Water Advisory is issued, customers will be notified via:

📌 Company website | 📌 Social media | 📌 Local news outlets | 📌 Customer service notifications

If you have questions about your water quality or would like to request a water test, please contact us:

**Customer Service: (649) 946-5202**

**Email: [customerservice@provowater.tc](mailto:customerservice@provowater.tc)**

**Website: [Provowater.com](http://Provowater.com)**

**Thank you for trusting Provo Water Company.  
We are committed to delivering safe, high-quality  
drinking water to every home and business in Providenciales!**