

Wastewater System Performance Report

City of Gastonia - Two Rivers Utilities



July 2025 - June 2026

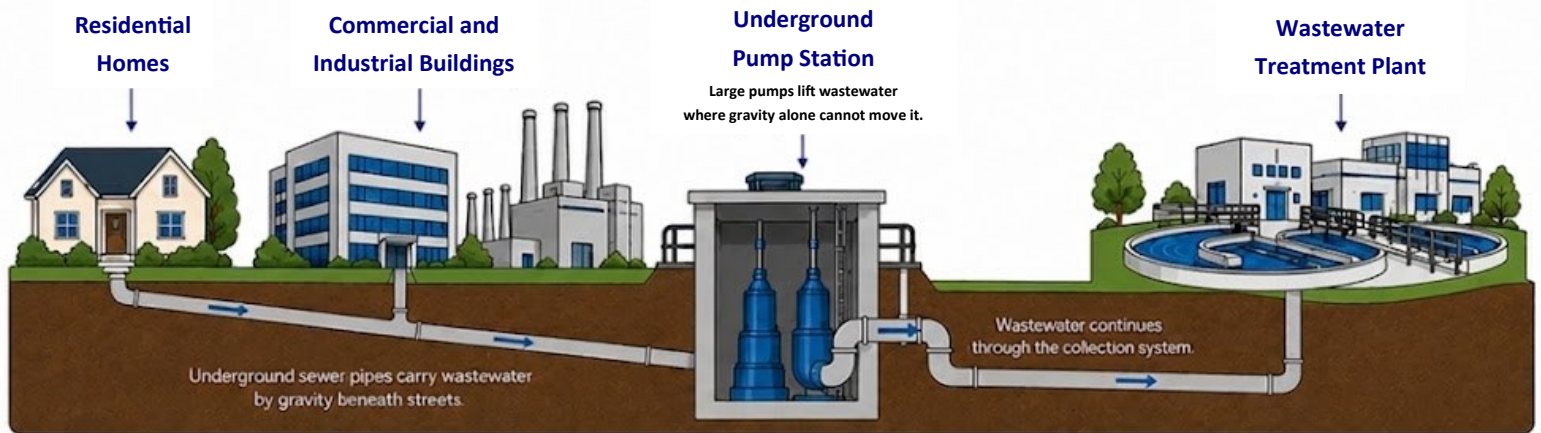


The City of Gastonia presents this Performance Report, which is required annually by the North Carolina Department of Environmental Quality. The City proudly owns and operates Two Rivers Utilities (TRU), the provider of water and wastewater services to Gastonia and a large portion of Gaston County. TRU 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 in homes for bathing, flushing toilets, washing dishes, and doing laundry. Commercial and industrial facilities also generate wastewater by cleaning products, equipment, and work areas before discharging it into the City's sanitary sewer system.

An extensive network of underground sewer pipes carries wastewater by gravity throughout the City of Gastonia. In some areas wastewater travels only by gravity, while other areas wastewater is directed to underground pump stations, and pumped through the collection system to one of the City's wastewater treatment plants (WWTPs).



