

# Wastewater System Performance Report

## City of Gastonia - Two Rivers Utilities

### July 2024 - June 2025



*The City of Gastonia presents this Performance Report, which is required annually by the North Carolina Department of Environmental Quality. The City proudly owns and operates Two Rivers Utilities (TRU), the provider of water and wastewater services to Gastonia and a large portion of Gaston County. TRU continues to provide high quality wastewater services to its customers and welcomes your comments about this report.*

### What is wastewater and what happens to it?

Wastewater is water that has been used to bathe, flush toilets, wash dishes, and laundry in residential facilities. Commercial and industrial businesses clean and rinse products and equipment and also release wastewater to the City's sewer system. A collection system of underground pipes sends wastewater by gravity throughout the City of Gastonia. In some areas, wastewater travels to underground pump stations, which elevate the wastewater via large pumps in areas where it cannot flow by gravity, and sends it the rest of the way to the wastewater treatment plant (WWTP). TRU's collection system is continuously maintained by cleaning, repairing or replacing pipes, pumps, and other equipment. From July 2024 through June 2025, TRU staff cleaned more than 118 miles of sewer pipe. In the same period, over seven miles of pipe were inspected by video for maintenance or identification of problems and 69 miles of outfall utility easements were mowed and maintained to preserve right-of-way access. Ongoing maintenance and cleaning efforts are what made it possible for over 3.7 billion gallons of wastewater to flow to one of the three WWTPs owned by TRU this past year.

### Permits and Certifications

WASTEWATER LABORATORY  
NCDHHS Drinking Water Cert # 37422  
NCDEQ Wastewater/Groundwater Cert # 210

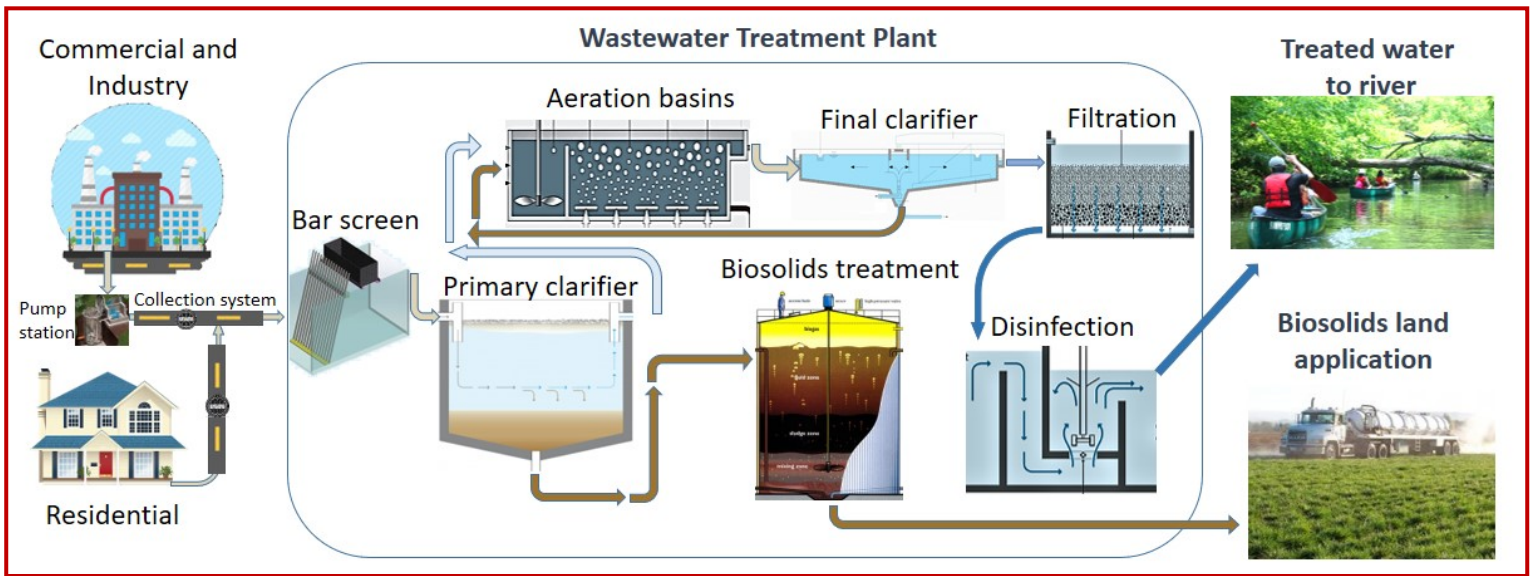
WASTEWATER COLLECTION SYSTEM  
Permit # WQCS00017

