

# 2025 Consumer Confidence Report

## Spanish (Español)

Este informe contiene información muy importante sobre la calidad de su agua beber. Tradúscalo o hable con alguien que lo entienda bien.

### **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).

### **Where does my water come from?**

Lake Arrowhead community is serviced from 4 artesian ground water wells. Well 41, Well 51, Well 31 & Well 16. Lake Arrowhead Utility Company has been approved by Georgia Environmental Protection Division to start construction of two additional wells. Well 17 and Well 61. Well 17 is planned to be operable by the end of 2026. Well 61 construction will begin in 2026.

### **Source water assessment and its availability.**

Sources of drinking water (both tap and bottled) include rivers, lakes, streams, ponds, reservoirs and springs, wells. 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 risk effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791)

## **Why are there contaminants in my 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 water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's (EPA) Safe Drinking Water Hotline (800-426-4791). 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 stormwater 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 stormwater 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 stormwater 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?**

Lake Arrowhead Utility website is one of the best ways to learn what is going on with the water system in the community. Web address: [lakearrowheadutility.com](http://lakearrowheadutility.com).

## **Water Conservation Tips**

Did you know that the average U.S. household uses approximately 400 gallons of water per day or 100 gallons per person per day? Luckily, there are many low-cost and no-cost ways to conserve water. Small changes can make a big difference - try one today and soon it will become second nature.

- Take short showers - a 5-minute shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.
- Shut off water while brushing your teeth, washing your hair and shaving and save up to 500 gallons a month.
- Use a water-efficient showerhead. They're inexpensive, easy to install, and can save you up to 750 gallons a month.
- Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
- Water plants only when necessary.

- Fix leaky toilets and faucets. Faucet washers are inexpensive and take only a few minutes to replace. To check your toilet for a leak, place a few drops of food coloring in the tank and wait. If it seeps into the toilet bowl without flushing, you have a leak. Fixing it or replacing it with a new, more efficient model can save up to 1,000 gallons a month.
- Adjust sprinklers so only your lawn is watered. Apply water only as fast as the soil can absorb it and during the cooler parts of the day to reduce evaporation.
- Teach your kids about water conservation to ensure a future generation that uses water wisely. Make it a family effort to reduce next month's water bill!
- Visit [www.epa.gov/watersense](http://www.epa.gov/watersense) for more information.

### **Cross Connection Control Survey**

The purpose of this survey is to determine whether a cross-connection may exist at your home or business. A cross connection is an unprotected or improper connection to a public water distribution system that may cause contamination or pollution to enter the system. We are responsible for enforcing cross-connection control regulations and ensuring that no contaminants can, under any flow conditions, enter the distribution system. If you have any of the devices listed below, please contact us so that we can discuss the issue, and if needed, survey your connection and assist you in isolating it if that is necessary.

- Boiler/ Radiant heater (water heaters not included)
- Underground lawn sprinkler system
- Pool or hot tub (whirlpool tubs not included)
- Additional source(s) of water on the property
- Decorative pond
- Watering trough

### **Source Water Protection Tips**

**Protection of drinking water is everyone's responsibility. You can help protect your community's drinking water source in several ways:**

- Eliminate excess use of lawn and garden fertilizers and pesticides - they contain hazardous chemicals that can reach your drinking water source.
- Pick up after your pets.
- If you have your own septic system, properly maintain your system to reduce leaching to water sources or consider connecting to a public water system.
- Dispose of chemicals properly; take used motor oil to a recycling center.
- Volunteer in your community. Find a watershed or wellhead protection organization in your community and volunteer to help. If there are no active groups, consider starting one. Use EPA's Adopt Your Watershed to locate groups in your community or visit the Watershed Information Network's How to Start a Watershed Team.
- Organize a storm drain stenciling project with your local government or water supplier. Stencil a message next to the street drain reminding people "Dump No Waste - Drains to River" or "Protect Your Water." Produce and distribute a flyer for households to remind residents that storm drains dump directly into your local water body.

## Lead and Copper Information

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. Lake Arrowhead Subdivision 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 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 Lake Arrowhead Utility Company. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/leas>.

The Service Line Inventory (SLI) is a requirement under the Lead and Copper Rule Revisions (LCRR) to help water systems identify and replace lead service lines. It mandates that all public water systems develop and maintain an inventory of service line materials to assess the presence of lead and protect public health. The inventory will support proactive lead reduction efforts and ensure compliance with regulatory requirements to minimize lead exposure in drinking water. To Access the SLI for Lake Arrowhead Utility Company go to <https://ga-epd.120water-ptd.com>

## Water Quality Data Table

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of contaminants in water provided by public water systems. The table below lists all of the drinking water contaminants that we detected during the calendar year of this report. Although many more contaminants were tested, only those substances listed below were found in your water. All sources of drinking water contain some naturally occurring contaminants. At low levels, these substances are generally not harmful in our drinking water. Removing all contaminants would be extremely expensive, and in most cases, would not provide increased protection of public health. A few naturally occurring minerals may actually improve the taste of drinking water and have nutritional value at low levels. Unless otherwise noted, the data presented in this table is from testing done in the calendar year of the report. The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not vary significantly from year to year, or the system is not considered vulnerable to this type of contamination. As such, some of our data, though representative, may be more than one year old. In this table you will find terms and abbreviations that might not be familiar to you. To help you better understand these terms, we have provided the definitions below the table.

