

ANNUAL REPORT
&
WATER QUALITY REPORT

2023



EXCELLENCE | INTEGRITY | STEWARDSHIP | COMMITMENT | EFFICIENCY | VISION

VISION

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

MISSION

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

EXCELLENCE

The quality of our water and customer service

INTEGRITY

The adherence to ethical and moral principles

STEWARDSHIP

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

COMMITMENT

The dedication to provide the necessary resources for and human resources in a sustainable manner

EFFICIENCY

The competency of our performance

VISION

The ability to plan ahead with wisdom

EMPLOYEES
29

WATER CUSTOMERS
7779

SEWER CUSTOMERS
2440

MILES OF WATER MAINS
220

MILES OF SANITARY SEWERS
55

ESTABLISHED
1986

BOARD OF DIRECTORS

Jim King, Chairman

Linda Townley, Vice Chair

Doug Schuster, Secretary

Tony Kellar

Tim Satterfield

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

Etowah Water & Sewer Authority
1162 Hwy 53 E Dawsonville GA 30534
706-216-8474

www.etowahwaterga.gov

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

FROM THE GENERAL MANAGER

In 2023, Dawson County was recognized as the 4th fastest growing county in the country. With extraordinary growth, the county is changing; more jobs, more restaurants, more traffic and more construction. One thing that is not changing is Etowah Water and Sewer Authority's commitment to Excellence.

Our decisions and actions are guided by our Core Values: Excellence, Integrity, Stewardship, Commitment, Efficiency and Vision.

I am proud of our team of 29 employees.

In 2023, the Hightower Water Treatment Facility was awarded the Plant of the Year in Georgia, the 4th time in the past 6 years.

The Dawson Forest Water Reclamation Facility was awarded the Platinum Award for ten plus years of excellence in operations.

The Finance Department was recognized with the Certificate of

Achievement for Excellence in Financial Reporting for the 17th consecutive year.

These departments along with the Customer Service, Maintenance, Operations, Engineering and Administration Departments met the daily needs of our community and customers while protecting the environment.

With the expansion of the water treatment facility and water reclamation facility along with the Russell Creek Reservoir, we remain committed to meeting the needs of Dawson County. We are unwavering in our dedication to providing excellent drinking water, wastewater treatment, environmental protection and service to you, our customers. We are blessed to serve you and our wonderful community.

“One thing that is not changing is Etowah Water and Sewer Authority's commitment to Excellence.”

Brooke Anderson, P.E.
GENERAL MANAGER

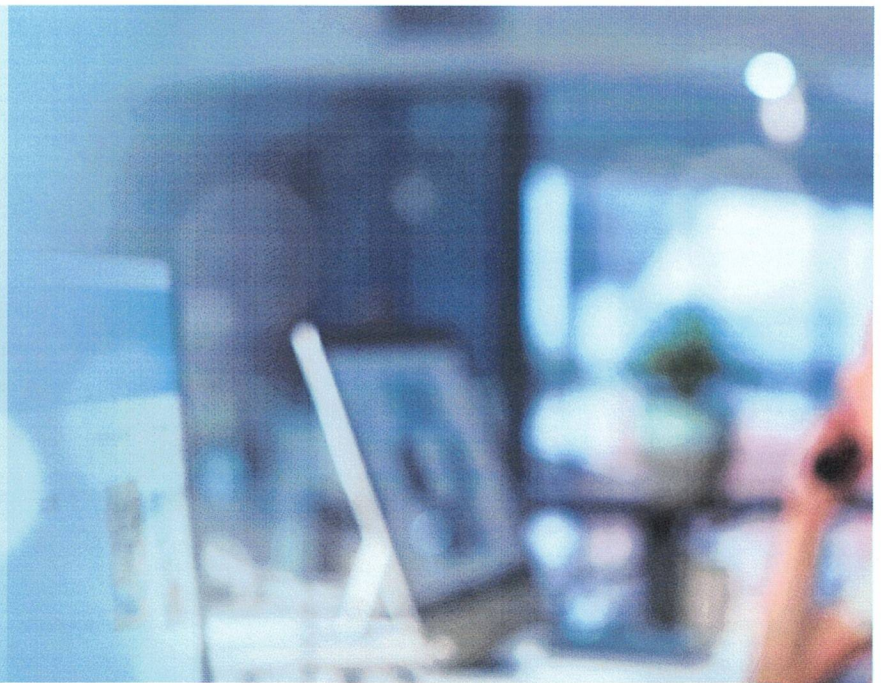
ADMINISTRATION

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



CUSTOMER SERVICE

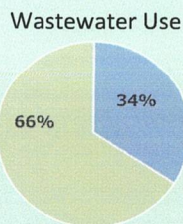
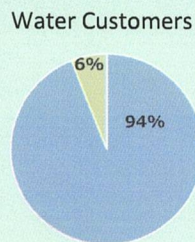
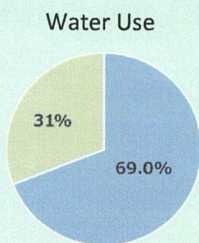
The Customer Service Department bills and processes all payments for water and sewer customers monthly. The Department receives and responds to customer related issues daily including issuing work orders for internal and external staff to investigate issues



