



# DOUGLASVILLE-DOUGLAS COUNTY WATER AND SEWER AUTHORITY ANNUAL REPORT ON DRINKING WATER

## 2015 Consumer Confidence Report

Este informe contiene información muy importante. Tradúscalo o hable con un amigo quien lo entienda bien.

The Douglasville–Douglas County Water and Sewer Authority (WSA) is pleased to report, once again, that your community’s drinking water has met or exceeded all safety and quality standards set by the State of Georgia and USEPA during this past year.

WSA has been supplying Douglas County with the highest quality drinking water possible since 1986 and has never had a water quality violation in its history. Douglas County’s drinking water supply is surface water drawn from the Dog River Reservoir located in western Douglas County and then treated at the Bear Creek Water Treatment Plant. This annual

report, sometimes called a Consumer Confidence Report (CCR) or a Water Quality Report, gives us the opportunity to provide you with a detailed accounting of all the monitoring data gathered from water quality testing during 2014 which went into producing your award-winning drinking water.



The Dog River Watershed

*The Best Way to Ensure Safe Water at the Tap is to Keep Our Source Water Clean.*

### The Dog River Recreational Complex

The 256-acre Dog River Reservoir impounds 1.9 billion gallons of water—the County’s principal drinking water source supply. The Recreational Complex was opened in 1994 to provide Douglas County residents with an opportunity to enjoy the peace and tranquility of the area. Because the Complex was built with water quality as the main priority, the forested areas, which naturally filter water, were preserved, and the roadbeds were built with gravel to absorb motor oil and other urban runoff. Preserving the water quality is also the reason public use of the Reservoir and Complex is restricted to Douglas County residents,



Douglas County property owners, Douglas County business owners, and their guests. The Complex offers Douglas County residents a boat ramp, dock, fishing pier, johnboat rental, a pavilion for group rental, picnic tables, grills, gazebo, vending machines, and restroom facilities. To print an informational brochure about the Complex, please visit our website at [www.ddcwsa.com](http://www.ddcwsa.com).

### Public Involvement Opportunities

For those interested in seeing firsthand how drinking water and wastewater are processed, free plant tours tailored to fit your schedule are offered. See our website at [www.ddcwsa.com](http://www.ddcwsa.com) for details or call 770-920-3850.



If a clean environment and watershed is a concern of yours, every October WSA partners with a local Boy Scout Troop to clean up

trash along several miles of Dog River as a part of the Rivers Alive Cleanup program, and public participation is encouraged.

WSA also hosts seminars on such topics as rain barrel construction, composting, planting with conservation in mind, and septic tank maintenance.

If you would like more information about this report, the quality of your drinking water, or any aspect of WSA’s operations, please contact Water Operations Manager, Steve Green, at (770) 949-7617 or [sgreen@ddcwsa.com](mailto:sgreen@ddcwsa.com). General questions, comments and concerns can be directed to [AskWSA@ddcwsa.com](mailto:AskWSA@ddcwsa.com).

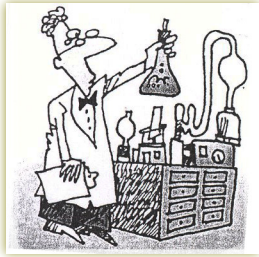
*The public is invited to attend the WSA Board Meetings held at 5:30 p.m. on the 2nd and 4th Tuesdays of each month and the work sessions held at 5:30 p.m. on the last Monday of each month.*

**WSA is a 5-time winner of the Award for Best Tasting Water—3 times in the Metro Atlanta Area and 2 times in the State.** For a complete list of awards, please visit our website at [www.ddcwsa.com](http://www.ddcwsa.com).

**Este informe contiene información muy importante.  
Tradúscalo o hable con un amigo quien lo entienda bien.**

## Testing the Quality of Drinking Water

To ensure that tap water is safe to drink, the U.S. Environmental Protection Agency prescribes regulations that limit the amount of certain contaminants in water



provided by public utility systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water

that must provide the same protection for public health.