| Contaminants   | MCLG<br>or<br>MRDLG | MCL,<br>TT, or<br>MRDL | Detect In<br>Your<br>Water | Range          |                              | Sample<br>Date | Violation  | Typical Source               |
|--|---------------------|------------------------|----------------------------|----------------|------------------------------|----------------|--|------------------------------|
|  |                     |                        |                            | Low            | High                         |                |  |                              |
| <b>Microbiological Contaminants</b>                        |                     |                        |                            |                |                              |                |  |                              |
| Fecal Indicator - E. coli at the source (positive samples) | 0                   | 0                      | 0                          | NA             | NA                           | 2025           | No   | Human and animal fecal waste |
| Contaminants   | MCLG                | AL                     | Your<br>Water              | Sample<br>Date | # Samples<br>Exceeding<br>AL | Exceeds<br>AL  | Typical Source   |                              |
| <b>Inorganic Contaminants</b>                              |                     |                        |                            |                |                              |                |  |                              |
| Copper - action level at consumer taps (ppb)               | 0                   | 1300                   | 0                          | 2025           | 0                            | NA             | Corrosion of household plumbing systems; Erosion of natural deposits |                              |
| Lead - action level at consumer taps (ppb)                 | 0                   | 15                     | 0                          | 2025           | 0                            | NA             | Corrosion of household plumbing systems; Erosion of natural deposits |                              |
| Synthetic Organic Compound                                 |                     |                        |                            |                |                              |                |  |                              |
| Inorganic Compound   |                     |                        | 0                          | 2025           | 0                            | NA             |  |                              |

## Undetected Contaminants

The following contaminants were monitored for, but not detected, in your water.

| Contaminants                         | MCLG<br>or<br>MRDLG | MCL,<br>TT, or<br>MRDL | Your<br>Water | Violation | Typical Source   |
|--------------------------------------|---------------------|------------------------|---------------|-----------|--|
| 1,1,1-Trichloroethane (ppb)          | 200                 | 200                    | ND            | No        | Discharge from metal degreasing sites and other factories                                    |
| Haloacetic Acids (HAA5) (ppb)        | NA                  | 60                     | ND            | No        | By-product of drinking water chlorination  |
| Nitrate [measured as Nitrogen] (ppm) | 10                  | 10                     | ND            | No        | Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits  |
| Nitrite [measured as Nitrogen] (ppm) | 1                   | 1                      | ND            | No        | Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits. |
| Alpha (pci/l)                        | 0                   | 15                     | ND            | No        | Erosion of Natural Deposits  |
| Radium (226 ) (pci/l)                | 0                   | 5                      | ND            | No        | Erosion of Natural Deposits  |
| Radium (228 ) (pci/l)                | 0                   | 5                      | ND            | No        | Erosion of Natural Deposits  |
| Uranium (pci/l)                      | 0                   | 30                     | ND            | No        | Erosion of Natural Deposits  |

# Regulated Contaminants

## Lead and Copper

| Lead and Copper | Date Sampled | MCLG | Action Level(AL) | 90 <sup>th</sup> Percentile | # Sites Over AL | Units | Violation | Likely Source of Contamination   |
|-----------------|--------------|------|------------------|-----------------------------|-----------------|-------|-----------|--|
| Copper          | 2025         | 1.3  | 1.3              | 0                           | 0               | ppm   | N         | Erosion of natural deposits; leaching from wood preservatives; corrosion of household plumbing systems |
| Lead            | 2025         | 0    | 15               | 0                           | 0               | ppb   | N         | Corrosion of household plumbing systems; erosion of natural deposits.                                  |

| Disinfectants and Disinfection By-Products | Collection Date | Highest Level Detected | Range of Levels Detected | MCLG                  | MCL      | Units | Violation | Likely Source of Contamination            |
|--|-----------------|------------------------|--------------------------|-----------------------|----------|-------|-----------|---|
| Chlorine                                   | 2025            | .87                    | 0 – 1                    | MRDLG = 4             | MRDL = 4 | ppm   | N         | Water Additive used to control microbes   |
| Total Trihalomethanes                      | 2025            | 1                      | 1.1 – 1.1                | No goal for the total | 80       | ppb   | N         | By-product of drinking water disinfection |

## Violations Table

| Consumer Confidence Rule  |                 |               |  |
|---|-----------------|---------------|--|
| The consumer Confidence Rule requires community water systems to prepare and provide to their customers annual consumer confidence reports on the quality of the water delivered by the system. |                 |               |  |
| Violation Type  | Violation Begin | Violation End | Violation Explanation  |
| CCR Report  | 07/01/2025      | 8/15/2025     | We failed to provide to you, our drinking water customers, an annual report that informs you about the quality of our drinking water and characterizes the risks from exposure to contaminants detected in our drinking water. |

| <b>Unit Descriptions</b> |  |
|--------------------------|--|
| <b>Term</b>              | <b>Definition</b>  |
| ppm                      | ppm: parts per million, or milligrams per liter (mg/L), one ounce in 7,350 gallons of water                  |
| ppb                      | ppb: parts per billion, or micrograms per liter ( $\mu\text{g/L}$ ), one ounce in 7,350,000 gallons of water |
| NA                       | NA: not applicable   |
| ND                       | ND: Not detected   |
| NR                       | NR: Monitoring not required but recommended.   |
| positive samples         | positive samples/yr.: The number of positive samples taken that year   |

| <b>Important Drinking Water Definitions</b> |   |
|---|---|
| <b>Term</b>                                 | <b>Definition</b>   |
| MCLG  | 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.  |
| MCL   | 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.   |
| TT  | TT: Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.  |
| AL  | AL: Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.   |
| Variances and Exemptions                    | Variances and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.   |
| MRDLG                                       | MRDLG: Maximum residual disinfection 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. |
| MRDL  | MRDL: Maximum residual disinfectant level. The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.                              |
| MNR   | MNR: Monitored Not Regulated  |
| MPL   | MPL: State Assigned Maximum Permissible Level   |

**For more information please contact:**

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