EAGLE ROAD WWTP  
NPDES Permit # NC0006033

CROWDERS CREEK WWTP  
NPDES Permit # NC0074268

LONG CREEK WWTP  
NPDES Permit # NC0020184

BIOSOLIDS LAND APPLICATION  
NC Permit # WQ0001793  
SC Permit # ND0084883



## Two Rivers Utilities Wastewater Treatment Plants (WWTP)

**Long Creek WWTP (Permitted for 16 MGD)** is an advanced biological nutrient removal system located on Old Spencer Mountain Rd, north of Gastonia and east of Dallas. This facility serves the northern, central and southeastern sections of Gastonia; the Towns of High Shoals, Ranlo, McAdenville and Stanley; portions of Gaston County, and the Towns of Dallas and Lowell. The Average Daily Flow was 7.4 MGD this past year. Treated wastewater discharges to South Fork Catawba River.

**Crowders Creek WWTP (Permitted for 6 MGD)** is an advanced biological nutrient removal system located on South Hwy 321 in South Gastonia. It serves the southwestern and western sections of Gastonia; all of Bessemer City and Clover, SC; and parts of Kings Mountain, NC. The Average Daily Flow was 2.4 MGD this past year. Treated wastewater discharges to Crowders Creek.

**Eagle Road WWTP (Permitted for 4 MGD)** uses a combination of biological and chemical treatment and is located on Eagle Road in Cramerton. This WWTP serves the Town of Cramerton and portions of Belmont and Lowell. The Average Daily Flow was 0.6 MGD this past year. Treated wastewater discharges to South Fork Catawba River.

At all three treatment plants, solids are separated from the water and pumped into digesters to stimulate biological treatment, converting solids to organic matter known as biosolids. Biosolids are then used to fertilize permitted farmland sites as a free source of nitrogen and phosphorus for local farmers.

*MGD = million gallons per day*



Activated carbon filtration was replenished with new media to enhance the extra layer of protection to remove any remaining contaminants after the biological process of treatment.

# Fats, Oils and Grease

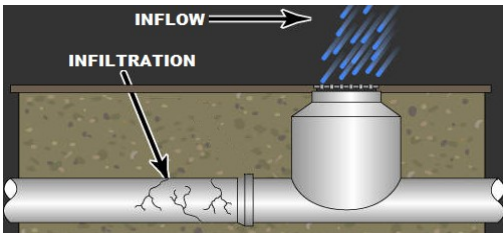
When Fats, Oils and Grease (FOG) enter the sewer, it clogs pipes and is a major cause of overflows. The best way to help is to not flush cooking greases or oils into the drain.



For information please contact:

Tyler Alexander  
 Water/Sewer Compliance Specialist  
 P: 704-854-6669  
 E: tylera@tworiversutilities.com

## Infiltration/Inflow



Stormwater and groundwater should not enter the sewer collection system, but it does through cracked pipes or manholes (infiltration) and illegal drains or sumps (inflow). Heavy rain can add millions of gallons of extra water per day to the system, causing overflows. TRU staff perform smoke testing, video inspections, and flow monitoring to help identify problems so any issues can be addressed.



## Mercury Minimization

TRU monitors and regulates mercury releases from customers with education and required monitoring. Common sources of mercury are dental mercury fillings, thermometers, laboratory chemicals, fluorescent bulbs, and mercury containing button cell batteries. Items that contain mercury should be disposed of properly at a local recycling center or by contacting Gaston County Household Hazardous Waste.

# Sanitary Sewer Overflows (SSOs)

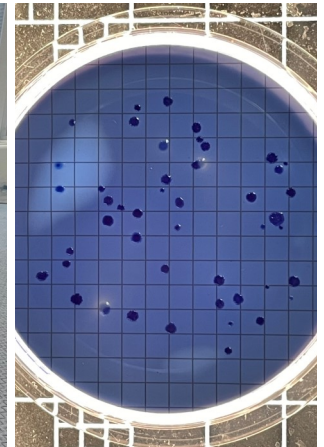
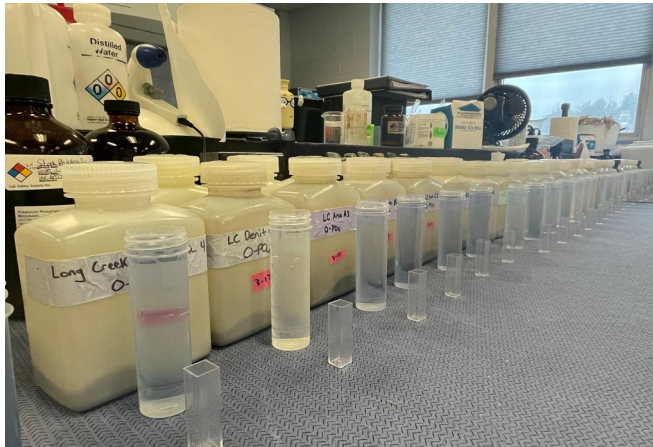
7/1/24 - 6/30/25