WSA tests your drinking water continuously 24 hours a day, 7 days a week. Tests are conducted for chemicals and disease-causing microorganisms (bacteria and protozoa) in compliance with requirements set by the EPA and the EPD and under the supervision of State-certified operators and laboratory analysts.

The parasites, cryptosporidium and giardia, are source water contaminants that

are common in surface water and very difficult to kill. Neither cryptosporidium nor giardia were detected in the raw water supplies nor in the treated drinking water.

For more information on giardia and cryptosporidium, and the diseases associated with these microorganisms, visit these websites: [www.cdc.gov/parasites/crypto/](http://www.cdc.gov/parasites/crypto/) and [www.cdc.gov/parasites/giardia/](http://www.cdc.gov/parasites/giardia/)

## WSA is Going “Green” with Paperless Billing

Customers can now “Opt-In” for electronic delivery of our billing statements and go paperless. The process is simple. Enroll in our online bill pay system by clicking the blue “To Pay Online” button to your left.

Enroll even if you don’t wish to make internet payments. Once enrolled, log in to the system and select “Profile Options/Accounts/Add-Change Accounts”

and follow the instructions. The “Opt-In” selection stops the paper bill from being mailed to you. You can always go back and “Opt-Out” if you find that this process does not work for you. Once you have opted to go paperless, you will receive a monthly email advising you when your statement is ready for viewing. Just click on the link provided in the email and it will take you right to the online system.

You can view the billing statement, print it if you wish, and then choose the payment option you prefer to make your payment. Try it. See how “Going Green” works for you. Call our office at (770) 920-3823 if you experience any problems with the set up. In the near future, WSA plans to introduce several new services to make paying your bill easier and more convenient.

## Proper Medication Disposal

Although flushing unused, unneeded, or expired prescription drugs was once thought to be the proper method of disposal, it is not. The FDA (Federal Drug Administration) guidelines for the proper disposal are as follows:

“Take unused, unneeded, or expired prescription drugs out of their original containers and throw them in the trash. Mixing prescription drugs with an undesirable substance, such as used coffee grounds or kitty litter, and putting them in impermeable, nondescript containers, such as empty cans or sealable bags, will further ensure the drugs are not diverted.

**Flush prescription drugs down the toilet ONLY if the label or accompanying patient information specifically instructs doing so.”**



## Why are there contaminants in drinking water?

As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases radioactive material, and can pick up substances resulting from the presence of animal or human activity. This polluted water continues to travel into rivers, lakes, streams, ponds, reservoirs, springs, and wells, all of which are

the sources of drinking water whether its from the tap, wells, or out of a bottle. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information can be obtained by calling the Environmental Protection Agency’s Safe Drinking Water Hotline (800-426-4791).

## The Number One Cause of Sewer Backups is Grease in the Sewer Pipes

It gets into the sewer system when dinnerware and pots and pans are scraped into the kitchen sink, and the waste is then washed down the drain. Some people even pour the grease from browned meat such

as ground beef directly down the kitchen drain! The grease sticks to the inside of sewer pipes, congeals, builds up, and then sewage passing through gets caught up in the build up, and thus begins to restrict the flow of sewage. The blockage can back up in your home or that of your neighbor, or exit from the sewer system at the nearest outlet, which is often at a manhole or cleanout, and then can flow into the storm drainage

system. Please scrape grease and food into the trash. Wipe dishes first with a paper towel to remove excess grease before rinsing dishes. **Please, never pour fats, oil, or grease down the sink.**



*Grease clogged pipe*

# What May be Present in Source Water Before it is Treated ...

**MICROBIAL CONTAMINANTS:** include viruses and bacteria which may come from agricultural livestock operations, septic systems, wastewater treatment plants, and wildlife.

**INORGANIC CONTAMINANTS:** include salts and metals which can be naturally occurring or result from urban stormwater runoff, industrial or domes-

tic wastewater discharges, oil and gas production, mining, or farming.

**PESTICIDES AND HERBICIDES:** may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

**ORGANIC CHEMICAL CONTAMINANTS:** include synthetic and volatile organic chemicals, which are by-prod-

ucts of industrial processes and petroleum production, and also can come from gas stations, urban stormwater runoff, and septic systems.

