# ANNUAL REPORT
# &
# WATER QUALITY REPORT


Etowah
WATER & SEWER AUTHORITY
*"Excellence in every drop"*

EXCELLENCE | INTEGRITY | STEWARDSHIP | COMMITMENT | EFFICIENCY | VISION

# ABOUT US

## VISION

Etowah Water & Sewer Authority commits to support all of the citizens of Dawson county and economic development with water resources.

## MISSION

Etowah Water & Sewer Authority improves the quality of life for our customers, our community and environment through proper management of our water resources.

## CORE VALUES

EXCELLENCE : The quality of our water and customer service

INTEGRITY : The adherence to ethical and moral principles

STEWARDSHIP : The responsibility to manage financial, environmental, and human resources in a sustainable manner

COMMITMENT : The dedication to provide the necessary resources for our customers, community, and employees

EFFICIENCY : The competency of our performance

VISION : The ability to plan ahead with wisdom.

**EMPLOYEES**
30

**WATER CUSTOMERS**
7223

**SEWER CUSTOMERS**
1867

**MILES OF WATER MAINS**
210

**MILES OF SANITARY SEWERS**
48

**ESTABLISHED**
1986

**BOARD OF DIRECTORS**

Jim King, Chairman

Linda Townley, Vice Chair

Doug Schuster, Secretary

Tony Kellar

Deborah Stowers

**Board of Directors meetings are listed on the Authority's website and are held at the Authority's Administration Office in the Don Gordon Conference Room.**

**Etowah Water & Sewer Authority**
**1162 Hwy 53 E Dawsonville GA 30534**
**706-216-8474**
**www.etowahwater.org**

**For Questions, please call 706-216-8474 ext. 234**

# FROM THE GENERAL MANAGER

After adjusting to the long-term impact of COVID-19, in 2022 the Authority was faced with the stark reality of hyper-inflation and severe supply chain issues. These issues led the Authority to change and adapt to meet the growing needs of Dawson County. As you have seen, Dawson County continues to experience unprecedented commercial and residential growth. This growth is driven by our natural environment, an excellent school system and a small-town sense of community.

Past planning and capital improvements have allowed the Authority to provide for the water and wastewater needs of our existing customers as well as new growth and development. The Authority is currently working to expand water and wastewater capacity, construct a drinking water supply reservoir and improve existing infrastructure to meet the future needs of Dawson County.

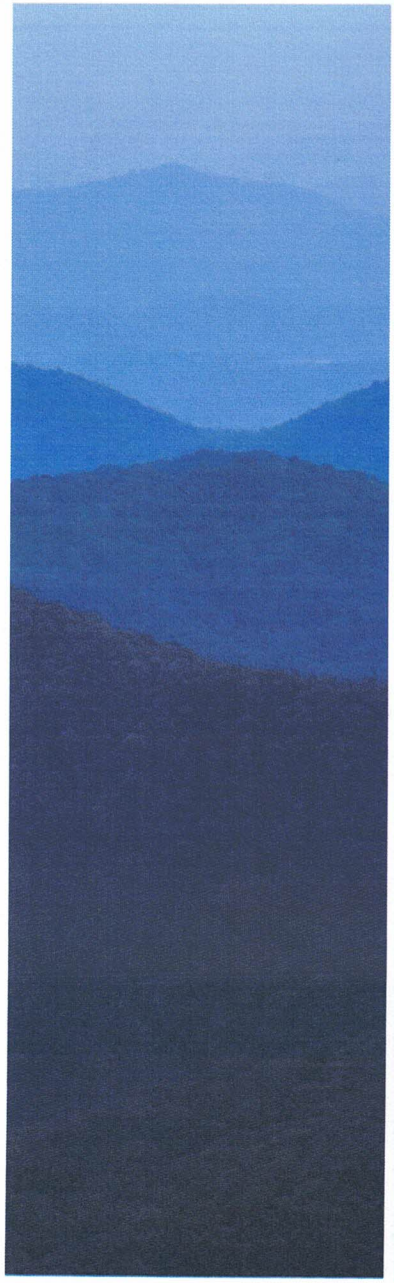
> ***"We are dedicated to providing excellent drinking water, wastewater treatment, environmental protection and service to you, our customers."***

