DOUGLASVILLE-DOUGLAS COUNTY WATER AND SEWER AUTHORITY

Annual Report on Drinking Water Quality in Douglas County

2025 CONSUMER CONFIDENCE REPORT

THE AUTHORITY IS PROUD TO INFORM OUR CUSTOMERS THAT WE HAVE HAD ZERO WATER QUALITY VIOLATIONS IN THE ENTIRE HISTORY OF THE ORGANIZATION.

WSA has been supplying the community with the highest quality drinking water possible since 1986.

Douglas County's drinking water supply is surface water drawn from the Dog River Reservoir located in the western section of the county. It is then treated at the Bear Creek Water Treatment Plant. This annual report, called the Consumer Confidence Report (CCR), gives us the opportunity to provide you with a detailed accounting of all the monitoring data gathered from water quality testing during 2024 which went into producing your award-winning drinking water.

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

Georgia Public Water System
I.D. Number 0970000

Acknowledging H20

Water is the backbone of thriving communities in Douglas County and across the country. As our daily lives continue to evolve, consistent access to safe, clean drinking water and efficient wastewater treatment remains one of the most essential pillars of public health in our community, the state, and beyond. The Douglasville-Douglas County Water and Sewer Authority (WSA) continues to deliver these award-winning services to our customers uninterrupted.

Planning for the future of our growing community remains a central focus of our mission. One of the most significant long-term projects currently underway is the expansion of the Dog River Reservoir, a critical initiative that will help secure Douglas County's water supply for generations to come. WSA broke ground on the Dog River Reservoir Expansion Project in June 2025, marking the official start of construction. This milestone represents years of research, permitting, and collaboration with state and federal agencies, all aimed at ensuring adequate water supply during times of drought, meeting the community's increasing water demands while protecting public health and the environment.

This expansion project — the largest public infrastructure project in Douglas County history— will raise the reservoir's water level by 35 feet and increase its storage capacity from 1.9 billion to 6.5 billion gallons. Expanding the reservoir will provide a more robust buffer against increasing and frequent droughts and support the county's growing water supply demand.

Dog River Recreational Complex

The 256-acre Dog River Reservoir currently holds 1.9 billion gallons of water, the County's principal drinking water source. The Recreational Complex was opened in 1994 to allow Douglas County residents to enjoy the area's peace and tranquility. 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 water quality is also why public use of the Reservoir and Recreational Complex is restricted to Douglas County residents, property owners, business owners, and their guests. The Recreational Complex is closed for the duration of the Dog River Reservoir Expansion Project but will reopen upon completion. The expansion — the largest public infrastructure project in Douglas County — will raise the reservoir's water level by 35 feet and increase its storage capacity from 1.9 billion to 6.5 billion gallons.

Source Water Assessments

In 2020, WSA and the Metro North Georgia Water Planning District (MNGWPD) updated a source water assessment to identify potential sources of surface water pollution to the Dog River Reservoir and the Bear Creek Reservoir, a supplemental water supply source. Land use in these watersheds is primarily open/forest or agricultural cropland. The Dog River watershed is a 3.5% impervious surface (change from 5.6%) and has 82 potential pollution sources (change from 57). The Bear Creek watershed is a 6.1% impervious surface (change from 9.7%) and has 26 potential pollution sources (change from 8). To view the Source Water Assessment in its entirety, please visit our website at www.ddcwsa.com. You may also request a physical copy of the report by calling (770) 920-3817.

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 domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and Herbicides:** may come from various sources such as agriculture, urban stormwater runoff, and residential uses.
- **Radioactive Contaminants:** can be naturally occurring or result from oil and gas production and mining.
- **Organic Chemical Contaminants:** include synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can come from gas stations, urban stormwater runoff, and septic systems.

Testing the Quality of Drinking Water

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 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 Environmental Protection Division (EPD) and under the supervision of State-certified operators and laboratory analysts.

A Word About Lead

There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Contact your health care provider for more information about your risks.

What is Lead and Where is it Found?