**NEW WATER
METER
CONNECTIONS
479**

**NEW SEWER
CONNECTIONS
418**

**BILLS
PROCESSED
90,089**



■ Residential ■ Commercial



**Sign up for ACH Payments or
Paperless Billing**

Visit www.etowahwaterga.gov for more information

Operating Revenue
\$10,921,505



17 Consecutive Years!

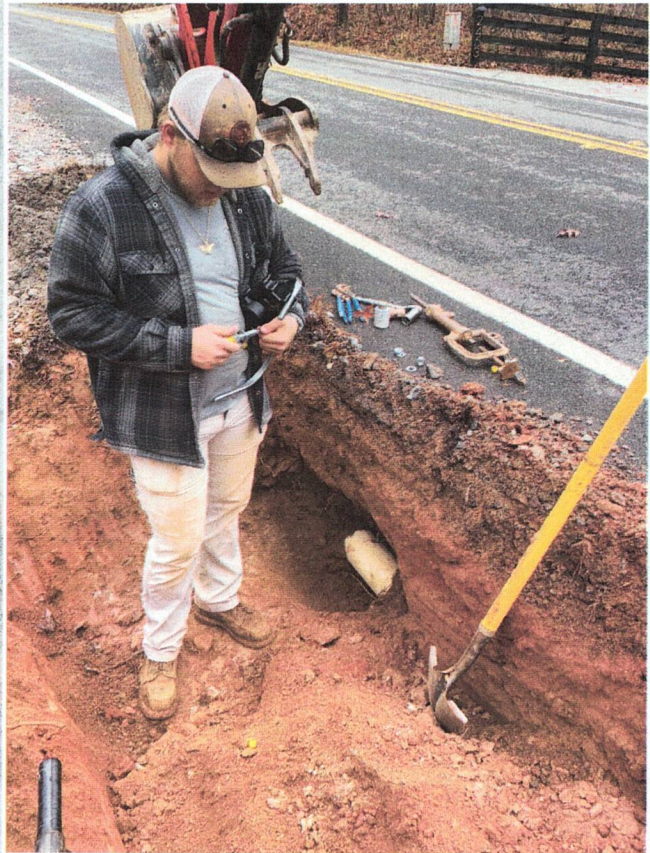
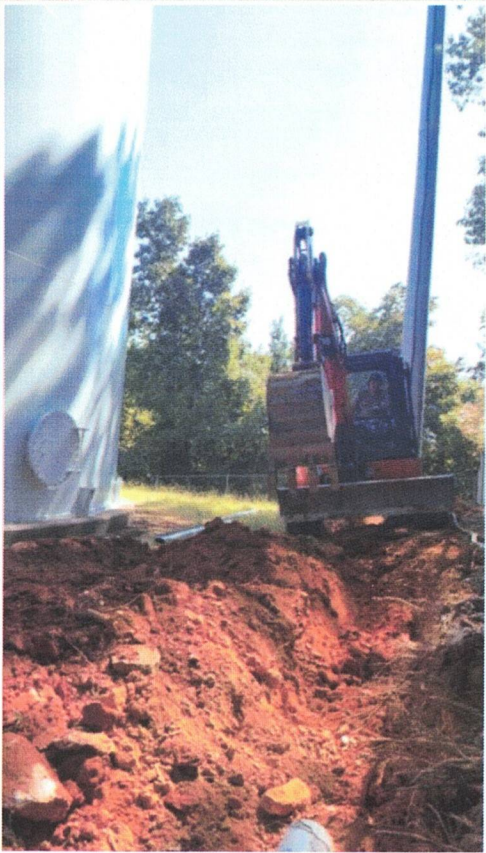
The Financial Department is a partner with all of the Authority's departments in providing administrative, financial, and human resource services in a timely and efficient manner to the benefit of all.

Scan here for
Financial Reports



OPERATIONS

The Operations Department is responsible for maintaining the water distribution and wastewater collections systems. This include 220 miles of water line, 7,779 water services and 2,440 sewer services, 55 miles of sewer line, and 762 manholes for the wastewater system.