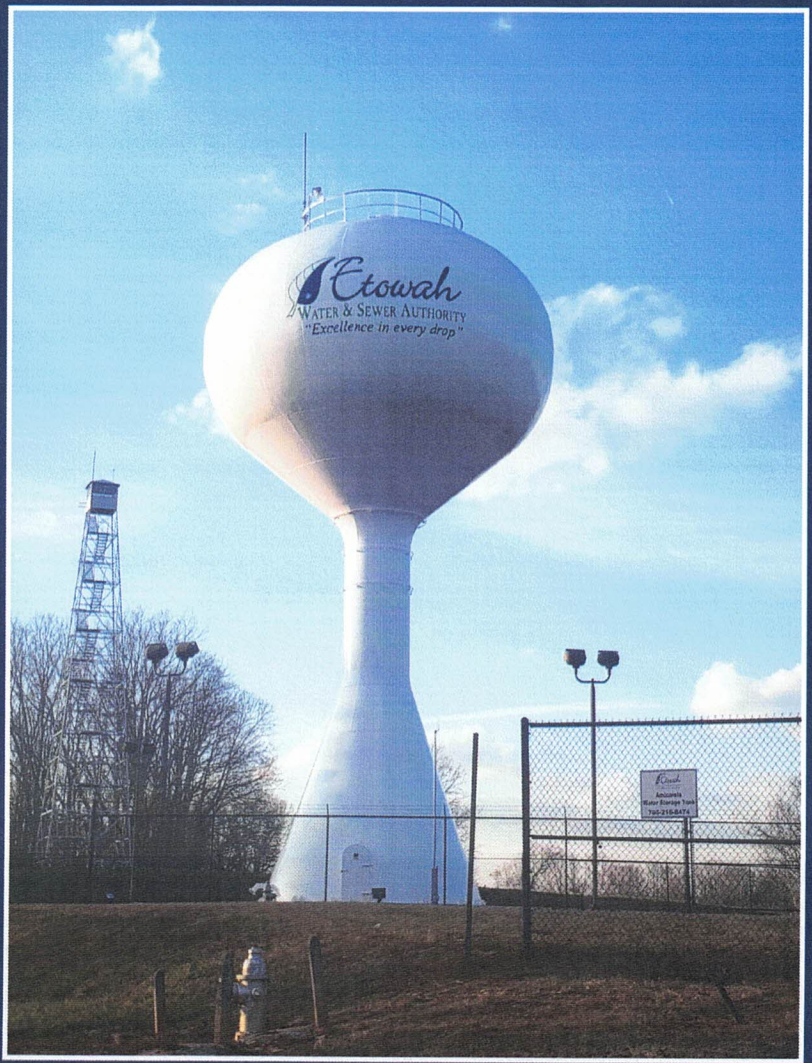
We remain committed to planning ahead to meet the water and wastewater needs of Dawson County. We are dedicated to providing excellent drinking water, wastewater treatment, customer service while protecting our environment. We are blessed to serve you, our customers, and our wonderful community.

Brooke Anderson, P.E.
**GENERAL MANAGER**

# ADMINISTRATION

The Administrative Department interacts with local and state leaders and officials, regulatory agencies, customers, developers, engineers, accountants, attorneys, and others to carry out the business of the Authority as envisioned and approved by the Board of Directors. The Administrative Department also works very closely with all department managers and personnel in helping to meet the daily operational and functional needs within the Authority.