Lead is a toxic metal that is harmful to human health. We can be exposed to lead through a variety of sources. Sources of lead exposure include:

- lead industry
- lead based paint (e.g., paint chips or dust)
- lead in water
- lead in the air
- lead in soil
- lead in consumer products and food

Even when water entering a facility meets all federal and state public health standards for lead, older plumbing materials in schools and childcare facilities may contribute to elevated lead in their drinking water. Lead can enter drinking water when plumbing materials that contain lead corrode, especially where the water has high acidity or low mineral content that corrodes pipes and fixtures. The most common sources of lead in drinking water are:

- lead pipes or pipes with lead solder
- faucets
- lead fixtures

In homes with lead pipes that connect the home to the water main, also known as lead services lines, these pipes are typically the most significant source of lead in the water. Lead pipes are more likely to be found in older cities and homes built before 1986. Among homes without lead service lines, the most common problem is with brass or chrome-plated brass faucets and plumbing with lead solder.

Safe Drinking Water Act

The Safe Drinking Water Act (SDWA) has reduced the maximum allowable lead content -- that is, content that is considered "lead-free" -- to be a weighted average of 0.25 percent calculated across the wetted surfaces of pipes, pipe fittings, plumbing fittings, and fixtures and 0.2 percent for solder and flux. Lead levels may vary and therefore lead exposure is possible even when tap sampling results do not detect lead at one point in time.

Lead and Your Health

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. The Douglasville-Douglas County Water and Sewer Authority is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when

SHOULD I BE WORRIED ABOUT LEAD IN MY 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. 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) 426-4791 or at www.epa.gov/safewater/lead.**

your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact the Douglasville-Douglas County Water and Sewer Authority at (770) 949-7617. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead.

Important Steps You Can Take to Reduce Lead in Drinking Water

Below are recommended actions that a person may take, separately or in combination, if they are concerned about lead in their drinking water. The list is not intended to be exhaustive or to imply that all actions equally reduce lead from drinking water.

- **Run your water.** The more time water has been sitting in pipes, the more lead it may contain. Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes. The amount of time to run the water will depend on whether your home has a lead service line or not, and the length of the lead service line. Residents should contact their water utility for recommendations about flushing times in their community.

- **Lead in hot water is a health concern because lead dissolves more easily in hot water than cold water.** This means that hot water from the tap is more likely to contain lead and should not be used for drinking, cooking, or making baby formula. Use only cold water for drinking, cooking and making baby formula. ***Remember, boiling water does not remove lead from water.***

- **Point of use (POU), or filter, units are commercially available and can be effective in removing lead.** Use your filter properly.
  - *If you use a filter, make sure you use a filter certified by an American National Standards Institute accredited certifier to reduce lead.*
  - *Read the directions to learn how to properly install and use your cartridge and when to replace it.*
  - *Using the cartridge after it has expired can make it less effective at removing lead.*
  - *Do not run hot water through the filter.*

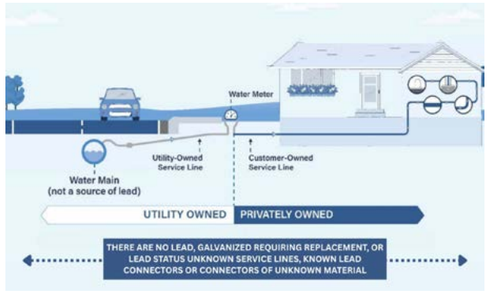
- **Clean your aerator.** Regularly clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.

- **Replacement of outlets.** If the sources of lead contamination are localized and limited to a few outlets, replacing these outlets or upstream components may be the most practical solution.

- **Provide bottled water.** This can be an expensive alternative but might be warranted for pregnant persons, infants, and young children.

Get Your Child Tested to Determine Lead Levels in His or Her Blood

A family doctor or pediatrician can perform a blood test for lead and provide information about the health effects of lead. State, city or county departments of health can also provide information about how you can have your child's blood tested for lead. The Centers for Disease Control and Prevention recommends that public health actions be initiated when the level of lead in a child's blood is 3.5 micrograms per deciliter (µg/dL) or more.