8,021 811 LOCATES

479 METERS INSTALLED

1,288 WORK ORDERS COMPLETED

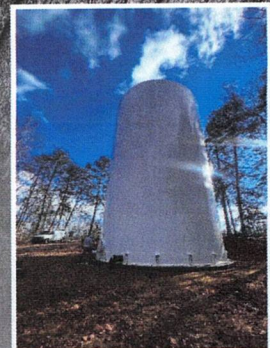
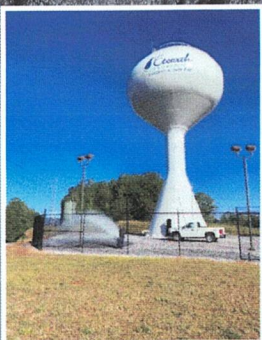
MAINTENANCE

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

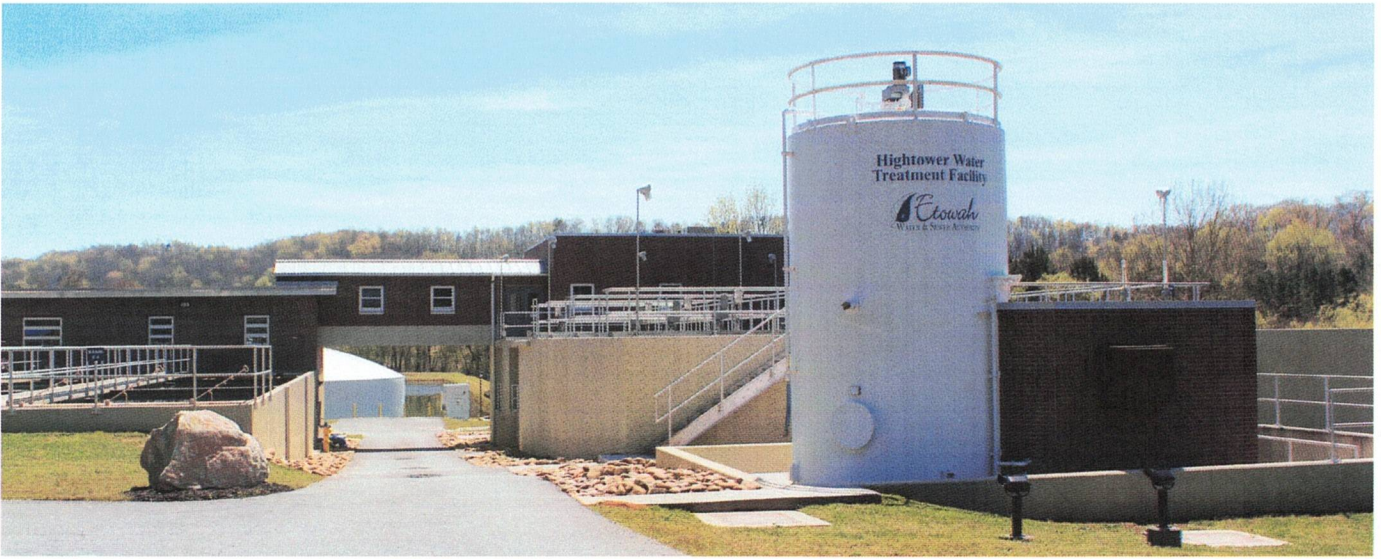
**9
LIFT STATIONS**

**4
BOOSTER PUMP
STATIONS**

**6
WATER STORAGE
TANKS**



HIGHTOWER WATER TREATMENT FACILITY



667
GALLONS OF WATER
(MILLIONS) TREATED

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

5.5 MGD
TREATMENT
CAPACITY PER DAY



Georgia
Association of
Water
Professionals

Plant of the Year

Platinum Award

Water Fluoridation Quality Award

DAWSON FOREST WATER RECLAMATION FACILITY

The Dawson Forest Water Reclamation Facility is responsible for treating wastewater for the businesses and citizens of Dawson County. The reclamation facility has three full time employees who oversee all plant operations, monitor the treatment processes, and make adjustments to consistently produce high quality reclaimed water.



