

Water Frequently Asked Questions

Q. Is my water safe to drink?

The City of Gastonia's drinking water consistently exceeds State of North Carolina and US EPA regulations. The Water Supply & Treatment Division has set standards that surpass those of the State and Federal agencies to insure the safest drinking water possible.

Q. How hard is my water and do I need a water softener?

The hardness is usually about 14 mg/L (milligrams per liter) or 0.82 gpg (grains per gallon). Due to the lack of hardness, water-softening devices are not necessary. In fact, soft water may save you money by reducing the amount of detergent needed.

Q. Should I use a water filter on my tap?

Point-of-use-filters are acceptable to use if they are maintained properly. These filters remove the chlorine, which is used for disinfections and can form a breeding ground for bacteria. The filters must be changed on a regular basis according to the manufacturer's instructions.

Q. Does my water contain fluoride?

Yes. The City of Gastonia adds fluoride to the water to help protect children's teeth. This is one of the added benefits of being a city water customer.

Q. Does my water contain lead? Should I have it tested?

Although the City of Gastonia has no lead service lines, lead may enter your water system as a result of the corrosion of materials in household plumbing. These materials include lead-based solder and some plumbing fixtures containing brass. If there are young children or pregnant women using your drinking water or if you feel your plumbing materials put your home at risk, you should consider having your water tested for lead. Install spigot fixtures that are certified Lead Free only.

Q. Is bottled water better for me to drink?

Recently the bottled water industry has been placed under stricter guidelines than in the past. They are now required to meet the same water quality regulations that a municipality must meet. In most of the brands the benefits such as fluoride have been filtered out, leaving you with a product that costs more money and is less beneficial.