Ongoing Maintenance Keeps the System working



Annual Statistics



122 miles
of sewer pipe
cleaned



6 miles
of pipe video
inspected

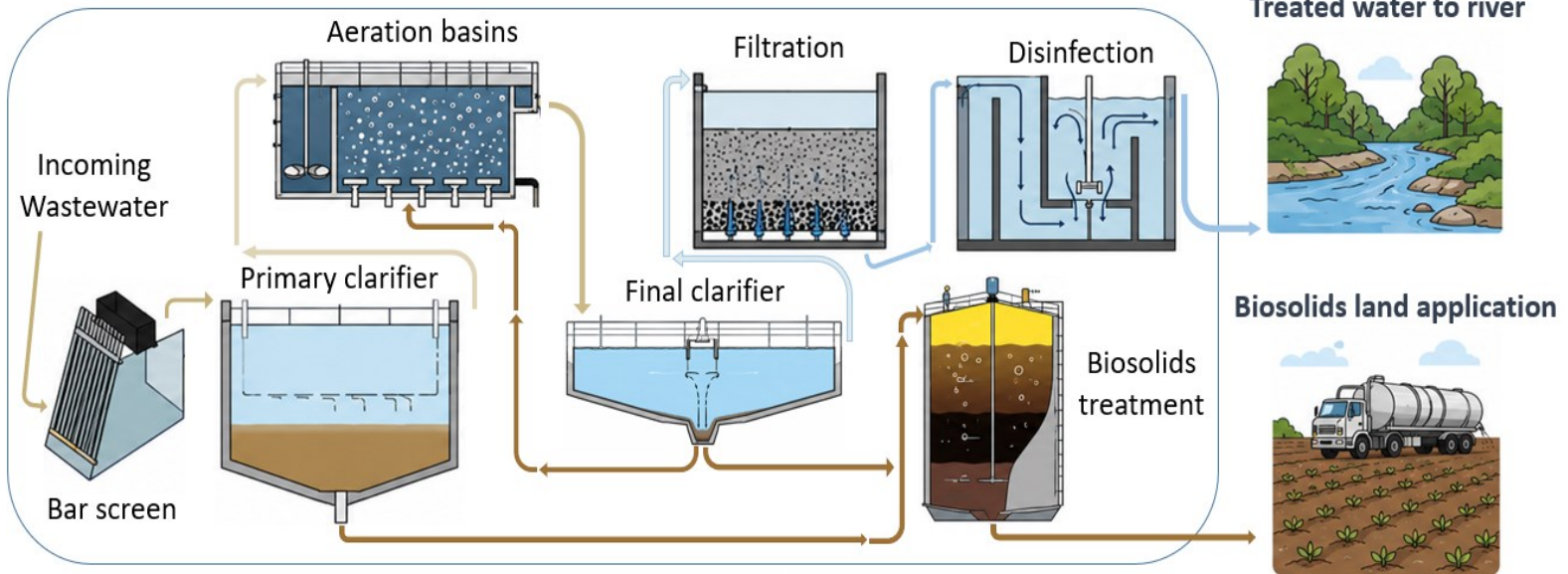


72 miles
of utility easements
maintained



3.3 billion
gallons of wastewater
conveyed

Wastewater Treatment Plant



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, Randle, McAdenville and Stanley; and portions of Gaston County, and the Towns of Dallas and Lowell. The Average Daily Flow was 6.5 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 portions of Kings Mountain, NC. The Average Daily Flow was 2.2 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 0.5 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

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



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.

Want to learn more about FOG?

Tyler Alexander

Water/Sewer Compliance Manager

📞 (704) 854-6669

✉️ 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 fillings, lab chemicals, thermometers, 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.

Gaston County Household Hazardous Waste

📞 (704) 922-7729

🌐 <https://www.gastongov.com/567/Household-Hazardous-Waste>

Sanitary Sewer Overflows (SSOs)

7/1/25 - 6/30/26

All overflows were promptly responded to and properly disinfected.

Date	Location	Gallons	Cause
9/3/2025	1900 Jenkins Dairy Rd	165	Pipe Failure/Break
9/15/2025	7447 Teague Dr	100	Unknown
10/7/2025	1272 Blackwood St	300	Debris in line
10/8/2025	4500 Huntington Dr	450	Pipe Failure/Break
11/10/2025	7447 Teague Dr	50	Equipment Failure
12/4/2025	632 New Way Dr	694	Pipe Failure/Break
1/7/2026	1620 N Chester St	100	Pipe Failure/Break
2/20/2026	2485 Versailles Ln Unit G	400	Grease blockage
3/18/2026	932 Junius St	80	Debris in line

WWTP Compliance Summary

The TRU WWTPs have permit limits and monitoring requirements regulated by the North Carolina Department of Environmental Quality (NCDEQ). In January 2026 at the Long Creek WWTP, a Dissolved Oxygen (DO) sample at effluent was not collected as required per the permit. A Notice of Deficiency was issued by NCDEQ and corrective action was taken to prevent future occurrences. On April 22, 2026, Long Creek WWTP experienced a disruption in chlorination resulting in the discharge of plant effluent which was not fully disinfected. A Notice of Violation (NOV) was issued by NCDEQ and corrective action was taken to prevent future occurrences. During the 7/1/25 to 6/30/26 period Crowders Creek WWTP and Eagle Road WWTP have been 100% compliant with permit limits. The biosolids land application program has also operated with no violations.



**No wipes
into
the sewer!**

Wastewater workers often have to deal with a significant number of wipes found in the wastewater systems. 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!***



More than
110,000
analytical tests
performed on
wastewater
for effective
operations and
compliance.

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

Since 2009, Two Rivers Utilities has proudly participated in enhancing wildlife habitats and natural areas at the various facilities through the Wildlife And Industry Together (W.A.I.T.) Program. This voluntary certification program through the North Carolina Wildlife Federation encourages local industries to be responsible environmental stewards. TRU's goal is to be a leader in their community by:

- Providing environmental education to employees and visitors about on-site wildlife and native plants
- Managing and maintaining preserved habitat areas at our various facilities
- Collaborating with local organizations to complete restoration projects



North Carolina
Wildlife Federation



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

Two Rivers Utilities' Wastewater Treatment Division has been ISO 14001 certified for 25 years.



Learn more about TRU's W.A.I.T. Program

Brennon Clemmons - Quality Assurance Manager

(704) 842-5108  brennonc@tworiversutilities.com



Report Availability

This report is available on the City website at:
<https://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.

Stephanie Scheringer
Assistant Director of Public Utilities

Contact Stephanie for more detailed information:

(704)-866-6726  stephanies@tworiversutilities.com