



# 2025 Consumer Confidence Report (CCR)

## Your Drinking Water, Our Priority in Providenciales, Turks and Caicos Islands

### Introduction

Provo Water Company (PWC) is committed to delivering safe, reliable, high-quality drinking water to the residents of Providenciales. We work every day to ensure the water you use and drink meets established water quality and safety requirements. This Consumer Confidence Report (CCR) shares key information about your drinking water—where it comes from, how it is treated, how it is tested, and how we remain compliant with Turks and Caicos regulations, World Health Organization (WHO) guidelines, and U.S. Environmental Protection Agency (EPA) standards. This report provides a summary of water quality results for the testing period of January 1 through December 31, 2025.

### DESALINATION EXPLAINED (Reverse Osmosis 101)

Provo Water Company provides drinking water produced through seawater desalination using Reverse Osmosis (RO). RO is a proven treatment process that removes salt and many other impurities by pushing water through specialized membranes. The result is clean, low-salt water that is then carefully conditioned and disinfected before it enters the distribution system.

Because water travels through storage tanks and water mains before it reaches your tap, a small amount of disinfectants are maintained in the system to protect water quality. This protective level helps prevent bacteria from growing and supports safe water delivery across the island.

### FAQ

#### **Why do I sometimes notice a chlorine smell or taste?**

A low, protective disinfectant level is maintained in the distribution system to help keep water safe from the plant to your tap.

#### **Can desalinated water taste different at times?**

Yes. Taste can vary slightly due to normal changes in disinfection levels, water age in the system, storage tank turnover, and household plumbing.

#### **Is desalinated water safe to drink?**

Yes. Desalinated water produced through RO and managed with routine monitoring must meet applicable potable water standards before distribution.

#### **Why is disinfection still needed after RO?**

Even high-quality treated water can be exposed to conditions in tanks and pipelines. A disinfectant residual provides an added layer of protection.

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.

## 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.



### Independent Lab Testing:

We send water samples to an external accredited laboratory in the USA, ensuring an additional layer of quality verification.



### Routine Testing:

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



### 30 Sampling Stations:

Water samples are collected throughout Providenciales for continuous monitoring of chlorine levels, bacteria, pH, and other key parameters.

## 2025 Water Quality Test Results

Parameters	MO./YR. TESTED	# OF SAMPLES	WHO/EPA STANDARDS	WHO/EPA #OOR	WHO/EPA %OOR	LIKELY SOURCE
Fluoride (mg/L)	Oct/2025	450	1.5mg/L (E.P.A.)	0	0.0%	Erosion of natural deposits
Hardness, Total (mg/l)	Dec/2025	508	250 mg/L (W.H.O.)	0	0.0%	Erosion of natural deposits
Total Dissolved Solids (mg/L)	Dec/2025	591	1000mg/L (E.P.A.)	0	0.0%	Metals and salts naturally occurring in the soil organic matter
Color (true/apparent) (units)	Dec/2025	782	15 units (E.P.A.)	4	0.5%	Presence of iron and manganese and organics in water
Chloride (mg/L)	Dec/2025	516	250 mg/L (W.H.O.)	0	0.0%	Naturally occurring natural sources, and saline intrusion
pH (SU)	Dec/2025	1057	6.5-8.5 (E.P.A.)	4	0.4%	
Sulphate (mg/L)	Dec/2025	562	250mg/L (E.P.A.)	0	0.0%	Naturally occurring
Disinfectant	MO./YR. TESTED	# OF SAMPLES	WHO/EPA STANDARDS	WHO/EPA #OOR	WHO/EPA %OOR	LIKELY SOURCE
**Chlorine Free (mg/L)	Dec/2025	1059	0.2-0.5mg/L (W.H.O.)	26	2.5%	Water additive for Disinfection
Microbiological	MO./YR. TESTED	# OF SAMPLES	WHO/EPA STANDARDS	WHO/EPA #OOR	WHO/EPA %OOR	LIKELY SOURCE
E.Coli (cfu/100ml)	Dec/2025	269	0 cfu/100ml of sample	0	0.0%	Microbial, human and animal fecal waste

### What This Means:

PWC's water supply met or exceeded health and safety standards throughout 2025.



# Understanding Your Water Quality

**DOWNLOAD**

## 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 by taking the simple steps below:

- 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)**

**Report leaks and water quality issues: (649) 231-0705**

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