1.0 MGD TREATMENT CAPACITY

220 GALLONS OF WASTEWATER (MILLIONS) TREATED

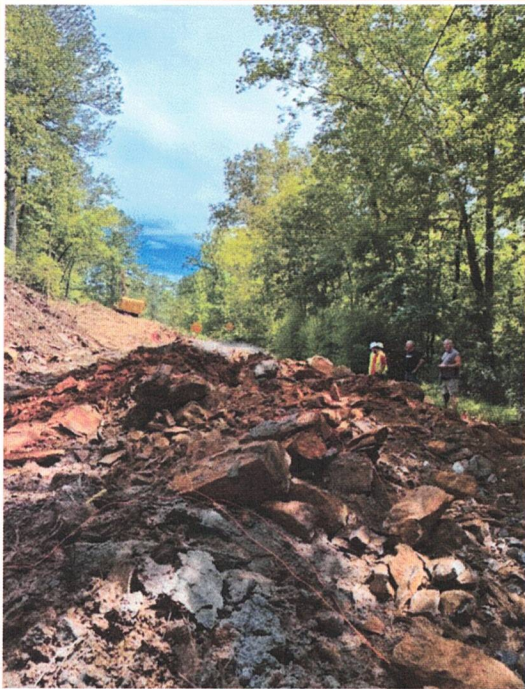
7028 WASTEWATER TESTS PERFORMED



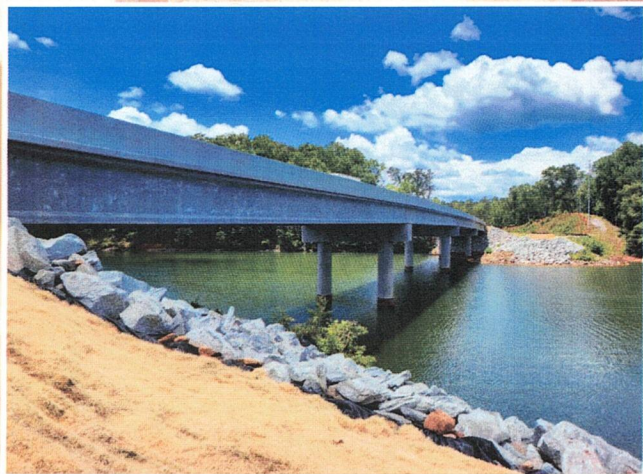
Georgia Association of Water Professionals Platinum Award

ENGINEERING & CONSTRUCTION

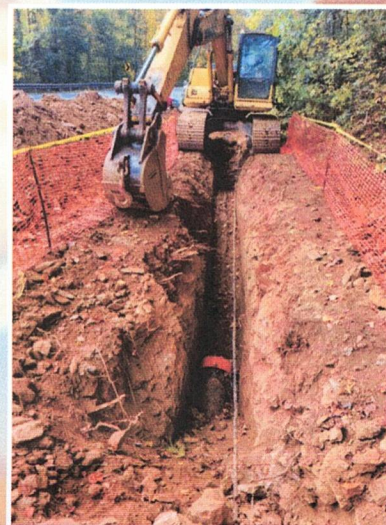
The Engineering and Construction Department oversees all engineering and construction activities for Etowah Water and Sewer Authority and assures that water and sanitary sewer extensions are designed and constructed according to the Authority's Water Main and Sanitary Sewer Standard Specifications. The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