**RADIOACTIVE CONTAMINANTS:** can be naturally occurring or be the result of oil and gas production and mining activities.

**NOTICE:** Although WSA's water meets all guidelines for quality, some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice from their health care providers about drinking water. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

## Does your home-maintenance program include periodically draining your hot water heater?

Read that literature that came with the heater. Most manufacturers recommend draining the heater once a year. Rust and particles from the heater can build up in the bottom of the heater, eventually clogging the drain valve and shortening the life of the heater. While you're at it, you might want to check your pressure reducing valve. Over time, the valve can wear out, sometimes in a very inopportune moment, putting a serious pressure strain on the hot water heater.



**Always drink and cook with water from the cold water faucet rather than from the hot water faucet to avoid getting the particles which can deposit in the bottom of the hot water heater.**

## “What do I have to do with polluting the water?”

Even if you live miles away from a river or stream, you may be polluting the water without even knowing it. Pollutants coming from our homes and many other sources contribute to urban nonpoint source pollution, a growing problem not only in Douglas County but also throughout the state. Examples of nonpoint pollution sources are pet wastes, sediment, used motor oil, garden chemicals, paint products, and chemicals used in our homes. These substances flow through the storm drain system into local streams and empty directly into the river, where they harm wildlife and aquatic life, ruin recreational areas, and threaten the quality of our water sources.

**Well Informed Customers are Our Best Allies.**

## Lead and Your Water

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. WSA is responsible for providing high quality drinking water, but cannot control the variety of materials used in private-plumbing components. When your water has been sitting for several hours,

you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

## Source Water Assessments

WSA and the Atlanta Regional Commission (ARC) completed a source water assessment to identify potential sources of surface water pollution to the Dog River Reservoir and to the Bear Creek Reservoir, a supplemental water supply source. Land use in these watersheds is primarily open/forest or agricultural crop land. In the Dog River watershed, which is 5.6% impervious surface, 57 potential individual sources of pollution were identified, while in the Bear Creek watershed, which has 9.7% impervious surface, 8 were identified. Most information about the overall results and MEDIUM ranking of this assessment can be found on ARC's website at <http://www.atlantar-regional.com/environment/water> or you can request information by mail from: the Atlanta Regional Commission, Environmental Planning Division, 40 Courtland Street, NE., Atlanta, Georgia, 30303.



The typical single-family home uses 60 gallons of water per person per day!

## HOW TO CONTACT US

**Main Office:** (770) 949-7617  
**After hours emergency:** (770) 942-6633  
**Customer Service Dept.** (770) 920-3823  
**Web site:** [www.ddcwsa.com](http://www.ddcwsa.com)

While WSA tests for hundreds of contaminants in your water, only a few were detected in 2014 & none pose a significant health risk. WSA also monitors for unregulated parameters to assist EPA in determining where certain contaminants occur & whether additional regulations may be necessary. All laboratory testing results are available for public inspection. For more information call 770-949-7617. The results in these tables are from tests performed in the WSA & Georgia Environmental Protection Division's laboratories.

## HELPFUL HINTS

**Milligrams per Liter (mg/L):** one milligram per liter is equivalent to one minute in 2 years or one penny in 10 thousand dollars.

**Maximum Contaminant Level (MCL):** the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**Maximum Contaminant Level Goal (MCLG):** the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**Treatment Technique (TT):** a required process intended to reduce the level of contaminants in drinking water.

**Micrograms per Liter (ug/L):** one microgram per liter is equivalent to one minute in 2,000 years or one penny in 10 million dollars.

**ND: none detected**

**NA: not applicable**

**NTU: Nephelometric turbidity unit**

\*MCL based on rolling 4QRT average for all sample points.

\*\*Samples Collected June 1 - September 30, 2013.

