

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

2026 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.



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 2025 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

**WSA HAS BEEN SUPPLYING
THE COMMUNITY WITH THE
HIGHEST QUALITY DRINKING
WATER POSSIBLE SINCE 1986.**



ACKNOWLEDGING H2O

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.

SOURCE WATER ASSESSMENTS

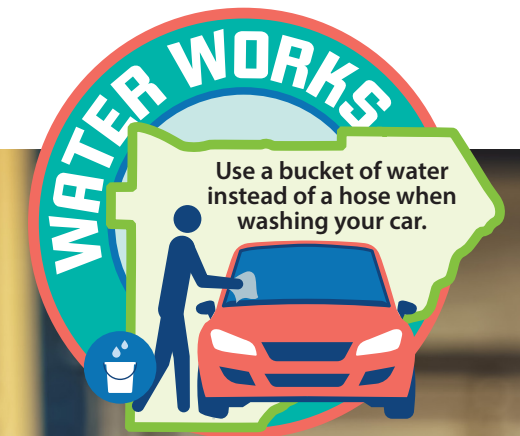
IN 2020, WSA AND THE METRO NORTH GEORGIA WATER PLANNING DISTRICT (MNGWPD) updated a source water assessment to identify potential sources of surface water pollution to the Dog River Reservoir and the Bear Creek Reservoir, a supplemental water supply source. Land use in these watersheds is primarily open 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) 949-7617.

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.



SAFE DRINKING WATER ACT

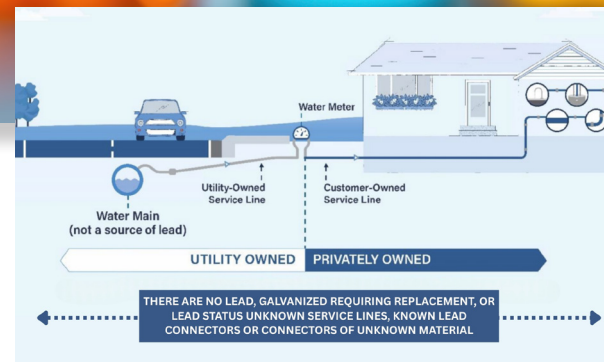
THE SAFE DRINKING WATER ACT (SDWA) HAS REDUCED THE MAXIMUM ALLOWABLE LEAD CONTENT -- that is, content that is considered "lead-free" -- to be a weighted average of 0.25 percent calculated across the wetted surfaces of pipes, pipe fittings, plumbing fittings, and fixtures and 0.2 percent for solder and 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 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 www.epa.gov/safewater/lead.

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.

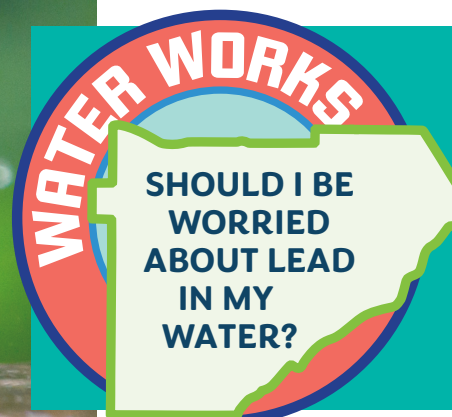


TESTING LEAD IN YOUR WATER

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 the testing performed in this program, please contact your local school or childcare facility.

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/#county>.



