Is my water safe?

We are pleased to present this year's Annual Water Quality Report (Consumer Confidence Report) as required by the Safe Drinking Water Act (SDWA). This report is designed to provide details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. This report is a snapshot of last year's water quality. We are committed to providing you with information because informed customers are our best allies.

Do I need to take special precautions?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/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 Water Drinking Hotline (800-426-4791). 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.

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, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity: microbial contaminants, such as viruses and bacteria, that 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 agriculture, 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; and radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities. In order to ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

How can I get involved?

City Hall is located at 400 East Main Street. City Council Meetings are held on the first and third Monday of each month at 7:00 pm

Is bottled water safer than tap water?

Not necessarily. Check the bottled water label or contact the bottled water supplier for test results on their product. Under special circumstances, such as an emergency, bottled water is a good choice.

The U.S. Environmental Protection Agency regulates public water systems. As shown in our Consumer Confidence Report (CCR), City of Hogansville's water supply meets all federal and state EPA drinking water standards. Bottled water must comply with Food and Drug Administration regulations, which must be equal to EPA standards for drinking water. Most required monitoring under the FDA regulations is not as frequent as the monitoring done on City of Hogansville water.

Depending on the source of the water and the treatment process, some bottled waters may contain more or less amounts of substances than tap water. Some studies have shown that microbial growth may occur in bottled water during storage due to the lack of residual disinfectant. City of Hogansville adds chlorine to its system to control microbial growth.

People with compromised immune systems should check the water quality test results for City of Hogansville and the bottled water supplier, and consult their doctor before deciding which source is best for them. 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, in some cases, radioactive material, and may pick up substances resulting from the presence of animals or from human activity

Tap Water	Bottled Water
Regulated by EPA	Regulated by FDA
Cannot have confirmed E. coli or fecal coliform bacteria	A certain amount of any bacteria is allowed
Filtered and/or disinfected	No federal disinfection requirements
Violation of drinking water standards is grounds for enforcement	Water in violation of standards can still be bottled and sold
Must be tested by certified labs	Testing by certified labs not required
Utilities must report test results to state and/or federal agencies	Bottlers have no reporting requirements
Water system operators must be certified	Bottled water plant operators do not have to be certified
Water suppliers must issue an annual Consumer Confidence Report	Bottlers have no public right-to-know requirements
Costs pennies a day—about $.0004 per gallon	Costs $.80 - $4.00 per gallon
Contains essential nutrients such as calcium and iron	Some bottlers filter out nutrient minerals
Residual chlorine prevents bacterial growth	No disinfectant to prevent bacterial growth as water ages

Where can I find more information?

EPA publications contain more information about drinking water and your health http://www.epa.gov/safewater/dwh/index.html

What is the pH level of City of Hogansville's water?

The pH of our water remains in the neutral range averaging 7.58.

Customer Service:
For billing questions or new service connection / disconnection, call 706-637-8629

City of Hogansville Water Emergencies:
Call (706) 637-8629, Monday - Friday, 8:00AM to 5:00PM and after 5:00 PM, weekends or holidays call (706) 637-6489

Website Visit our Website and E-mails:
www.cityofhogansville.org or cityhall@cityofhogansville.org for comprehensive utility, water conservation and customer service information, as well as online bill payment. We are also interested in hearing your comments or question; waterplant@cityofhogansville.org.

Water Conservation Tips

1. Set a kitchen timer when watering your lawn or garden to remind you when to stop. A running hose can discharge up to 10 gallons a minute.
2. When the kids want to cool off, use the sprinkler in an area where your lawn needs it the most.
3. Don't use running water to thaw food. Defrost food in the refrigerator for water efficiency and food safety.
4. Collect the water you use for rinsing fruits and vegetables, and then reuse it to water houseplants.
5. Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.

FACT! ***Do not use*** *the toilet as a trash can. Every time you flush, you use 3 to 6 gallons of water.*

Consumer Confidence Report 2015

PWS# 2850000

How do I report a water problem, like a leak or drinking water quality issue?

If you discover this problem is during normal business hours call City Hall at (706) 637-8629. Or if the problem occurs outside working hours, you can call the City of Hogansville's Police Department Dispatch Desk on their non-emergency number at (706) 637-6648. They will contact the Water Department's on-call staff to begin repairs.

How do I get information about water quality?

Water quality standards for safe drinking water are set by the USEPA, GEPD, and GDNR. The water we serve you meets or exceeds all of these requirements. See our Consumer Confidence Report (CCR) that provides the results of our water testing for the past year at *cityofhogansville.org*.

Why is there chlorine in the water?

City of Hogansville adds chlorine to the water to ensure the water is free from harmful bacteria. The department has installed a chlorine pump stations throughout our service area. On average there are about 0.6 parts per million of chlorine in our water.

How do I decrease the amount of chlorine in my water (for fish tanks, plant watering, etc.)?

Fill a clean container. Leaving it slightly uncovered, allow it to stand overnight. The chlorine will evaporate. To speed up the process, warm the water. Be sure to store the dechlorinated water in the refrigerator.

Information for Lead

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. The City of Hogansville 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.

Is there is copper in my water?

City of Hogansville follows EPA regulations and guidelines for water system copper testing. Our tests indicate that, system-wide, the lead levels in City of Hogansville water are below the EPA limits. However, copper from your home's plumbing can leach into your water. Copper pipes are easily scratched with a house key, leaving a shiny streak. A private laboratory can test a sample of your water to test for lead and/ or copper. For more information, see: EPA's website

Is there mercury in my water?

