Augusta Utilities

Drinking Water Quality Report 2023

English, Korean, and Spanish versions of this CCR, as well as previous years, are located at: www.augustaga.gov/751/Consumer-Reports

Descargar este Informe en Español.

Español

한국어 다운로드

한국어

Printed Copies

To request a printed copy of the CCR, contact us at (706) 821-4237.

Water Quality Questions?

Call our water quality lab Monday-Friday from 7 A.M. to 3 P.M. at (706) 821-4237 or after hours and weekends at (706) 842-3060.

System ID #2450000

Contents

A Message from the Director

I am pleased to present our annual Consumer Confidence Report covering the 2023 calendar year. Again this year we have continued to meet compliance requirements for our operating permits, and are pleased with the high quality of water we are able to provide to our customers.

The year 2023 saw improvements in the overall water sector, and while prices have been rising, availability of parts, and supplies has continuously improved. This has allowed a better strategic positioning for the next 5-year period. We are still in the midst of finalizing capital projects, but anticipate that you'll see some of the following in 2024:

- We continue to perform maintenance and clearing at the Augusta Canal, which provides approximately half of our daily water supply and is a very high-quality source. We recommend a visit to walk the towpath and enjoy the views of the Canal and Savannah River.
- We will begin rollout of the Automated Metering Infrastructure program this fall. This will allow us to read water meters electronically 4 times per day and allow for leak detection and alerting on high water bills before they become problematic. We will replace about 1/5th of the water meters per year, and plan to complete the overall project in 5 years.
- Industrial Expansion continues in all areas in our industrial parks. The Corporate Park along Highway 56 will see the startup of several key industries, and we will be providing the water and sewer infrastructure to keep them running at full capacity.
- We are currently conducting filter upgrades at the water plants, which will allow continuous high-quality, high-volume water production at those facilities.
- We will begin the Travis-Boykin Rd Sewer project, which was funded at the 80% level by Congressionally Directed Spending funds from Senator Warnock's office. That project will bring sewer to approximately 250 residents along the Windsor Spring Rd corridor who do not currently have public sewer available.

The staff of Augusta Utilities is highly qualified and dedicated to our mission of providing outstanding water and wastewater services to Augusta's citizens and visitors. We look forward to continued improvements and growth in the year to come. Please feel free to contact me at (706) 312-4160 or WByne@augustaga.gov if you have questions or comments.

Wes Byne, P.E.
Director, Augusta Utilities

Water Is Life
AUGUSTA UTILITIES

Important Health Information

To ensure that tap water is safe to drink, the Georgia Environmental Protection Division (GaEPD) and U.S. Environmental Protection Agency (EPA) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration and GaEPD regulations establish limits for contaminants in bottled water that must provide the same protection for public health. All drinking water, including bottled water, may 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 are available by calling the EPA's Safe Drinking Water Hotline (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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. USEPA/Centers for Disease Control (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 (1-800-426-4791).

Substances Found in Source Water

Drinking water (both tap and bottled water) sources 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. It can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be 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 water 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 agricultural, urban storm water 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 storm water runoff, and septic systems.

Radioactive contaminants: which can be naturally occurring or the result of oil and gas production and mining activities.

• 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 Environmental Protection Agency's Safe Drinking Water Hotline (1-800-426-4791)

Source Water Information

Augusta-Richmond County customers are fortunate because we enjoy an abundant water supply from 2 sources. The Highland Avenue Water Treatment Plant draws water from the Savannah River. The water is pumped via the Historic Augusta Canal Pumping Station to our reservoirs, which hold about 125 million gallons of water. The Max Hicks Plant gets water from the Savannah River as well, and provides 15 million gallons of water to our customers in South Richmond County. Our second water source comes from wells pulling water from the Cretaceous Aquifer hundreds of feet below ground in South Augusta. Combined, our treatment facilities provide about 15.5 billion gallons of drinking water every year.