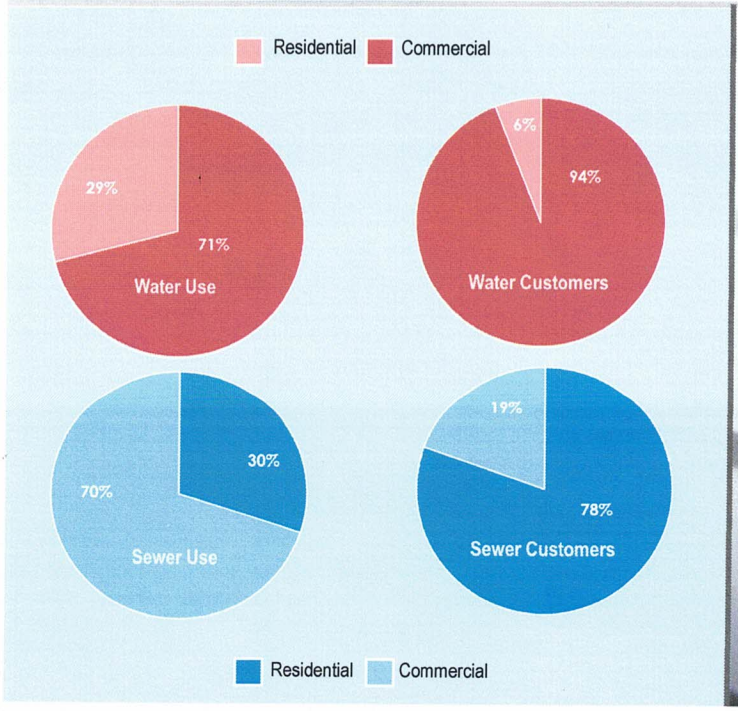
# CUSTOMER SERVICE

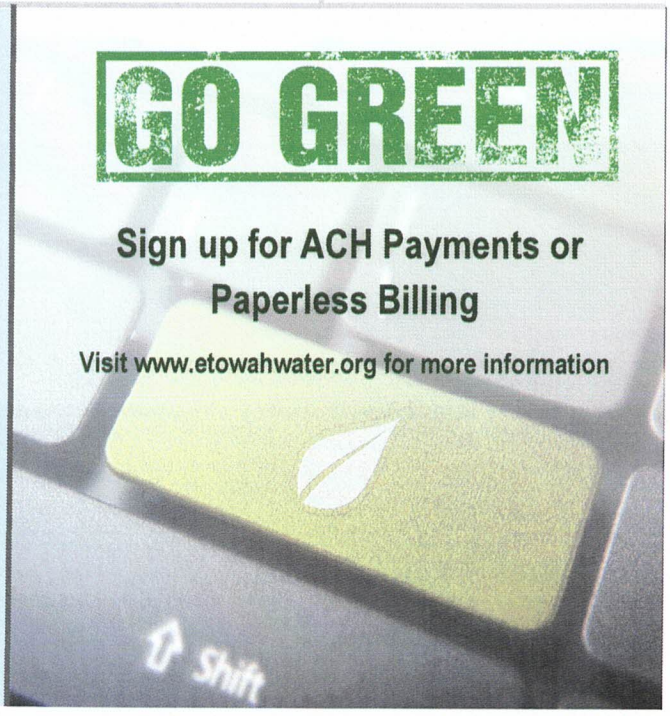
The Customer Service Department bills and processes all payments for water and sewer customers monthly. The Department receives and responds to customer related issues daily including issuing work orders for internal and external staff to investigate issues.

