

The City of Roswell, GA

2023 Annual Water Quality & Consumer Confidence Report





Think Beyond the Tap

Get a closer look at what goes on in the City of Roswell's drinking water to make it safe to drink.

In this 2023 Water Quality Report, you will learn where the Roswell Water Utility gets its water from and In this Water Quality Report, you will learn where the Roswell Water Utility gets its water from and that **this water is safe to drink.**

The Roswell Water Utility Division is proud to serve the citizens of Roswell and provide the best possible services related to water resources. Whether we are producing and distributing the highest quality of drinking water to our customers, ensuring that the drainage system is working properly, or completing waterline and stormwater pipe improvement projects, the employees of the Water Utility Division are committed to excellence and striving to protect and enhance our community.

Do You Have a Leak?

Report any leaks or other issues using the City of Roswell App, for Android and Apple mobile phones. Available in your favorite App store. Or call **770-641-3707** (M-F, 7AM-4PM).

Roswell Water customers can sign up for Aquahawk to automatically monitor their water usage and check for leaks. Go to www.Roswellgov.com/Aquahawk.



Where Does My Water Come From?

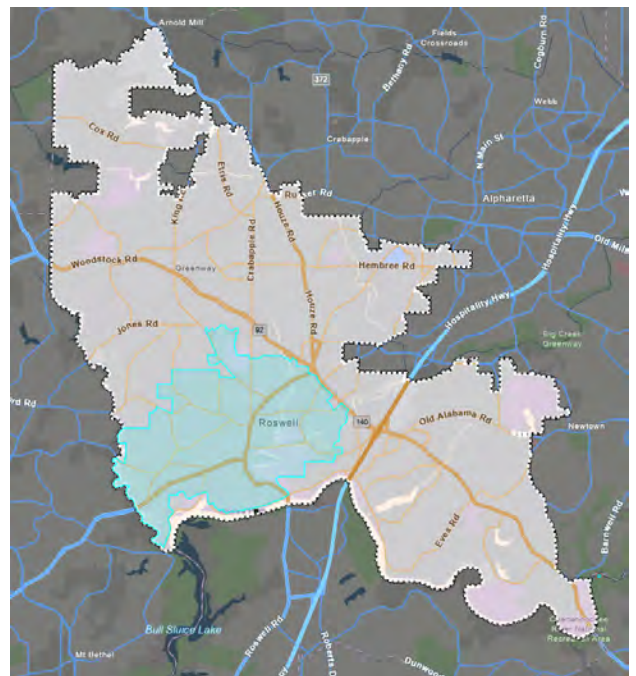
The Roswell Water Utility serves approximately 18,500 residents in Roswell, mostly around the historic district. The rest of the city is served by Fulton County's water utility.

The primary source of water is the Roswell Water Treatment Plant, which gets its water from Big Creek.

Supplemental water is purchased by the City from the North Fulton/Atlanta Treatment Plant in Alpharetta. The source for this plant is the Chattahoochee River. Since the City has two sources, Roswell's system is classified as a "blended water source."

Roswell Water Utility by the Numbers

- Water comes from the Big Creek Watershed
- Approx. 18,500 residents served
- Up to 3.3 million gallons of water treated daily
- 89 miles of waterline mains






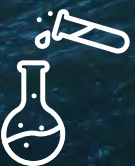

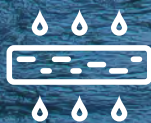



Roswell Water Utility service area in blue

Did You Know?

Roswell's original Cecil B. Wood Water Treatment Plant opened in 1936 as "one of the best-equipped water systems and the water is some of the purest in this part of the state." The new Roswell water treatment plant opened in 2016.

Your Water is Safe to Drink!

The Treatment Process

<p>The Source</p>  <p>Water is removed from Big Creek on Oxbo Rd.</p>	<p>Raw Water Storage</p>  <p>Water is pumped from the creek to the 10 million-gallon raw water storage tank.</p>	<p>Oxidation</p>  <p>Sodium hypochlorite is added to help remove iron and manganese through oxidation.</p>
<p>Coagulation & Flocculation</p>  <p>Chemicals are added to make the particulates clump together. The clumps of particles are called "floc."</p>	<p>Sedimentation</p>  <p>The newly formed floc settles by gravity to the bottom of the sedimentation-basins.</p>	<p>Filtration</p>  <p>Water flows through filters which remove even more of the microscopic particles.</p>
<p>Post-Treatment Disinfection</p>  <p>Sodium hypochlorite is added again to disinfect any remaining disease-causing organisms.</p>	<p>Final Treatment</p>  <p>Fluoride is added to help with tooth decay. Orthophosphate is added to protect pipes from corrosion.</p>	<p>Safe Drinking Water</p>  <p>Water then arrives at your faucet, ready to drink.</p>

Source Water Assessment Watershed Susceptibility Rankings

What is a Source Water Assessment?

The Source Water Assessment can help communities understand the potential for contamination of their drinking water supplies and can be used to prioritize the need for protecting drinking water sources.