Dawson Forest Road Lift Station & Sanitary Sewer



Chestatee Bridge



Toto Bridge

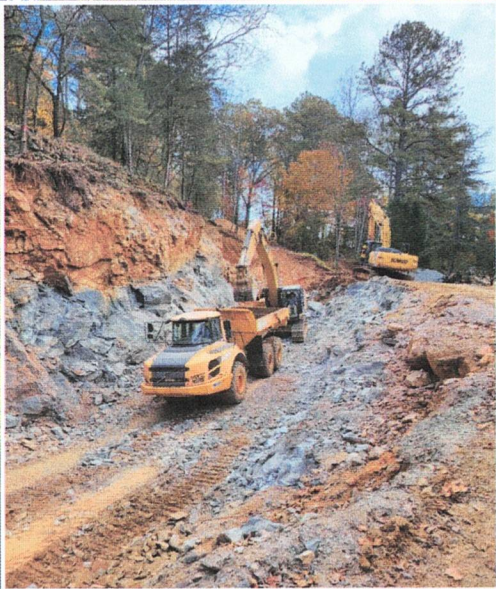
PLANS APPROVED
23

WATER MAINS INSPECTED
40,972 FT

SANITARY SEWER INSPECTED
27,855 FT

CAPITAL IMPROVEMENTS

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



Dawson Forest Road Lift Station & Sanitary Sewer Project Work

CAPITAL IMPROVEMENT PROJECTS

Russell Creek Reservoir

Chestatee & Toto Bridge Water Main Improvements

Blacks Mill Creek Gravity Sewer Phase I

Dawson Forest Road Lift Station & Sanitary Sewer

GA 400 Sanitary Sewer Rehabilitation

Oakmont Water & Sewer Improvements

Thompson Creek Lift Station Rehabilitation

2023 Water System Improvements

SCADA Project

Dawson Forest WRF Expansion to 1.25 MGD

**WATER SYSTEM
\$1,943,175**

**SEWER SYSTEM
\$3,899,536**

WATER QUALITY REPORT

We are proud to present our annual water quality report covering all testing between January 1, 2023 and December 31, 2023. The Etowah River is the primary source of surface water for the Etowah Water & Sewer Authority's water supply. The Hightower Water Treatment facility performed more than 70,000 tests in 2023 to ensure our customers are receiving high quality drinking water. We are committed to planning and providing excellent drinking water, wastewater treatment and service to you, our customers and providing for the future of Dawson County.

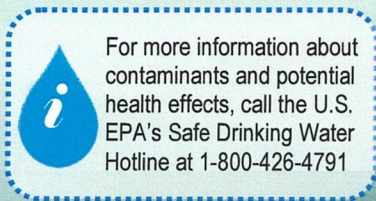
The Etowah Water & Sewer Authority completed a source water assessment which is a study and report itemizing potential sources of water pollution to our surface drinking water supplies and provides the following:

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

TEST RESULTS FOR CALENDAR YEAR 2023

WATER SYSTEM ID: GA 0850007

Substance Unit of measure	Year Sampled	MCL in mg/L	MCLG / MRDLG	Amount Detected	Range Low - High	Violation	Typical Source
Chlorine (ppm)	2023	4	3	.87	.4-1.3	No	Water additive used to control microbes.
Flouride (ppm)	2023	4	3	.74	.50-2.0	No	Erosion of natural deposits. Water additives that promotes strong teeth; Discharge from fertilizer and aluminum or factories.
TTHMs (Total trihalome- thanes) (ppm)	2023	.08ppm/ mg/L	.08	.045	.04-.05	No	By-product of drinking water disinfection.
Total Organic Carbon (ppm)	2023			.69	0-.9	No	Naturally present in the environment.
Turbidity (NTU)	2023	.30 NTU		.03	.02-.30	No	Soil runoff—a measure of the cloudiness of the water. It is a good indicator of the effectiveness of the filtration system.
Copper (ppm)	2023	AL=1.3		.02	0-1.3	No	Corrosion of household plumping.
Lead	2023	AL=.015		0	0.00-.015	No	Corrosion of household plumbing systems, Erosions of natural deposits.



This Consumer Confidence Report contains important information about the quality of your drinking water, including detailed results of state and federally mandated tests. In 2023 there were no EPA Safe Drinking Water Act violations to report.

WHY ARE THERE CONTAMINANTS?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- a) Microbial contaminants such as viruses and bacteria which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- b) Inorganic contaminants such as salts and metals which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- c) Pesticides and herbicides which may come from a variety of sources such as agriculture, storm water runoff, and residential uses.
- d) Organic chemical contaminants, including synthetic (man-made) and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gasoline stations, urban storm water runoff, and septic systems. e) Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health. 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.

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. Etowah Water & Sewer Authority 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 www.epa.gov/safewater/lead.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as person 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 for 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 1-800-426-4791.

Terms To Know

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

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

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

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

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

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

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

TT: Treatment technique

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

COMMUNITY ENGAGEMENT



Etowah Water & Sewer Authority employees hand out water to competitors and volunteers during Special Olympics

Community engagement has worked over the past thirty seven years because it has been a constant collective process of building relationships with existing partners and providing new opportunities to work with others. It is a common vision expressed by the Authority's Board of Directors, the General Manager, and the employees of the Authority to work side by side to build trust, to help build new relationships and strengthen other relationships by interacting and engaging themselves in the overall community in a variety of interests.



Etowah Water & Sewer Authority employees gathered trash from local river banks and roadsides as part of their annual River's Alive River Clean Up event.

The employees and management have continuously given time and energy for a range of organizations and events such as:

- **Rivers Alive**
- **Keep Dawson County Beautiful**
- **Veteran's Affairs of Dawson County**
- **Family Connection**
- **Special Olympics**
- **Dawson County School System**
- **Rotary Club of Dawson County**
- **Dawson County Chamber of Commerce**
- **Good Shepherd Clinic**
- **Over 2,900 cases of bottled water donated to civic and non-profit groups and organizations.**

Etowah Water & Sewer Authority employees always enjoy giving back to the veteran's of Dawson County.