**NEW WATER METER CONNECTIONS**
**474**

**NEW SEWER CONNECTIONS**
**393**

**BILLS PROCESSED**
**83,833**



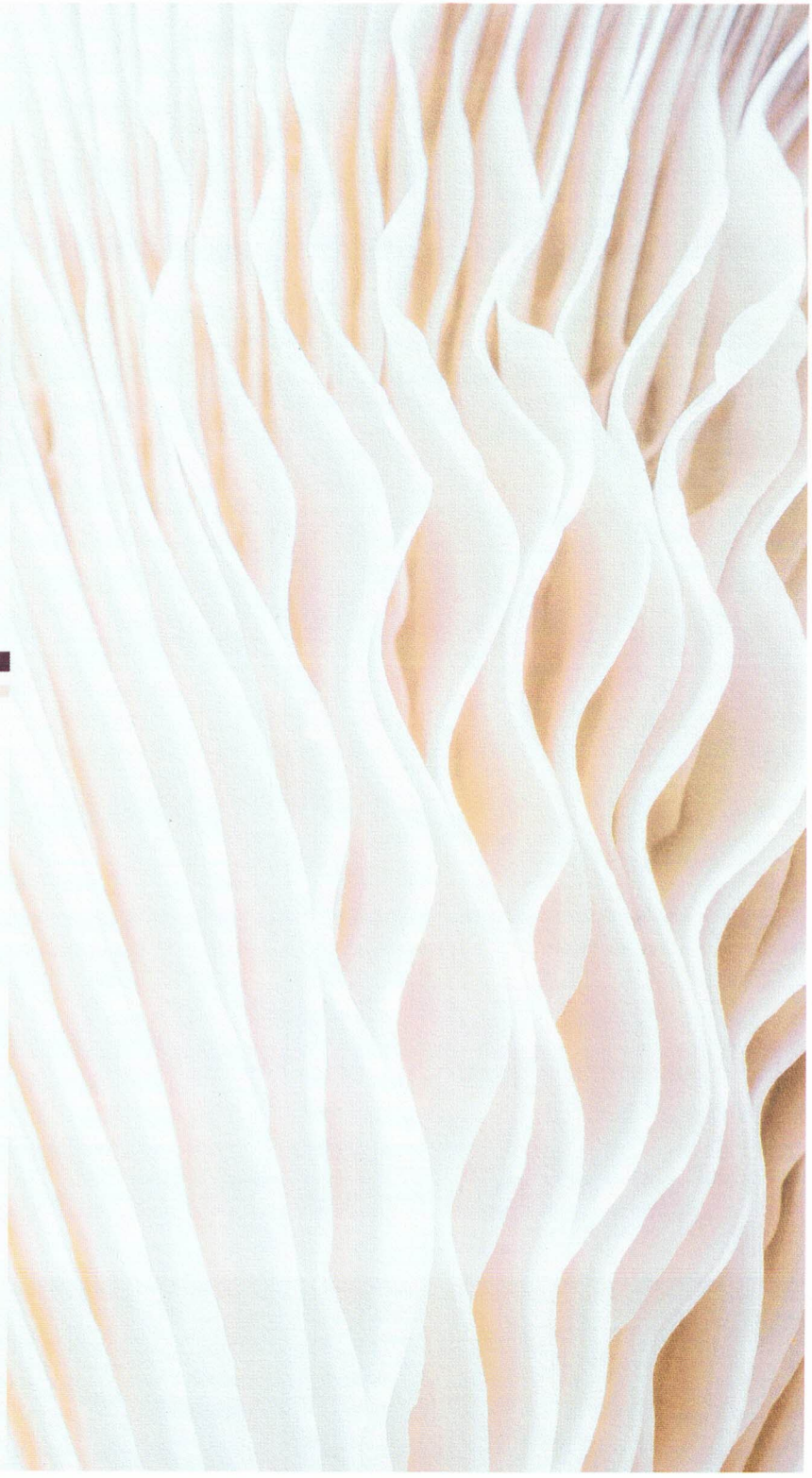
# FINANCE

## Operating Revenue
**$9,813,023**

Awarded the Comprehensive Annual Financial Report Award 16th Consecutive Year

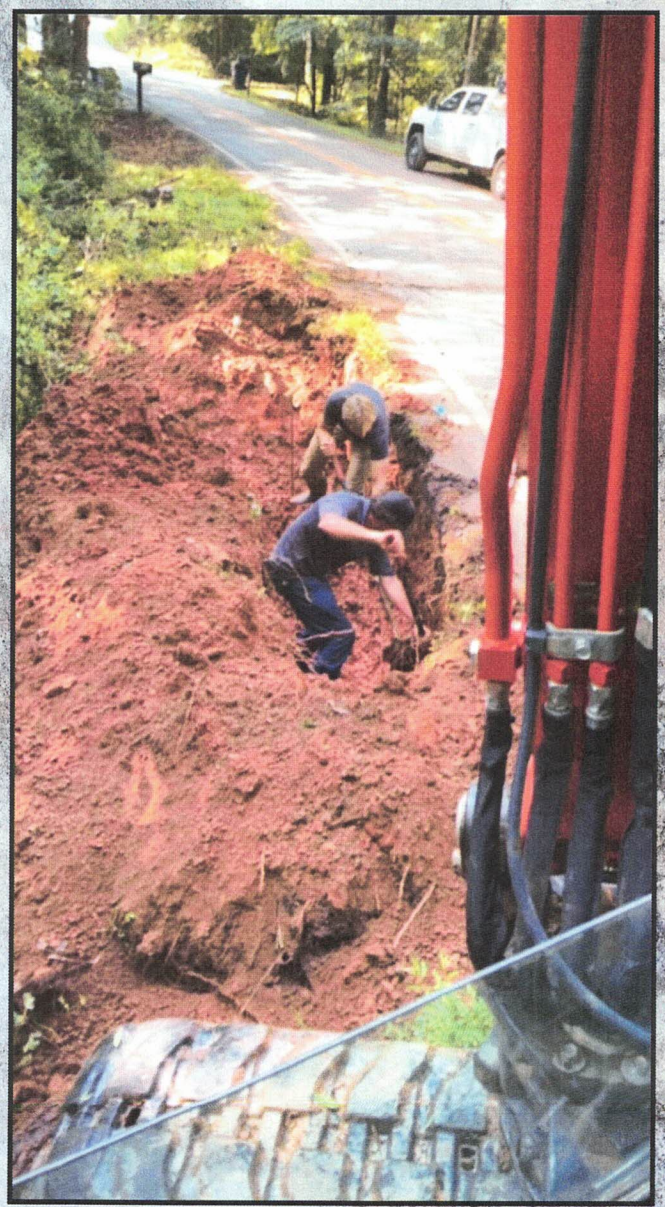
The Financial Department is a partner with all of the Authority's departments in providing administrative, financial, and human resource services in a timely and efficient manner to the benefit of all.

Scan here for Financial Reports



# OPERATIONS

The Operations Department is responsible for maintaining the water distribution and wastewater collections systems. This include 210 miles of water line, 7,223 water services and 1,867sewer services, 48 miles of sewer line, and 762 manholes for the wastewater system.