All overflows were promptly responded to and properly disinfected.

Date	Location	Gallons	Cause
7/22/2024	102 Main St	400	Debris in line
7/26/2024	1137 W Mauney Ave	12,000	Grease blockage
8/8/2024	1125 Edgewood Cir	68,000	Inflow & Infiltration
8/8/2024	680 Clyde St	33,000	Inflow & Infiltration
8/8/2024	218 Old Willis School Rd	21,000	Inflow & Infiltration
9/11/2024	602 S Weldon St	540	Grease blockage
9/26/2024	1125 Edgewood Cir	92,160	Inflow & Infiltration
9/26/2024	3175 Duke St	30,000	Inflow & Infiltration
10/15/2024	632 E Garrison Blvd	600	Debris in line
11/7/2024	1823 Laurel Ln	4,000	Debris in line
12/20/2024	3711 E Franklin Blvd	800	Grease blockage
12/31/2024	1535 Player Ct	2,400	Pipe Failure/Break

## WWTP Compliance Summary

The TRU WWTPs have permit limits and monitoring requirements regulated by the North Carolina Department of Environmental Quality (NCDEQ). Last year more than 110,000 analytical tests were performed to ensure Gastonia's wastewater plants were operating efficiently and effectively. During 7/1/2024-6/30/2025, Long Creek WWTP, Crowders Creek WWTP and Eagle Road WWTP have been 100% compliant with permit limits. The biosolids land application program has also operated with no permit violations.



## Do not flush wet wipes into the sewer

Wastewater workers often have to deal with a significant number of wipes (i.e. wipes for infants, disinfecting, sanitation, etc.) found in the collection and wastewater treatment systems. Wipes will not break down like toilet paper and should only be put in trash cans. Wipes remain in sewer lines for long periods of time and eventually combine with grease and other solids causing blockages and sanitary sewer overflows. **Please put wipes and other harmful products in the trash and continue to help protect our wastewater collection and treatment systems!**



# Wildlife And Industry Together (W.A.I.T.)



The WWTPs participate in the National Wildlife Federation's W.A.I.T. program. It encourages businesses to create habitats for native plants and wildlife utilizing available land on their property. The goal is to establish protected wildlife habitats and provide an educational resource for the community. Wildflower fields, deer, bluebirds, purple martins, hawks, wood ducks, osprey, butterflies, rabbits, geese, snakes, turtles, along with many other creatures, thrive at TRU's WWTPs. Contact for more info: Brennon Clemmons; 704-842-5108; brennonc@tworiversutilities.com



Wildlife is found all around Wastewater Treatment Plants. TRU staff often rescue animals from danger and provide them a safe haven.

TRU has the only wastewater facilities in the state to be designated as Environmental Steward by North Carolina's Environmental Stewardship Initiative recognition program.



CERTIFIED ENVIRONMENTAL MANAGEMENT SYSTEM

TRU's Wastewater Treatment Division has been ISO 14001 certified since 2001.

## Report Availability

This report is available on the City website at: [www.gastonianc.gov](http://www.gastonianc.gov)

Hard copies are available at the following locations:

- ◇ Garland Municipal Business Center, 150 S. York Street;
- ◇ Gaston County Main Library, 1555 E. Garrison Boulevard; and
- ◇ Cramerton Town Hall, 155 N. Main Street, Cramerton

If you would like to receive a hard copy via mail, please call 704-854-6668.

## Certification

*I certify, under penalty of law, that this report is complete and accurate to the best of my knowledge. I further certify this report has been made available to the users or customers of the named system and that those users have been notified of its availability.*

Jim Amaral

Director of Public Utilities

**For more detailed information please contact:**

Jim Amaral, Director of Public Utilities

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or

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704-866-6726, [stephanies@tworiversutilities.com](mailto:stephanies@tworiversutilities.com)