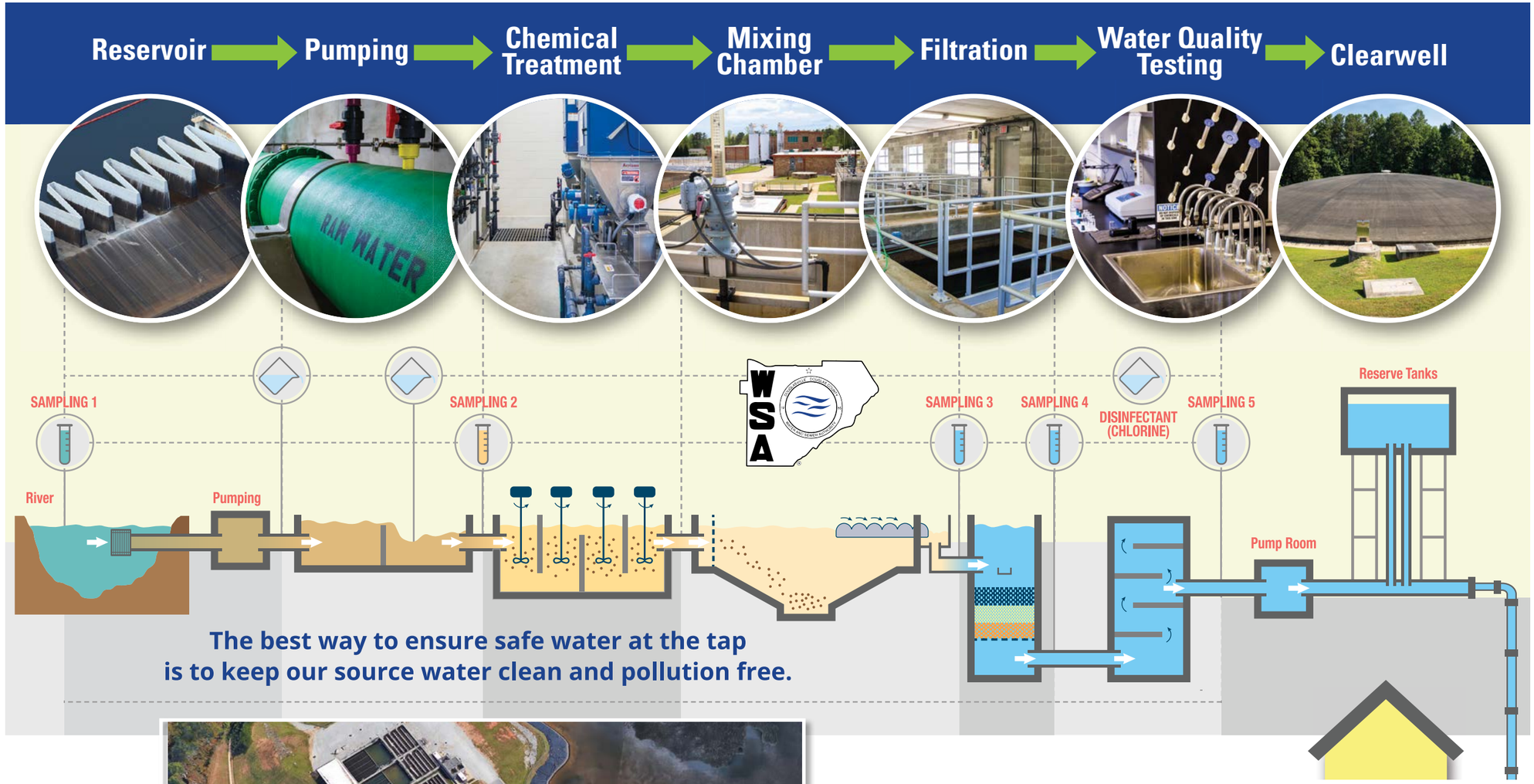
Service Line Inventory

The Douglasville-Douglas County Water and Sewer Authority has compiled a service line inventory and found no lead service lines, galvanized requiring replacement, lead status unknown service lines, known lead connectors, or connectors of unknown material in our distribution system. To view our service line inventory, visit https://ga-epd.120water-ptd.com/.

Testing Lead in Your Water

The Douglasville-Douglas County Water & Sewer Authority began a five-year lead testing program in 2025, which works with all public/private schools and childcare facilities served by WSA to test the water consumed at these locations for lead as required under EPA's Lead & Copper Regulations. WSA will test a minimum of 20% of these sites each year and will report these results to the schools, EPA, and the local and state departments of public health. This testing will conclude by December 31, 2029. For more information on this testing performed in this program, please contact your local school or childcare facility.