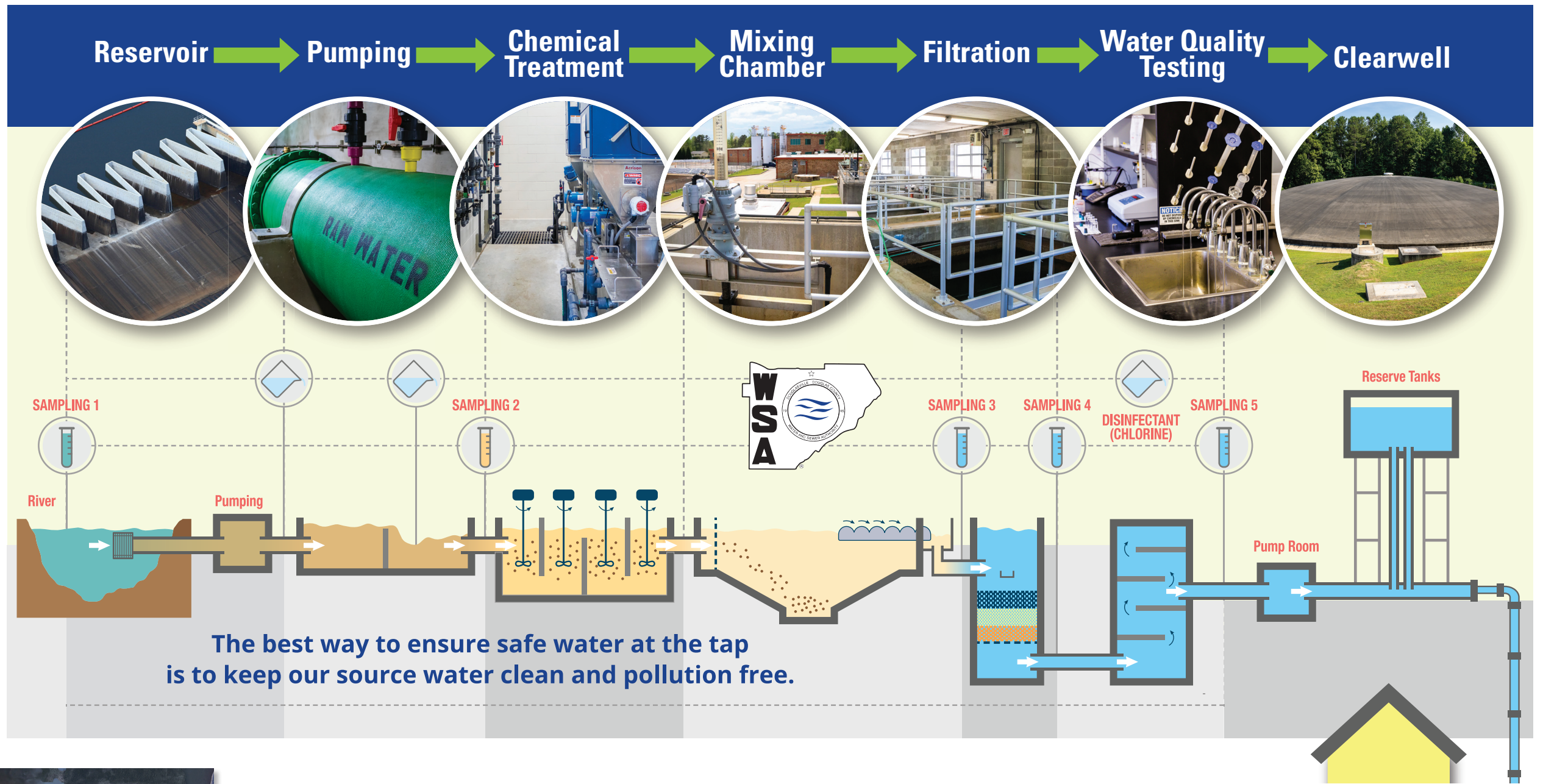
If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. WSA is responsible for providing high quality drinking water but 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.

WATER PURIFICATION PROCESS



YOUR COMMUNITY'S DRINKING WATER HAS MET OR EXCEEDED ALL SAFETY AND QUALITY STANDARDS SET BY THE STATE OF GEORGIA AND THE USEPA.



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



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

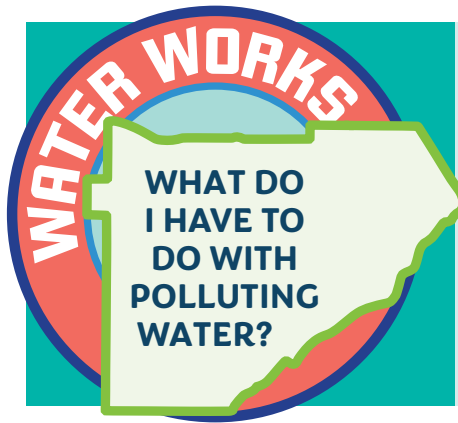
The laboratory conducts hundreds of tests daily to ensure Douglas County's water complies with all federally mandated water quality standards.

CLEARWELL

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



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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.

WHILE WSA TESTS FOR HUNDREDS OF CONTAMINANTS IN YOUR WATER, ONLY A FEW WERE DETECTED IN 2025, 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.