Source Water Assessment

The Federal Safe Drinking Water Act was amended in 1996 and required states to develop and implement source water assessment programs to analyze existing and potential threats to the quality of public drinking water throughout the state. Parsons Engineering Science, Inc. was contracted by Augusta Utilities Department to assess susceptibility of the source water intake in 2001.

The susceptibility matrix showed more than half of the potential pollutant sources in the study area are ranked low priority. Based on the potential pollutant source rankings developed according to the EPA guidelines and engineering principles, the overall susceptibility of the intake was determined to be low. In addition, the water quality samples collected as part of the information collection rule (ICR) indicated the source water is free of biological contaminants. This ranking means that according to protocol set by the EPA, the intake has an overall low susceptibility to the sources of pollution documented. Considering potential for contamination by various pollutant sources, this is the most favorable ranking that the intake can receive.

GaEPD required Augusta Utilities to start sending source water samples to them for cryptosporidium testing, which started in January of 2012 and ended in September of 2013. During the 21 month monitoring period, we are happy to announce that there were no cryptosporidium found in our source waters coming from the Augusta Canal and the Savannah River. If you are interested in viewing the results, please contact the Water Quality Manager by calling (706) 828-7107.

Bring Down Your Bill by Stopping Leaks

Unseen or unfixed, leaks can drip hundreds, even thousands, of gallons of water wastefully down the drain. A little detective work several times a year can catch these water thieves in the act and put them out of circulation. This detective work can also result in money in your pocket. A small (0.5 gallons per minute) leak can result in additional water and sewer costs of $240 per month.

Faucets: Most leaks result from worn washers in household faucets and showerheads. These faucets, as well as seldom used taps in the basement or storage rooms, should be checked periodically. Worn washers or "O" rings usually cause faucet leaks. Repairing faucet leaks is easy: turn off the supply line to the faucet, replace the washer, and turn on the line again.

Toilets: The toilet is one of the most common water wasters. To determine if your toilet is leaking, look at the toilet bowl after the tank has stopped filling. If water is still running into the bowl, or if water can be heard running, your toilet is leaking. Most toilet leaks occur at the over flow pipe or at the plunger ball inside the tank. To locate a toilet leak, remove the tank lid and flush. The water level should come up to about half an inch or so below the over flow pipe. Adjust the float level control screw, if necessary, so the valve shuts off the water at that level. If the valve itself is leaking, you may need a plumber to fix it. Although water may not be seen or heard running, your toilet may have a silent leak. To test for a silent leak, drop a small amount of food coloring into the tank. DO NOT FLUSH! Wait for about five minutes. If the food coloring appears in your toilet bowl, your toilet has a silent leak. It is probably located around or in the plunger ball or flapper valve at the bottom of the tank. These leaks are also easy to fix with parts from your hardware store.

Outside Taps and Irrigation Systems: Check the outside taps for leaking water, particularly during the summer sprinkler season. A hose mistakenly left dribbling away in the grass or garden can waste thousands of gallons of water over the course of a summer. Remember to close outside faucets tightly every time you shut off the water. Automatic sprinkler systems require special consideration. Adjust the sprinkler heads so that water is directed to areas that require watering. Grass cannot grow on driveways! Also know how to override timers so sprinklers don't run during a rainstorm or for several days thereafter. A healthy lawn can withstand several weeks of less than normal rainfall. You can also check your water meter to see if water is entering the irrigation system when it shouldn't. Small leaks in the underground system can result in many gallons of wasted water.

Water Conservation Tips

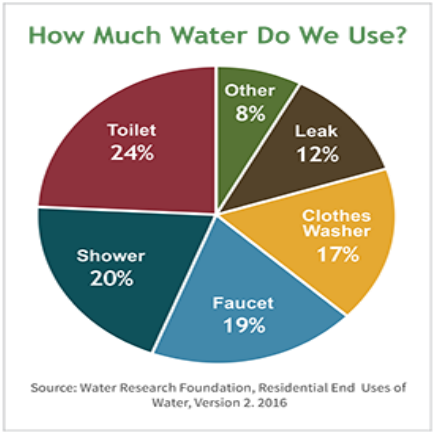
Water conservation measures are an important first step in protecting our water supply. These tips really help to conserve our water supply source; and save you money by reducing your water bill. Here are a few suggestions:

INDOOR CONSERVATION TIPS:

- Fix leaky faucets, pipes, toilets, etc.
- Replace old fixtures with water saving devices
- Wash full loads of laundry
- Throw trash in the can, not the toilet
- Take shorter showers
- Turn off the faucet while brushing teeth

OUTDOOR CONSERVATION TIPS:

- Use mulch around drought-tolerant plants and shrubs
- Repair leaks in faucets, hoses, and sprinklers
- Use a rain sensor if you have an in-ground irrigation system



Augusta Water Conservation Plan

The Georgia Water Stewardship Act went into effect statewide on June 2, 2010. It allows daily outdoor watering for purposes of planting, growing, managing, or maintaining ground cover, trees, shrubs, or other plants only between the hours of 4 p.m. and 10 a.m. by anyone whose water is supplied by a water system permitted by the Environmental Protection Division. See a list of exceptions to this requirement at https://epd.georgia.gov/rules-laws-enforcement/existing-rules-and-corresponding-laws/non-drought-outdoor-water-use-schedule.

There are no restrictions on drip irrigation, irrigation with soaker hoses, hand watering, and the watering of personal food gardens.

Information about Georgia's strategies for declaring a drought and drought response can be found at http://rules.sos.ga.gov/GAC/391-3-30-.07

Minimizing the Potential for Lead Exposure

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. Augusta Utilities 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 or at http://www.epa.gov/safewater/lead.

WATER QUALITY CONCERNS?

Please call our water quality lab at (706) 821-4237 between the hours of 7 A.M. and 3 P.M. Monday through Friday, or call dispatch after hours and weekends at (706) 842-3060 if you are experiencing any water quality problems. We are here to help.

Definitions

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

BRL (Below Reporting Level): Result is below the required reporting level.

LRAA (Locational Running Annual Average): Average of 4 quarters worth of sampling results for specific monitoring sites.

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. MCLGs allow for a margin of safety.

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

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

MRL (Maximum Reporting Levels): A number, if exceeded must be reported so EPA can get enough data to regulate a contaminant, if needed.

N/A: Not Applicable.

N/D: Not Detected and indicates that the substance was not found by laboratory analysis.

NTU (Nephelometric Turbidity Unit): Measure of the clarity of water. Turbidity in excess of five NTU is just noticeable to the average person. *Turbidity has no health effects, but can interfere with disinfection and provide a medium for microbial growth.

pCi/L (picocurie per liter): Measure of the radioactivity in water.

ppb (parts per billion) or µg/L (micrograms per liter): One part by weight of analyte to one billion parts by weight of the water sample.

ppm (parts per million) or mg/L (milligrams per liter): One part by weight of analyte to one million parts by weight of the water sample.