WATER PURIFICATION PROCESS



The best way to ensure safe water at the tap is to keep our source water clean and pollution free.

Your community's drinking water has met or exceeded all safety and quality standards set by the State of Georgia and the USEPA.

Reservoir
The water treatment process starts at the Dog River Reservoir, a 256-acre lake that supplies all of Douglas County's drinking water.

Pumping
Around 12 million gallons a day of raw water from the reservoir are pumped to our award-winning Bear Creek Water Treatment Plant, where contaminants are removed.

Chemical Treatment
The treatment process continues with the addition of various chemicals, such as alum, potassium permanganate, and activated carbon, to reduce harmful pollutants.

Mixing Chamber
Next, water heads to the baffled chambers for mixing. During this process, water undergoes flocculation, where microscopic impurities begin sticking together to form large particles that can be removed during the sedimentation process.

Filtration
In the filtration basin, water passes through layers of coal, sand, and garnet to remove remaining solids and ensure the water has good turbidity (a measure of clearness). Other disinfectants are added, ensuring the water leaving the plant has been adequately disinfected and is safe to drink.

Water Quality Testing
The laboratory conducts hundreds of tests daily to ensure Douglas County's water complies with all federally mandated water quality standards.

Clearwell
Treated water is stored in clearwells before entering the distribution system for delivery to homes and businesses throughout Douglas County.

WHAT DO I HAVE TO DO WITH POLLUTING WATER?

Even if you live miles away from a river, stream, or lake you may be contributing to water pollution without even knowing it. Pollutants coming from our homes and many other sources contribute to urban nonpoint pollution, a growing problem not just in Douglas County, but all across the state. A few examples of urban nonpoint pollution include pet waste, sediment, used motor oil, garden chemicals, paint, and chemicals we might use in our home for cleaning. 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. Make sure you are disposing of urban nonpoint pollution correctly to keep our waterways safe and healthy.

CCR Definitions

- **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 the MCLGs as feasible using the best available treatment technology.
- **Maximum Contaminant Level Goal (MCLG):** The level of a contaminant below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **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.
- **Milligrams per Liter (mg/L):** One milligram per liter is equivalent to one minute in 2 years or one penny in 10 thousand dollars.
- **N/A:** Not Applicable
- **ND:** None Detected
- **Nephelometric Turbidity Unit (NTU):** 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% of turbidity samples must be less than or equal to 0.30 NTU. None may exceed 1 NTU.
- **Treatment Technique (TT):** A required process intended to reduce the level of contaminants in drinking water.

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While WSA tests for hundreds of contaminants in your water, only a few were detected in 2024, and none pose a significant health risk. WSA also monitors for unregulated parameters to assist the EPA in determining where certain contaminants occur and 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 and Georgia Environmental Protection Division's laboratories.

Table of Contaminants

INORGANIC CONTAMINANTS

Contaminant (units)	MCL	MCLG	Average Level Detected (Range Detected)	Pass?	Major Sources
Fluoride (mg/L)	4	4	0.86 mg/L (0.79 - 0.94 mg/L)	Yes	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (mg/L)	10	0	0.28 mg/L (0.28 mg/L)	Yes	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits

LEAD AND COPPER MONITORING

Contaminant (units)	MCL	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)***	Yes	Corrosion of household plumbing systems; erosion of natural deposits
Copper (ug/L)	1300**	1300	140 ug/L (0 samples exceeded the AL)***	Yes	

VOLATILE ORGANIC CONTAMINANTS (REGULATED)

Contaminant (units)	MCL	MCLG	Highest Rolling Average (Range Detected)	Pass?	Major Sources
Total Trihalomethanes (ug/L)	80*	NA	53.7 ug/L (23.7 - 75.8 ug/L)	Yes	By-product of drinking water disinfection
Total Haloacetic Acids (ug/L)	60*	NA	41.7 ug/L (27.0 - 64.4 ug/L)	Yes	

Contaminant (units)	MCL	MCLG	Average Removal Ratio (Range Detected)	Pass?	Major Sources
Total Organic Carbon	TT =>1.0	NA	1.25 (1.17 - 1.44)	Yes	Naturally present in environment; soil runoff

