
IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER
Hilton Sound Water System Has Levels of Copper Above Drinking Water Standards

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results we received during the monitoring period of January-June of 2026, show that our system exceeds the Action Level (AL) for copper. The standard for copper is 1.3 mg/L. The average level of copper during the last monitoring period was found at **2.12 mg/L**.

What should I do?

You do not need to use an alternative (e.g., bottled) water supply. However, if you have specific health concerns, consult your doctor. To reduce your exposure to lead and copper follow the steps listed below:

Run your water for 15-30 seconds or until it becomes cold before using it for drinking or cooking. This flushes any standing lead and copper from the pipes. Don't cook with or drink water from the hot water tap, lead and copper dissolves more easily into hot water. **Do not boil your water to remove lead and copper.** Excessive boiling water makes the lead and copper more concentrated- the lead and copper remains when the water evaporates.

What does this mean?

This is not an immediate risk. If it had been, you would have been notified immediately. However, people who drink water that is high in copper can experience gastrointestinal distress. People who drink water that is high in copper over a long period of time can experience liver or kidney damage. People with Wilson's Disease should consult their personal doctor if the amount of copper in their water exceeds the action level.

What happened? What is being done?

CSWR – South Carolina continues to monitor and evaluate elevated copper levels within the water system. We are working closely with our operations team and the South Carolina Department of Environmental Services (SCDES) to evaluate water quality data, identify potential contributing factors, and determine appropriate corrective actions. We will continue required monitoring and take additional actions as necessary to address the elevated copper levels and maintain compliance with drinking water requirements.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by: CSWR South Carolina Utility Operating Company

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