2019 ANNUAL WATER QUALITY REPORT

This Consumer Confidence Report, provided before June 1, contains important information about your drinking water. The sampling results, unless otherwise noted, are from calendar year 2018.

The City of Gainesville Department of Water Resources (DWR), WSID 1390001, provides water to residential, commercial and industrial customers located within the Gainesville corporate limits, a large portion of unincorporated Hall County and within the corporate limits of the cities of Clermont, Buford, Oakwood, Braselton, Flowery Branch and Gillsville. The Gainesville service area covers approximately 400 square miles. The water system serves a customer base of approximately 54,200 accounts with an estimated 162,000+ users. This report includes information about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. Your Water Resources Department is committed to providing the community with clean, safe, and reliable drinking water.

We welcome your comments and participation on issues that concern our drinking water. Linda MacGregor, Department of Water Resources Director, may be reached at (770) 538-2400. Don Dye, Assistant Director of Department of Water Resources, may be reached at (770) 538-2462. For questions regarding information found in this report or to get more information about your water quality, please contact Brooks Corley, Chemist, at (770) 532-7462.

How Gainesville provides the best drinking water.

Surface Water Monitoring

Gainesville staff conducts monitoring activities on streams and portions of Lake Sydney Lanier no matter the elements. From monitoring lake turnover to identifying pollution sources, staff do their part in resource analysis.

Water Meter Upgrades to Better Track Water Use

Gainesville is working to be innovative and has installed over 50,000 Advanced Metering Infrastructure (AMI) meters. These meters are read remotely allowing for leak alarm monitoring as well as hourly use information. A new customer portal, (see back page), has been created to allow users to monitor their own water use. By signing up for this service, you can determine if a leak has occured prior to receiving the water bill.

Ensuring a Constant Flow of Water

Over 1,400 miles of water lines are maintained by 37 dedicated Gainesville Distribution staff members. Rain or shine, hot or cold, they work to ensure your water service is always there when you need it. These skilled staff members complete anything from inspecting the system, to repairing leaks, to replacing aging infrastructure.

Water Treatment Plant Upgrades

A new Water Quality Building was completed at Riverside Water Treatment Plant (WTP). This 12 million dollar project uses advanced technology to improve the method of water treatment to meet both current and future water needs.

Este informe contiene informacion muy importante sobre su agua potable. Traducalo o hable con aluien que lo entienda bien.

Understanding the Water Quality Chart

The Drinking Water Quality Chart on the page to the right compares the quality of your drinking water to the state drinking water standards. In 2018, the City of Gainesville Department of Water Resources conducted more than 2,800 laboratory tests for over 100 drinking water parameters. This chart includes information on all regulated drinking water contaminants that were detected during calendar year 2018. Contaminants that were tested for, but not detected, are not included in this report. 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 about contaminants and potential health effects can be obtained by calling the United States Evironmental Protection Agency's (USEPA) Safe Drinking Water Hotline 1-800-426-4791.

Terms & Abbreviations used:

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

Maximum Contaminant Level (MCL): the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to 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.

Maximum Residual Disinfectant Level (MRDL): the highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): the level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

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

Notes about possible contaminants:

The sources of drinking water; both tap water and bottled water, include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and can pick up substances resulting from the presence of Animals or from human activity. Contaminants that maybe present in source water include:

- **Microbial contaminants**, such as viruses and bacteria which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants** such as salts and metals, which can be naturally-occurring or result from urban storm runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Who needs to take special precautions:

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 about drinking water from their health care providers. 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.

Lead in Drinking 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. Gainesville's Water System is responsible for providing high quality drinking water, but cannot control the variety of materials used in 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 at 800.4264791 or online at www.epa.gov/safewater/lead.**

Drinking Water Analysis Table

This table lists all the drinking water contaminants that we detected during the 2018 calendar year. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in this table is from testing completed from January 1- December 31, 2018.

EPA Regulated Inorganic Substances or Contaminants

Substance (Unit)	MCL	MCLG	Average Detected Level	Range	Violation	Major Sources
Fluoride[1] (ppm)	4	4	0.67	0.41-1.04	No	Erosion of natural deposits; water additive which promotes strong teeth
Nitrate/Nitrite[2] (ppm)	10	10	0.52	0.36-0.68	No	Runoff from fertilizer use; leaching from septic tanks; erosion of natural deposits

Notes: 1 Fluoride is added to water to help promote dental health in children. 2 Nitrate and Nitrite are measured together.