**811 LOCATES**
**7,997**

**METERS INSTALLED**
**304**

**WORK ORDERS COMPLETED**
**1,496**

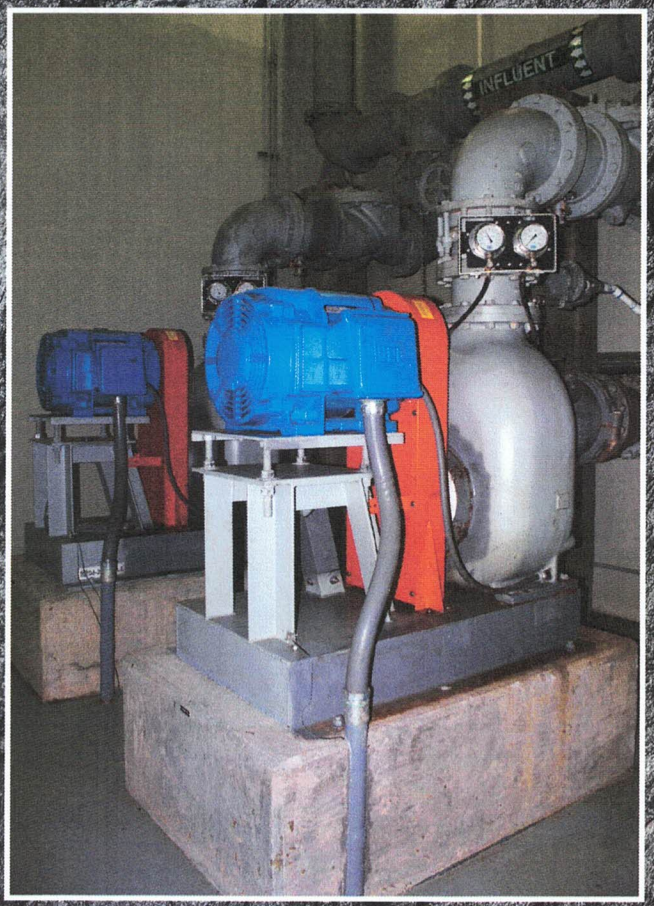
# MAINTENANCE

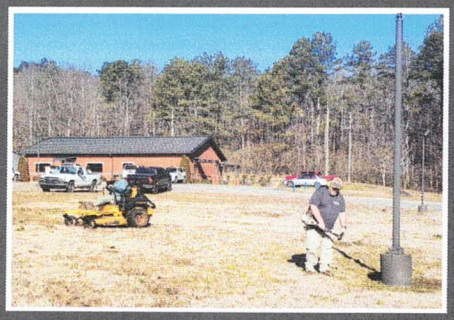
The Maintenance Department is responsible for maintaining water storage tanks and booster pump stations for the water system; and sewerage lift stations for the wastewater system. Also, the department performs repairs and maintenance at Dawson Forest Water Reclamation Facility, Hightower Water Treatment Facility, and the Authority's Administrative Office and ground maintenance of all facilities.