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.
- **PPB:** Parts per Billion
- **PPM:** Parts per Million
- **Treatment Technique (TT):** A required process intended to reduce the level of contaminants in drinking water.

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.

TABLE OF CONTAMINANTS

INORGANIC CONTAMINANTS					
Contaminant (units)	MCL	MCLG	Average Level Detected (Range Detected)	Violation	Major Sources
Fluoride (mg/L)	4	4	0.86 mg/L (0.73 - 0.95 mg/L)	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (mg/L)	10	0	0.44 mg/L (0.44 mg/L)	No	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits

VOLATILE ORGANIC CONTAMINANTS (REGULATED)					
Contaminant (units)	MCL	MCLG	Highest Rolling Average (Range Detected)	Violation	Major Sources
Total Trihalomethanes (ug/L)	80*	NA	51.1 ug/L (41.4 - 51.1 ug/L)	No	By-product of drinking water disinfection
Total Haloacetic Acids (ug/L)	60*	NA	40.2 ug/L (33.0 - 40.2 ug/L)	No	

Contaminant (units)	MCL	MCLG	Average Removal Ratio (Range Detected)	Violation	Major Sources
Total Organic Carbon	TT =>1.0	NA	1.12 (1.00 - 1.24)	No	Naturally present in environment; soil runoff

VOLATILE ORGANIC CONTAMINANTS (UNREGULATED)					
Contaminant (units)	MCL	MCLG	Average and Level Detected	Violation	Major Sources
Bromodichloromethane (ug/L)	NA	NA	3.8 ug/L	No	By-product of drinking water disinfection
Chlorodibromomethane (ug/L)	NA	NA	1.0 ug/L	No	
Chloroform (ug/L)	NA	NA	9.4 ug/L	No	

TURBIDITY					
Parameter	MCL	MCLG	Highest Level Detected/ Lowest % of Samples <= 0.30 NTU	Violation	Major Sources
Turbidity (NTU)	TT	NA	0.12/100%	No	Soil runoff

MICROBIOLOGICAL CONTAMINANTS					
Parameter	MCL	MCLG	Highest Monthly % of Positive Samples	Violation	Major Sources
Total Coliform Bacteria	=>1%+ positive samples during a monthly testing period	0 positive samples during a monthly testing period	0.0%	No	Coliform bacteria are naturally present in the environment
E. coli	1	0	0	No	Human or animal fecal waste

FREE CHLORINE RESIDUAL					
Contaminant (units)	MCL	MCLG	Average Value	Violation	Major Sources
Free Chlorine Residue (mg/L)	4	NA	1.13 mg/L	No	Chemical added for disinfection

LEAD AND COPPER RANGE DATA								
Contaminant (units)	Sample Date	MCLG	Action Level (AL)	90th Percentile Value (Number of Samples Exceeding AL)	Range Low Units	Range High Units	Violation	Major Sources
Lead (ug/L)	2025	0.00	15**	2.3 ug/L (1 sample exceeded the AL)***	0.00 ug/L	31 ug/L	No	Corrosion of household plumbing systems; erosion of natural deposits
Copper (mg/L)	2025	1.3	1.3**	.16 mg/L (0 samples exceeded the AL)***	0.002 mg/L	0.33 mg/L	No	

* 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. *** The 90th percentile sample result must be below the Action Level to maintain compliance with the Lead and Copper rule.

The individual Residential Lead and Copper results are available upon request. Please contact Mike Henry @ 770-949-7617 for more information. Residential Lead and Copper testing is conducted every three years.

SERVING OUR COMMUNITY



WSA'S COMMITMENT

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, O'Cion Rankin, at AskWSA@ddcwsa.com.



AWARD-WINNING SERVICE TO OUR COMMUNITY



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 O'Cion Rankin 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.



2026 CONSUMER CONFIDENCE REPORT

Cindy Fedack
Chairman

Mark Adams
Board Member

Angelia O'Neal
Board Member

Romona Jackson Jones
Douglas County Board of Commissioners

John Dean
Vice-Chairman

Rochelle Robinson
Mayor, City of Douglasville

E. John Citizen
Board Member

Helen McCoy
Secretary-Treasurer



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DOUGLASVILLE-DOUGLAS COUNTY WATER AND SEWER AUTHORITY

8763 Hospital Drive, Douglasville, GA 30134
(770) 949-7617 • www.ddcwsa.com

OFFICE HOURS

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



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 or at www.epa.gov.

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.**