VOLATILE ORGANIC CONTAMINANTS (UNREGULATED)

Contaminant (units)	MCL	MCLG	Average and Level Detected	Pass?	Major Sources
Bromodichloromethane (ug/L)	NA	NA	2.1 ug/L	Yes	By-product of drinking water disinfection
Chlorodibromomethane (ug/L)	NA	NA	None Detected	Yes	
Chloroform (ug/L)	NA	NA	17.0 ug/L	Yes	

TURBIDITY

Parameter	MCL	MCLG	Highest Level Detected/ Lowest % of Samples <= 0.30 NTU	Pass?	Major Sources
Turbidity (NTU)	TT	NA	0.17/100%	Yes	Soil runoff

MICROBIOLOGICAL CONTAMINANTS

Parameter	MCL	MCLG	Highest Monthly % of Positive Samples	Pass?	Major Sources
Total Coliform Bacteria	=>5%+ positive samples during a monthly testing period	0 positive samples during a monthly testing period	0.0%	Yes	Coliform bacteria are naturally present in the environment
E. coli	1	0	0	Yes	Human or animal fecal waste

FREE CHLORINE RESIDUAL

Contaminant (units)	MCL	MCLG	Average Value	Pass?	Major Sources
Free Chlorine Residue (mg/L)	4	NA	1.13 mg/L	Yes	Chemical added for disinfection

The Unregulated Contaminant Monitoring Rule requires water systems to collect samples on a five-year schedule. The results are used to help the Environmental Protection Agency make decisions regarding future regulations for any contaminants tested.30 contaminants were tested including 29 per-and polyfluoroalkyl substances(PFAS) and Lithium between 2023-2025. Of the contaminants tested, none of the contaminants were detected.

For more information on how to access these reports, please contact Mike Henry at (770) 949-7617 or mhenry@ddcwsa.com

* MCL based on rolling 4QRT average for each sample point

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

*** Samples collected June 1 through September 30, 2024.

Serving Our Community

Spring Open House

Adopt-A-Road

Youth Leadership Douglas

Sweep the Hooch

Taste of Douglasville

Douglasville Jingle Jamboree and Parade

WSA's Committment

At WSA, we are deeply committed to public education and outreach, meeting people where they are. We proudly celebrate the efforts of our dedicated employees who volunteer their time and expertise to serve as ambassadors at various outreach events. We call these individuals "Community Heroes." In 2024, approximately 80 employees volunteered at more than 45 community outreach events! Whether we're at big community events like Taste of Douglasville and the Chili Cook-Off, speaking in local classrooms, or helping clean up through programs like Sweep the Hooch and Adopt-A-Road, our team is always looking for ways to connect with and give back to the community.

One example of this commitment is our H2O-To-Go program, which provides free, ice-cold tap water at public events throughout the year. This initiative has helped divert thousands of single-use plastic bottles from local landfills and is also a powerful educational tool. By staffing the H2O-To-Go stations with knowledgeable WSA employees, we can answer questions, promote water conservation, and correct common misconceptions. Community engagement isn't just an initiative for us: it's part of who we are.

Facility Tours

In addition to our spring and fall open houses, which we host every year, WSA offers a unique opportunity for the community to visit and tour our award-winning plants, the Bear Creek Water Treatment Plant and South Central Wastewater Treatment Plant, throughout the year! See the innovative technologies we use to treat source water and meet the operations and lab staff who work 24/7 to ensure that Douglas County residents and businesses have access to safe, clean drinking water. For more information on our Facility Tours, please email our Communications Coordinator, Krystal Horne, at AskWSA@ddcwsa.com.

WHY ARE THERE CONTAMINANTS IN DRINKING WATER?

As water travels over the surface of land or through the ground, it dissolves naturally occurring minerals and picks up pollutants from the presence of human or animal activity. This polluted water continues to travel into rivers, lakes, streams, ponds, reservoirs, springs, and wells (all of which can be a source of drinking water!) 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 the water poses a health risk.