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

2023 Water Testing Results

Data collected between January 1, 2023 through December 31, 2023

			Groundwater Plants Amounts		Highland Plant Amounts		Hicks Plant Amounts			
SUBSTANCE (Units)	**MCL**	**MCLG**	**Avg.**	**Range**	**Avg.**	**Range**	**Avg.**	**Range**	**Violation**	**Source**
Fluoride (ppm)	4	4	0.78	0.20 to 1.54	0.68	0.30 to 1.11	0.80	0.60 to 1.07	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Chlorine (ppm)	MRDL 4	MRDLG 4	1.8	1.23 to 2.63	1.9	1.00 to 2.31	1.8	1.40 to 2.05	No	Water additives used to control microbes
Nitrates (ppm)	10	10	0.77	N/D to 1.7	N/D	N/D	0.22	0.22	No	Runoff from fertilizer; leaching from septic tanks; sewage; erosion of natural deposits
Total Organic Carbon (ppm)	TT	N/A	N/D	N/D	1.6	1.4 to 2.0	1.6	1.3 to 2.0	No	Naturally present in the environment
Total Trihalomethanes (ppb)	80	N/A	29	11.2 to 48.7	34.1	20.2 to 44.4	33	19.8 to 51.1	No (LRAA)	By-product of drinking water disinfection
Total Haloacetic Acids (ppb)	60	N/A	24.6	5.8 to 58.1	36.9	26 to 44	29	10.8 to 47	No (LRAA)	By-product of drinking water disinfection
Turbidity (ntu)	TT	N/A	N/A	N/A	Highest Detected Level 0.22	0.05 to 0.22	Highest Detected Level 0.09	0.03 to 0.09	No	Soil runoff
Turbidity (percent)	TT	N/A	N/A	N/A	% < 0.3 ntu 100%	N/A	% < 0.3 ntu 100%	N/A	No	Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.
Total Coliform (per 100 mls)	5% positive	0	0	0	0	0	0	0	No	Commonly present in the environment; human and animal waste
E-Coli	5% positive	0	0	0	0	0	0	0	No	Human or Animal fecal waste *E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, and people with severely-compromised immune systems.*
Sodium (ppm)	Not Regulated EPA Daily Guidance Level of 20 ppm		5.0*	4.2 to 6.0*	7.7	N/A	10	N/A	No	Natural Occurring; Runoff; Treatment Processes

*Groundwater Plants are sampled every 3 years for inorganics and were last sampled in August 2022.

2022 Lead and Copper Testing*

Substance	Units	Action Level	MCLG	Amount Detected (90th Percentile)	Homes Above Action Level	Violation	Sources / Health Effects
Copper	ppm	1.3	1.3	0.2	0	No	Corrosion of household plumbing systems: erosion of natural deposits; Leaching from wood preservatives *Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure*
Lead	ppb	15	0	1.6	1	No	

***Collected for lead and copper analysis from 50 homes throughout the service area in September 2022. Done once every 3 years.**

2007-2008 Initial Distribution System Evaluation (IDSE)

We conducted IDSE monitoring in 2007-2008, and the results of the analysis appear in the table below. This evaluation and sampling was required by the EPA to determine the range of total trihalomethanes and haloacetic acids in the system for future regulations. The samples are not used for compliance, and may have been collected under non-standard conditions. The EPA requires that the data be reported. Please contact the Water Quality Manager at (706) 828-7107 with questions.

Substance	Units	Average	Minimum	Maximum
Total Haloacetic Acids	ppb	34	N/D	78
Total Trihalomethanes	ppb	22	N/D	51

UCMR Testing

EPA mandates that large water systems participate in Unregulated Contaminant Monitoring Regulation or UCMR testing. There is a vast range of contaminants that may be in water, but as of yet are not regulated by federal or state environmental agencies. Augusta Utilities has conducted 5 rounds of UCMR testing with 2020 and 2023 being the most recent years that our water has been tested for such contaminants. Some contaminants were found in our water in both of these rounds of UCMR testing. These were found only at some sites and not every contaminant was found at all sites. The purpose of monitoring these contaminants is to help EPA decide whether some contaminants should have a limit.

If you are interested in viewing some results, please contact the Water Quality Manager at (706) 828-7107.

2020 UCMR Testing

CONTAMINANT	UNITS	MCL	MCLG	MIN	MAX	AVERAGE	VIOLATION
Bromochlorocetic Acid	PPB	Unregulated	Unregulated	0.55	3.2	2.19	NO
Bromodichlorocetic Acid	PPB	Unregulated	Unregulated	BRL	3.2	2.07	NO
Chlorodibromoacetic Acid	PPB	Unregulated	Unregulated	N/D	0.51	0.12	NO
Dibromoacetic Acid	PPB	Unregulated	Unregulated	N/D	0.44	0.03	NO
Dichloroacetic Acid	PPB	Unregulated	Unregulated	2.9	60.5	21.79	NO
HAA9 Group	PPB	Unregulated	Unregulated	6.0	119	49.32	NO
Total Brominated HAA's	PPB	Unregulated	Unregulated	N/D	7.9	4.85	NO
Haloacetic Acids (Total)	PPB	Unregulated	Unregulated	5.5	114	44.88	NO
Monobromoacetic Acid	PPB	Unregulated	Unregulated	N/D	2.1	0.40	NO
Monochloroacetic Acid	PPB	Unregulated	Unregulated	N/D	5.0	1.29	NO
Trichloroacetic Acid	PPB	Unregulated	Unregulated	2.5	48.6	21.33	NO
Manganese	PPB	Unregulated	Unregulated	BRL	38.3	4.84	NO

Multiple testing events conducted throughout 2020.