**LIFT STATIONS**
**9**

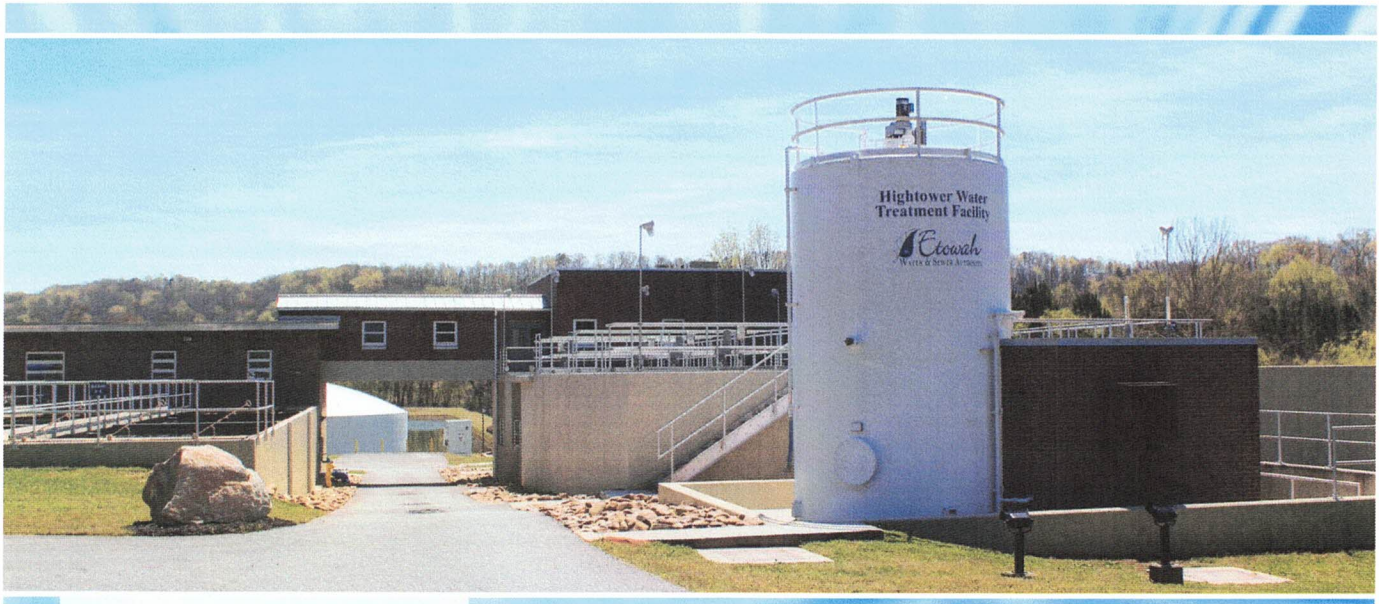
**BOOSTER PUMP STATIONS**
**4**

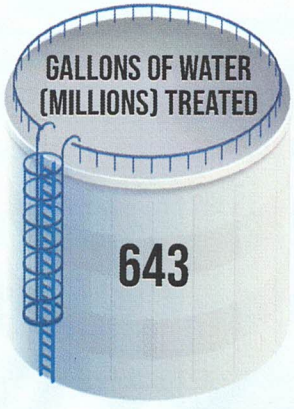
**WATER STORAGE TANKS**
**6**



# HIGHTOWER WATER TREATMENT FACILITY





The Hightower Water Treatment Facility is responsible for withdrawing, treating and providing the highest quality water service to the citizens of Dawson County. This facility has a capacity to treat 5.5 million gallons of water per day. Six Operators staff the facility 24 hours a day year 'round. Staff conducts over two hundred tests each day to ensure the Authority provides the highest quality drinking water to our customers.

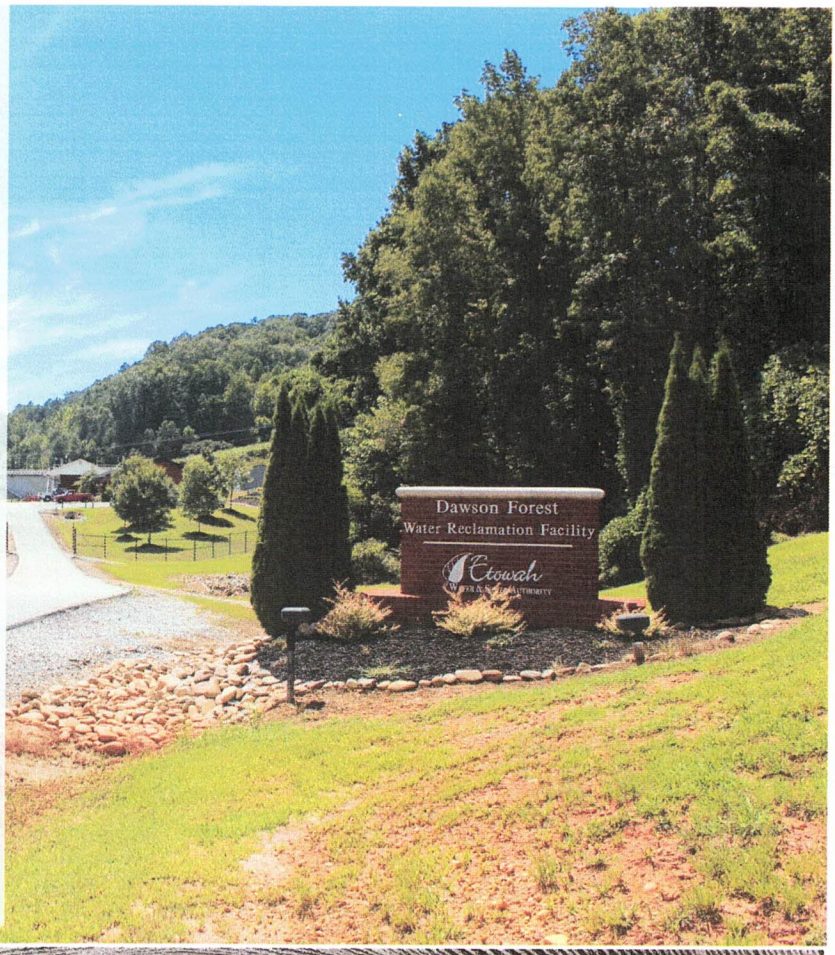
***Awarded the Georgia Association of Water Professionals Certificate of Achievement for 2022***

# DAWSON FOREST WATER RECLAMATION FACILITY

The Dawson Forest Water Reclamation Facility is responsible for treating wastewater for the businesses and citizens of Dawson County. The facility is capable of treating up to 1 million gallons of wastewater per day.