\*\*\*Action Level (AL): the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

## TABLE OF CONTAMINANTS

### INORGANIC CONTAMINANTS

CONTAMINANT (units)	MCL	MCLG	Average Level Detected/Range Detected	Pass?	Major Sources
Fluoride (mg/L)	4	4	0.80 mg/L (0.62 - 1.00) mg/L	Y	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

CONTAMINANT (units)	MCL	MCLG	Highest Level Detected/Range Detected	Pass?	Major Sources
Nitrate (mg/L)	10	0	0.27 mg/L (0.27 mg/L)	Y	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits

### LEAD AND COPPER MONITORING

CONTAMINANT (units)	AL***	MCLG	90th Percentile Value/Number of samples exceeding AL	Pass?	Major Sources
Lead (ug/L)	15***	0	2.5 ug/L (1 sample exceeded the AL)**	Y	Corrosion of household plumbing systems; erosion of natural deposits
Copper (ug/L)	1,300***	1,300	140 ug/L (0 samples exceeded the AL)**	Y	

### VOLATILE ORGANIC CONTAMINANTS (UNREGULATED)

CONTAMINANT (units)	MCL	MCLG	Average and Level Detected	Pass?	Major Sources
Bromodichloromethane(ug/L)	NA	NA	4.1 ug/L	Y	By-product of drinking water disinfection
Chlorodibromomethane(ug/L)	NA	NA	0.51 ug/L	Y	By-product of drinking water disinfection
Chloroform (ug/L)	NA	NA	18.0 ug/L	Y	By-product of drinking water disinfection

### VOLATILE ORGANIC CONTAMINANTS (REGULATED)

CONTAMINANT (units)	MCL	MCLG	Highest Rolling Average/Range Detected	Pass?	Major Sources
Total Trihalomethanes (ug/L)	80*	0	45.7 ug/L (12.4 - 66.8 ug/L)	Y	By-product of drinking water disinfection
Total Haloacetic Acids (ug/L)	60*	NA	39.0 ug/L (14.4 - 36.0 ug/L)	Y	By-product of drinking water disinfection

CONTAMINANT (units)	MCL	MCLG	Average Removal Ratio/Range Detected	Pass?	Major Sources
Total Organic Carbon	TT=>1.0	NA	1.19 (1.04 - 1.21)	Y	Naturally present in environment, soil runoff

### TURBIDITY

PARAMETER	MCL	MCLG	Highest Level Detected/Lowest % of Samples <= 0.30 NTU	Pass?	Major Sources
Turbidity (NTU)	TT	NA	0.16 100%	Y	Soil Runoff

*Turbidity is the measure of the cloudiness of water and an indicator of water quality. High turbidity can hinder the effectiveness of disinfectants. Each month, 95 percent of turbidity samples must be less than or equal to 0.30 NTU. None may exceed 1 NTU.*

### MICROBIOLOGICAL CONTAMINANTS

CONTAMINANT	MCL	MCLG	Highest Monthly % of Positive Samples	Pass?	Major Sources
Total Coliform Bacteria	=<5%+ positive samples during a monthly testing	0 positive samples during a monthly testing period	0.0%	Y	Coliform bacteria are naturally present in the environment

### FREE CHLORINE RESIDUAL

CONTAMINANT (units)	MCL	MCLG	Average Value	Pass?	Major Sources
Free Chlorine (mg/L)	4	NA	1.24 mg/L	Y	Chemical added for disinfection

### UNREGULATED CONTAMINANTS

CONTAMINANT	Average / Range Detected	Pass?	Major Sources
Chlorate	123 ug/L (110-140 ug/L)	Unregulated	By-product of drinking water disinfection
Chromium-6	0.11 ug/L (ND-0.19 ug/L)	Unregulated	Discharges from steel & pulp mills; erosion of natural deposits of Chromium-3
Strontium	21 ug/L (15-25 ug/L)	Unregulated	Naturally occurring element

*\*The Unregulated Contaminant Monitoring Rule requires water systems to collect samples and have them analyzed by a certified laboratory. Results are used to help the Environmental Protection Agency (EPA) make decisions regarding possible future regulations for any contaminants tested. A total of 28 contaminants were tested for, of those 28, only three were detected: Chlorate, Chromium-6 and Strontium and all were at very low levels and pose no health threat.*