More information on contaminants may be obtained by calling the **Environmental Protection Agency's Safe Drinking Water Hotline at (800) 426-4791.**

Award-Winning Service to Our Community

WSA is committed to providing our community with dependable, high-quality water, wastewater, and stormwater services. Below are just a few of the recent awards that WSA has won:

- Georgia Association of Water Professionals (GAWP) Water Reclamation Facility of the Year for South Central Wastewater Treatment Plant
- Georgia Association of Water Professionals (GAWP) Best Operated Water Plant of the Year Certificate of Achievement for Bear Creek Water Treatment Plant
- Georgia Association of Water Professionals (GAWP) Drinking Water Facility Platinum Award for Bear Creek Water Treatment Plant
- Georgia Association of Water Professionals (GAWP) Wastewater Facility Platinum Award for South Central Wastewater Treatment Plant

GAWP Water Reclamation Facility of the Year

Dog River Reservoir Expansion Groundbreaking Ceremony

Are You Interested In Learning More About Water Resources In Douglas County?

Whether you are a student who needs assistance with a science project, a teacher who needs help facilitating a water-related lesson, or a community group (homeowners associations, senior groups, churches, civic organizations, etc.) dealing with a specific water issue, WSA is here to help. Contact Communications Coordinator Krystal Horne at (770) 949-7617 or AskWSA@ddcwsa.com to get informed and involved with the world of water where you live, work, and play.

For Additional Information

If you would like more information about this report or the quality of your drinking water, please contact Water Operations Manager Mike Henry at (770) 949-7617 or mhenry@ddcwsa.com.

WSA Board Meeting

WSA's Board of Directors welcomes the public to attend our Board Meetings. Regular board meetings occur at 5:30 p.m. on the second and fourth Tuesday of the month. Work Session meetings occur at 5:30 p.m. on the last Monday of the month. For more information on board agendas, meeting minutes, or meeting procedures, please visit our website at www.ddcwsa.com/about/board-of-directors or scan the QR code.

Cindy Fedack
Chairman

Nia Brown
Vice-Chairman

John Dean
Board Member

E. John Citizen
Board Member

Mark Adams
Board Member

Romona Jackson Jones
Douglas County Board of Commissioners

Rochelle Robinson
Mayor, City of Douglasville

Helen McCoy
Secretary-Treasurer

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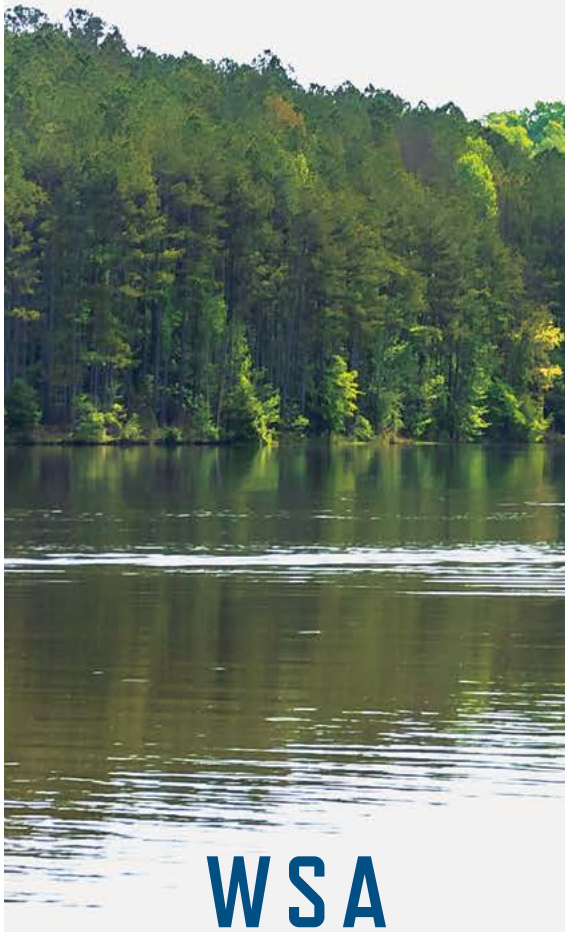
NOTICE: Although WSA's water meets all guidelines for quality, some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those with cancer who are undergoing chemotherapy, persons who have undergone organ transplants, people with 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 at (800) 426-4791**.

2025 CONSUMER CONFIDENCE REPORT



WSA

Douglasville-Douglas County Water and Sewer Authority

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Office Hours

7:30 am - 5:30 pm Monday - Friday