2023 UCMR Testing

CONTAMINANT	UNITS	MCL	MCLG	MIN	MAX	AVERAGE	VIOLATION
PFHxS	PPT	Unregulated	Unregulated	N/D	51.2	8.6	NO
PFOS	PPT	Unregulated	Unregulated	N/D	51	9.4	NO
PFBS	PPT	Unregulated	Unregulated	N/D	5.9	0.9	NO
PFOA	PPT	Unregulated	Unregulated	N/D	29.9	4.4	NO
PFHxA	PPT	Unregulated	Unregulated	N/D	9	1.3	NO
PFPeS	PPT	Unregulated	Unregulated	N/D	5.4	0.8	NO
PFPeA	PPT	Unregulated	Unregulated	N/D	3	0.5	NO

Testing conducted in June, September, and December 2023.

PFAS Health Advisory Information

On June 15, 2022, the U.S. Environmental Protection Agency (EPA) released new drinking water Health Advisories for four different compounds of per- and polyfluoroalkyl substances known by the abbreviations PFOA, PFOS, PFBS and GenX. These substances are collectively referred to as "PFAS." PFAS is a group of manufactured chemicals that have been used in industry and consumer products since the 1940s because of their useful properties. These substances were widely used to make carpets, clothing, fabrics, and paper packaging for food and other materials. Drinking water is not a source of PFAS. PFAS are present throughout the environment because they are highly persistent and have been widely used for decades, including in industrial applications, household and consumer products, food packaging, and firefighting foams.

EPA's Health Advisories provide information on contaminants that can cause human health effects and are known or anticipated to occur in drinking water. The advisories are non-enforceable and non-regulatory and are intended for informational purposes only. EPA developed the new Health Advisories using conservative assumptions about lifetime exposure, potential impacts to sensitive populations, and other potential sources of exposure beyond drinking water, all of which provide additional layers of protectiveness. The EPA Science Advisory Board is still reviewing EPA's analyses, so the recent Health Advisories could change. In addition, later this year, EPA is expected to issue legally enforceable regulations for PFAS in drinking water.

EPA encourages states, drinking water utilities, and community leaders that find PFAS in their drinking water to take steps to inform residents, undertake additional monitoring to investigate potential sources and examine steps to reduce exposure. The Georgia Environmental Protection Division of the Department of Natural Resources (EPD) has identified elevated PFAS compounds in finished water samples from two of Augusta's drinking water facilities. These two facilities use multiple wells as their water source. We are currently working with the EPD laboratory to evaluate the water from individual wells. Our goal is to be able to adjust our well usage to eliminate detectable amounts of these compounds in our water. In addition, we are investigating treatment technologies that may be available to reduce or eliminate these compounds from our finished water.

Learn more about PFAS:

GA EPD PFAS Information Link

EPA PFAS Information Link

COMMON TESTS

When someone calls and complains about the quality of the water they receive in their home or business, one of the first things the lab technician does is run tests on the water.

Here is a list of tests that are run on the samples. Some are run on-site, and others need to be brought back to the lab for analysis.

ON-SITE TESTS

Chlorine residual: The level of chlorine in the water is checked first. Chlorine is put into the water at the treatment plant, and must be at a high enough level so that there is at least a 0.2 ppm (parts per million) residual at the very end of our distribution system. If there is very low water usage in the house or even in the neighborhood, the chlorine residual will be very low. This is remedied by flushing the main, forcing fresh water into the lines.

pH: The water sample will be checked to see if it is neutral, or around a 7.0 pH. The water leaving the treatment plant is kept between 6.8 and 7.3 pH range. If the pH of the water at your residence or business is lower (acidic) or higher (basic) than our range, there may be mineral buildup in your household lines.