The reclamation facility has three full time employees who oversee all plant operations, monitor the treatment processes, and make adjustments to consistently produce high quality reclaimed water.

*Awarded the Georgia Association of Water Professionals Plant of the Year for 2022*



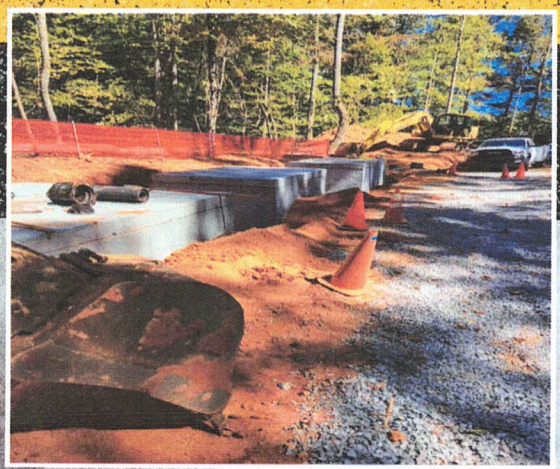

**187**
GALLONS OF WASTEWATER (MILLIONS) TREATED

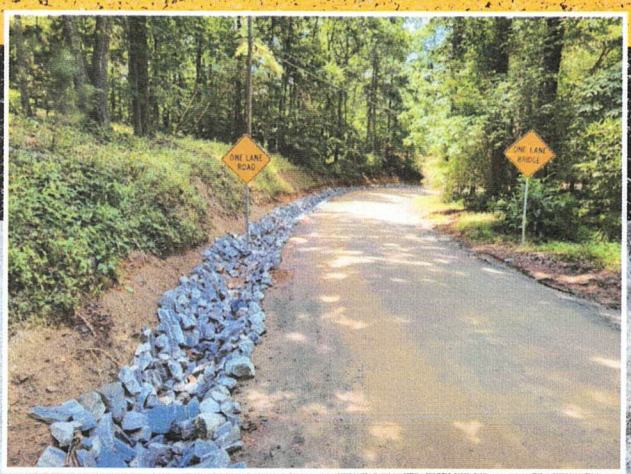
**1.0 MGD**
TREATMENT CAPACITY

**WASTEWATER TREATMENT TESTS PERFORMED**
**6,904**

# ENGINEERING & CONSTRUCTION

The Engineering and Construction Department oversees all engineering and construction activities for Etowah Water and Sewer Authority and assures that water and sanitary sewer extensions are designed and constructed according to the Authority's Water Main and Sanitary Sewer Standard Specifications. The department works with developers, design engineers, and utility contractors on public and private community development projects during project conception, design, plan review, construction, inspections, and final acceptance.





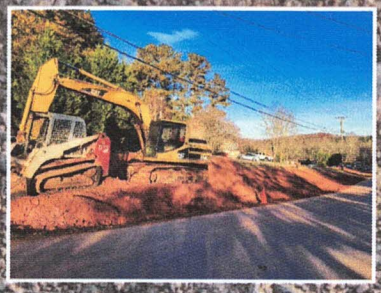

**PLANS APPROVED**
**17**

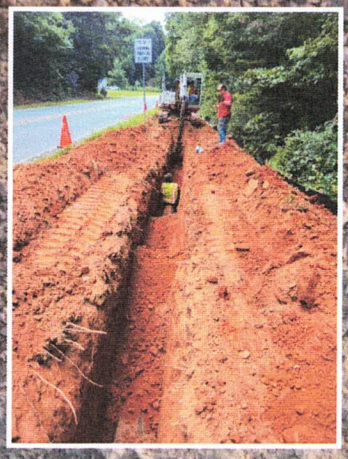
**WATER MAINS INSPECTED**
**22,955 FT**

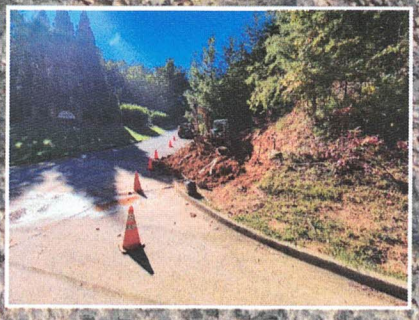
**SANITARY SEWER INSPECTED**
**19,603 FT**

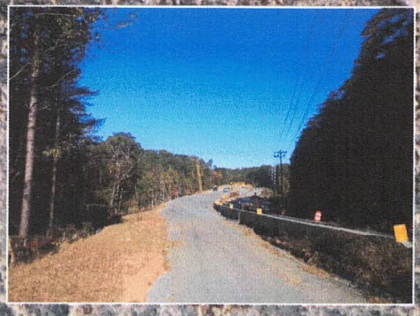
# CAPITAL IMPROVEMENTS

The Authority continually invests in replacing existing infrastructure and building new infrastructure to support the growth of Dawson County.