City of Hogansville follows EPA regulations and guidelines for water system mercury testing. Our tests indicate that, system-wide; the mercury levels in City of Hogansville's water are non-detectable at parts per billion range of detection.

Why is there fluoride in the water?

Fluoride prevents tooth decay and is essential for proper development of bones and teeth. On average there is 0.75 parts per million of fluoride in our drinking water. City of Hogansville does not add fluoride to its water, what exists is naturally occurring and well or from both our water sources; which are within EPA regulation and guidelines.

If my water has an odor, what should I do?

Often odors that appear to be coming from running water are coming from the drain. If it seems that your water has a "rotten egg" odor, fill a glass with water and take it to another room. If the water has no odor in the other room, then the odor is probably coming from the drain. Cleaning the drain will usually correct the problem. Chlorine odors occur when the residual chlorine disinfectant gases (CL2) combine with gases given off by common household items. New carpets, paint, flowers, pine wreaths, upholstery, scented soaps and other household products produce gases called VOCs (Volatile Organic Compounds). When the chlorine gas and VOCs combine, you may get a smell that does not smell like either chlorine or the source of the VOC. Some of the most common descriptions of the odors are cat urine, fuel oil or chemicals.

To reduce these odors, try putting a fan in your window to air out your home to reduce the level of VOCs or use a carbon filter to reduce the level of CL2. One interesting contributing factor is that your hot water heater builds up contaminants that cause odors when the hot water is used. Hot water heaters need to be flushed periodically to prevent these build ups. Flushing once a year is usually sufficient and amazingly effective.

Why is my water sometimes rusty?

Rusty, yellow water comes from mineral deposits stirred up during hydrant flushing, fire-fighting, line breaks or maintenance. The local fire department lists scheduled hydrant flushing in the newspaper. Try not to use water during these times to avoid pulling deposits into your home's plumbing.

Rusty water will generally clear up within 2-3 hours after the line is repaired or hydrant closed. You will need to run your cold water for several minutes to flush the rusty water from the lines in your house. Try not to run the hot water because that can deposit rust in your hot water tank. If your laundry gets stained by rusty water, keep it moist. Buy a rust remover and follow the directions on the package.

Why does my water look cloudy?

Cloudy or milky-looking water is usually caused by dissolved air bubbles in the water. Air bubbles are harmless and are caused by pressure changes, temperature changes, water that is too hot (above 140° F) and faucet aerators. To check for air bubbles, fill a glass container with water: if the cloudiness is caused by air bubbles, it will clear from the bottom of the container toward the top.

Why are there particles floating in my water?

Black, brown or rusty particles can be caused by minerals breaking loose during hydrant flushing, line breaks or line maintenance. Flush your lines by running the cold water for several minutes. If the water does not clear, the particles could be coming from breakthroughs in your hot water heater or filter system. Call a licensed plumber to investigate the problem.

If white or tan particles are floating on the surface of the water, the problem may be coming from your hot water heater. The plastic dip tubes in water heaters often disintegrate with pieces going through the plumbing or being trapped in faucet aerators. Call a licensed plumber to investigate the problem.

Why is there a pink or black ring in my toilet?

Bacteria, fungus and mold spores normally found in the air can cause rings in your toilet bowl. Wet surfaces provide ideal conditions, and the organisms reproduce rapidly, growing together to form a ring. The color of the ring depends on the species of bacteria, mold or fungus.

You can easily remove the rings with a toilet bowl brush and household cleaners. Close the toilet lid to reduce the number of spores and reduce the light needed for growth.

What causes pinhole leaks?

Scientists have not yet discovered why pinhole leaks occur. National experts currently think that pitting in pipes can start from many factors, including:

- substandard pipe manufacturing
- improper installation
- improper electrical grounding
- excess plumbing flux

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, that may 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 agriculture, 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 may also, come from gas stations, urban storm water runoff, and septic systems.
* Radioactive contaminants, which may be naturally-occurring or be the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, U.S. EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. FDA regulations establish limits for contaminants in bottled water that shall provide the same protection for public health.

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 may be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 800-426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

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The Environmental Protection Agency requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the tables below are the only contaminants detected in your drinking water.

REGULATED SUBSTANCES

Substances (Units)	Year Sampled	MCL	MCLG	Amount Detected	Range Low-High	Violation	Typical Source
Chlorine (mg/L)	2015	4	4	.78	.20-1.90	No	Water additive used to control microbes.
Fluoride (mg/L)	2015	4	4	.75	.70-1.00	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
HAAs (mg/L) Haloacetic Acids	2015	60	N/A	16.13	5.11-27.88	No	By-product of drinking water disinfection.
TTHMs (mg/L) Total Trihalomethanes	2015	80	N/A	30.01	27.54-48.33	No	By-product of drinking water disinfection.

Tap Water Samples Collected for Copper and Lead Analyses from 20 Homes Throughout the Service Area

Substances (Units)	Year Sampled	Action Level	MCLG	Amount Detected (90th%tile)	Homes Above Action Level	Violation	Typical Source
Copper (ppb)	2015	1.3	1.3	.031	0	No	Corrosion of household plumb-ing systems; erosion of natural deposits; leaching from wood preservatives.
Lead (ppb)	2015	15	0	.00075	0	No	Corrosion of household plumb-ing systems; erosion of natural deposits; leaching from wood preservatives.

Table Definitions

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLG's as feasible using the best available treatment technology.

N/A: Not applicable.

ND: Not detected.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligram per liter).