Fluoride: The water leaving the plant has a fluoride level of around 0.7 ppm. The GaEPD mandates that we put fluoride in our water. This test comes in handy when we have to see if water coming up through the ground is treated water or groundwater. We do this test for general data, and it doesn't have any impact on water quality issues.

Phosphorus: The water leaving the plant is dosed with a very small amount of polyphosphates to inhibit corrosion in your household plumbing. If you live in a house that may have lead solder or copper pipes, this added chemical helps to keep these metals from leaching into your drinking water. (For more information on lead and copper in older homes, visit https://www.epa.gov/lead)

LAB TESTS

Iron (Fe): This test is run to see if you have a higher than normal iron content in your water that may promote discoloration or staining around faucets and such. The water leaving the plant has a very low iron content since it is basically surface water, but it interacts with a lot of iron on its way through the distribution system. You see higher iron readings in houses where there is very old plumbing and very low water usage. Iron and manganese levels may also increase during times in the spring and fall when the reservoir experiences "turnover".

Manganese (Mn): Iron and manganese are the twin nuisance metals of the drinking water world. Usually, when you have problems with one, you have problems with the other at the same time. Together, they can stain bathroom and kitchen fixtures as well as stain clothing. Our lab technicians can provide you with a stain removing product for your laundry.

Bacteriological tests: Many times the lab may run a bacteriological test on your water to make sure there is no bacteria in the water or in your lines. Chlorine is added to the water at the plant to disinfect the water as well as the water mains and all the lines throughout the distribution system. The lab technicians also collect 120 samples per month from locations all over the county and run microbiological testing on the samples to make sure all the water meets state and federal standards.

If you want testing performed on your water just call (706) 821-4237 and speak with one of our lab technicians. They can set up an appointment Monday through Thursday, between the hours of 7A.M. and 3 P.M. to come out to your house or business and have your water checked.

After hours, call Utilities Dispatch at (706) 842-3060 to contact an on-call lab technician to check the water.

AWARDS

During 2023, the Highland Ave. Plant, the Max Hicks Plant and Groundwater Plants won Georgia Association of Water Professionals (GAWP) Platinum Awards for operating the entire year without a single regulatory violation. This is just another example of how our entire team works hard to provide you, our customers, with safe quality drinking water.

Useful Links

Augusta Utilities Resources

Augusta Georgia Official website:

www.augustaga.gov/2771/utilities

Previous CCRs can be found at:

www.augustaga.gov/751/Consumer-Reports

Water Use, Conservation, and Education

Water Wiser website:

www.awwa.org/resources-tools/water-knowledge/water-conservation.aspx

Water Environment Federation: www.wef.org

Environmental Protection Agency (EPA): www.epa.gov

Georgia Environmental Protection Division (GaEPD): www.gaepd.org

Test results for water systems in Georgia:

www.gadrinkingwater.net

Water and Health Concerns

Centers for Disease Control and Prevention (CDC): www.cdc.gov

Augusta Utilities Contact #'s

EMERGENCY CONTACT 24 HOURS

(706) 842-3060

CUSTOMER SERVICE

(706) 842-3050

Contact Customer Service to activate a new account, to obtain a new connection, or for billing questions.

AUGUSTA 311

Dial 311 to report issues regarding any service provided by the Augusta-Richmond County local government.

ADMINISTRATION & ENGINEERING OFFICE

452 Walker St., Suite 200

Augusta, GA 30901

(706) 312-4154

For additional assistance, contact the administration & engineering office.

MISSION STATEMENT

The mission of Augusta Utilities is to provide quality water and wastewater service in a highly efficient and environmentally-focused manner. We will accomplish this mission with the understanding that our fundamental purpose is to serve the Citizens of Augusta.