**Russell Creek Reservoir**

**2021 Water System Improvements**

**Chestatee & Toto Bridge Water Main Improvements**

**Blacks Mill Creek Gravity Sewer Phase I**

**Dawson Forest Road Lift Station & Sanitary Sewer**

**GA 400 Sanitary Sewer Rehabilitation**

**Oakmont Water & Sewer Improvements**

**Thompson Creek Lift Station Rehabilitation**

**2023 Water System Improvements**

**Scada Project**

**Dawson Forest WFR Expansion to 1.25 MGD**

**WATER SYSTEM**
**$1,855,655**

**SEWER SYSTEM**
**$978,126**

# WATER QUALITY REPORT

We are proud to present our annual water quality report covering all testing between January 1, 2022 and December 31, 2022. The Etowah River is the primary source of surface water for the Etowah Water & Sewer Authority's water supply. The Hightower Water Treatment facility performed more than 70,000 tests in 2022 to ensure our customers are receiving high quality drinking water. We are committed to planning and providing excellent drinking water, wastewater treatment and service to you, our customers and providing for the future of Dawson County.

The Etowah Water & Sewer Authority completed a source water assessment which is a study and report itemizing potential sources of water pollution to our surface drinking water supplies and provides the following:

1. Delineation of the water supply watershed for each drinking water intake,
2. Development of an inventory of potential sources of contamination,
3. Determination of the susceptibility of drinking water sources to identified potential sources of contamination, and
4. Increasing the public involvement in and awareness of drinking water watershed concerns.

A Source Water Assessment Plan (SWAP) is available in the Etowah Water & Sewer Authority's Administrative Office.

## WHY ARE THERE 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 radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include: a) Microbial contaminants such as viruses and bacteria which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife. b) Inorganic contaminants such as salts and metals which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming. c) Pesticides and herbicides which may come from a variety of sources such as agriculture, storm water runoff, and residential uses. d) Organic chemical contaminants, including synthetic (man-made) and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gasoline stations, urban storm water runoff, and septic systems. e) Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at 1-800-426-4791

In order to ensure that tap water is safe to drink, the U.S. 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.

For more information about this report, please contact 706-265-3395

# TEST RESULTS FOR CALENDAR YEAR 2022
## WATER SYSTEM ID: GA 0850007

| Substance Unit of measure | Year Sampled | MCL in mg/L | MCLG / MRDLG | Amount Detected | Range Low - High | Violation | Typical Source |
|---|---|---|---|---|---|---|---|
| Chlorine (ppm) | 2022 | 4 | 4 | 1.01 | .4-1.4 | No | Water additive used to control microbes. |
| Flouride (ppm) | 2022 | 4 | 4 | .74 | .50-2.0 | No | Erosion of natural deposits. Water additives that promotes strong teeth; Discharge from fertilizer and aluminum or factories. |
| TTHMs (Total trihalome-thanes) (ppm) | 2022 | .08ppm/ mg/L | | .04 | .01-.11 | No | By-product of drinking water disinfection. |
| Total Organic Carbon (ppm) | 2022 | | | .52 | 0-.69 | No | Naturally present in the environment. |
| Turbidity (NTU) | 2022 | .30 NTU | | .03 | .02-.30 | No | Soil runoff—a measure of the cloudiness of the water. It is a good indicator of the effectiveness of the filtration system. |
| Copper (ppm) | 2022 | AL=1.3 | | .072 | 0-1.3 | No | Corrosion of household plumping. |
| Lead | 2022 | AL=.015 | | 0 | 0.00-.015 | No | Corrosion of household plumbing systems, Erosions of natural deposits. |

### Terms To Know

**AL - Action Level**: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

**MCL (Maximum Contaminant Level)**: 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.

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

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

**MRDLG (Maximum Residual Disinfectant Level Goal)**: 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 contaminants.

**NTU (Nephelometric Turbidity)**: Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

**ppm (parts per million)**: One part substance per million parts water (or milligrams per liter) (mg/L).

**TT**: Treatment technique

**Turbidity**: A measure of the cloudiness of the water and a good indicator of the effectiveness of the filtration system.

This Consumer Confidence Report contains important information about the quality of your drinking water, including detailed results of state and federally mandated tests. In 2022 there were no EPA Safe Drinking Water Act violations to report.