Lead and Copper Levels at Residential Taps

Substance (Unit)	MCLG	AL	90th Percentile Sample Results	Number of sites exceeding Action Level (AL)	Violation	Major Sources
Lead[3] (ppb)	0	15	1.5	1 out of 50	No	Corrosion of household plumbing systems; erosion of natural deposits
Copper[3] (ppm)	0	1.3	0.05	0 out of 50	No	Corrosion of household plumbing systems; erosion of natural deposits

Note 3: Gainesville is required to test a minimum of 50 homes for lead and copper every three years. The last testing occurred in 2018, and the next testing will take place in 2021. Compliance with the Lead and Copper Rule is based on obtaining the 90th percentile of the total number of samples collected and comparing it against the lead and copper action levels. To have an exceedance, the 90th percentile value must be greater than 15ppb for lead or 1.3ppm for copper. Of the 50 homes tested in 2018, 1 site exceeded the action level (AL) for Lead. No sites exceeded the action level for Copper.

Disinfection By-Products, By-Product Precursors, and Disinfectant Residuals

Substance (Unit)	MCL	MCLG	Average detected level	Range	Violation	Major Sources
Total Trihalomethanes (TTHM) (ppb)- Stage 2	80	N/A	44*	16-44	No	By-product of drinking water chlorination
Haloacetic Acids (HAA5) (ppb)-Stage 2	60	N/A	23*	14-23	No	By-product of drinking water chlorination
Chlorite (ppm)	1	0.8	0.254	.09-.6	No	By-product of drinking water chlorination
Total Organic Carbon (TOC) (ppm)	TT	N/A	1.04	.73-1.3	No	Decay of naturally occuring organic mater in the water withdrawn from sources such as lakes and streams
Chlorine (ppm)	MRDLG 4	MRDLG 4	1.53	0-2.16	No	Drinking Water Disinfection

* This number represents the highest locational running annual averages reported during 2018.

Turbidity

Substance (Unit)	MCL	MCLG	Highest value reported	Lowest monthly % of samples meeting limit	Violation	Major Sources
Turbidity (NTU)	TT, =95% of samples ≤ 0.3 NTU	N/A	0.3	99.68	No	Soil runoff and erosion

Note: Turbidity is a measure of the cloudiness of water. We monitor turbidity to indicate the effectiveness of our filtration system.

Microbial Contaminants

Substance (Unit)	MCL	MCLG	Highest % positive samples (monthly)	Range	Violation	Major Sources
Total Coliform Bacteria (+/-)	5% of monthly samples are positive	0	4.6%	0-4.6% Average .61%	No	Naturally present in the environment

	Annual Average
Hardness	26 ppm
Alkalinity	16 ppm
pH	7.84 std units

N/A: not applicable

ppb: parts per billion or micrograms per liter

ppm: parts per million or milligrams per liter

NTU: nephelometric turbidity units, measurement of suspended material in water.

Where does your Drinking Water Come From?

Lake Lanier is your source water provided by the Department of Water Resources. The water is pulled from the lake and treated to remove pollutants at either Riverside or Lakeside Water Treatment Plant before it is sent to your home. Lake Lanier not only provides our area's drinking water, but it also provides opportunities for recreation, tourism and it brings development to the area.

Protecting our Drinking Water Source

The Department of Water Resources is actively involved in protecting our local water resources and works with various local, state, federal agencies on Watershed Protection issues. In 2003, our community completed a source water assessment. The overall point source susceptibility ratings for both of Gainesville's water treatment plants are low. The full report can be obtained by calling 770-532-7462.

Flat Creek Restoration

As part of our water protection initiatives, Gainesville applied for and was awarded a Section 206 grant from the US Army Corps of Engineers. A portion of Flat Creek that runs between Dorsey Street and Atlanta Highway was chosen for the project. Prior to the restoration, the reach had highly eroded banks and poor fish habitat. The work was completed by Clean Water Consultants in 292 days. The project, which focused on habitat restoration and stream bank stabilization, restored a total of 1,762 linear stream feet. Preventing erosion of the stream banks has a direct impact on improving the water quality in Lake Lanier. During times of rain and high water flows, the amount of sediment or dirt entering Lake Lanier will be significantly reduced.

BEFORE

AFTER

Public Participation Opportunities

The Department of Water Resources welcomes public participation. City Council meetings are open to the public. Please see www.gainesville.org/council-meeting for more information and the meeting schedule.

New Customer Portal

Ever wonder how much water you use on a daily basis, if you have a leak ,or how you can track your water use? If you have one of the 50,000 AMI meters that is in the system you can take advantage of our new Customer Portal. Go to www.gainesville.org and search customer portal to find the log in instructions. You can set up your account to be sent an email or alert if you have continuous water use which indicates a leak. This is available to all AMI metered accounts including residential and commercial.

FREQUENTLY ASKED QUESTIONS

1. **Is my water hard or soft?** Our water is generally considered soft averaging around 26 mg/L (millameters per liter) or parts per million (ppm) for the year 2018. This is also about 1 ½ grains.
2. **Is there fluoride in the water?** Yes, Fluoride is added at an average of 0.67 mg/L (ppm) for the year 2018. It is sufficient to prevent tooth decay in children. No additional fluoride supplements are needed.
3. **Can groups tour the plants?** Yes, Gainesville offers plant tours at both of our Water Treatment Plants. Call 770-532-7462 for more information or to schedule your tour.