Roswell has a high potential for non-point sources of pollution and medium potential for point source pollution. To view the full report, visit www.RoswellGov.com/WaterUtility.

What is Water Pollution?

Water pollution is caused when substances such as chemicals, pathogens, sediment, and metals are dumped into the water. There are

two types of water pollution, point source and non-point source pollution for point source pollution.

• Point Source Pollution

involves actual facilities, which have contaminants on site and pose a potential health risk if humans consume those contaminants.

• Non-Point Source Pollution

is caused by development and everyday activities that take place in residential, commercial, and rural areas and is carried by rainfall to streams and lakes. Every time it rains, this pollution gets into our waterways.

What is Watershed?

A watershed is the land area that drains to a particular stream, lake, or river. The quality of the streams, lakes, and rivers in the watershed is affected by activities on both the water and land.



Did You Know?

Roswell is in the Big Creek Watershed, a part of the Chattahoochee Watershed. Runoff from the City drains into the Chattahoochee River, which ultimately drains into the Gulf of Mexico.

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, in some cases, 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 the following:

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.

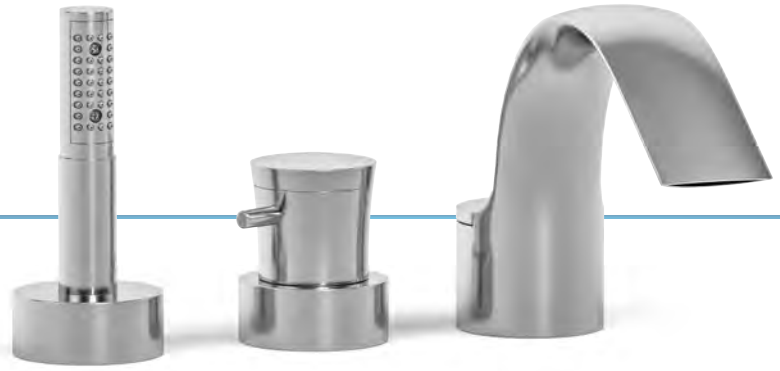
Pesticides and Herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

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.

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

Did You Know?

Dog waste is a contributor to water pollution. Be sure to follow Rule #1 and Pick up #2! Visit www.RoswellGov.com/PetWaste for more info.



Should I be Concerned about Lead and Copper in my Water?

The most likely source of trace amounts of lead would be from home plumbing systems in older homes, including the service line from the meter to the home and internal plumbing. Roswell's Water Utility uses corrosion control protocols to minimize the potential for these metals to leach into drinking water.

The City of Roswell tests locations with at-risk plumbing systems to ensure corrosion control techniques are effective. Roswell's water system contains trace amounts of lead in older pipes and brass fittings used at system meters. Learn more at www.EPA.gov.

To reduce the chances of ingesting lead, follow these guides:

- Consume only cold water directly from the faucet. Hot tap water can increase the potential for lead and other metals to leach into drinking water from the home plumbing system. (*Heating cold water does not release any lead.*)
- If the water has been sitting in the pipes in

your home for longer than six hours, allow the water to run a few minutes before consuming. Turn on the cold water tap and wait for the temperature to change.

- Periodically clean out the aerators (*screens on the faucet*). These screens can trap sediment and debris over an extended period time.

Vulnerable Populations

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons (such as those with undergoing chemotherapy treatments, who have undergone organ transplants, living 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 healthcare providers. EPA/CDC guidelines on appropriate means to reduce the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Did You Know?

Cryptosporidium is a microscopic organism that is common in surface water. The organism comes from animal wastes in the watershed and are removed by a well-maintained water treatment process. Those with weakened immune systems are especially vulnerable to becoming infected from this parasite.

Water Quality Results

The City of Roswell Water Utility Division, in conjunction with the Georgia Environmental Protection Division, conducted laboratory tests for drinking water parameters in May 2023 through October 2023. **All tests came back well within accepted ranges with no violations reported.** Data from these tests are included in this report.

REGULATED SUBSTANCES							
Substance (units)	MCLG (ideal level)	MCL (highest allowed)	Roswell System Average	Range of Levels Detected	Violation	# of Samples Exceeding MCL	Probable Sources
Total Coliform Bacteria	0.0	Presence of bacteria in <5% of monthly samples	0	<5%	No	0	Naturally present in the environment
Fluoride (ppm)	4.0	4.0	0.85	0.63-1.29	No	0	Erosion of natural deposits; water additive which promotes strong teeth
Nitrate (ppm)	10.0	10.0	1.2	1.2	No	0	Runoff from fertilizer use; leaching from natural deposits
Total Organic Carbon (ppm)	N/A	TT \geq 1.0 (1.0 in the minimum removal ratio)	1.01	0.24-1.52	No	0	Naturally present in the environment
Chlorine (ppm)	4.0	4.0	1.52	0.29-2.06	No	0	Added to water as a disinfectant
Turbidity	N/A	TT - 0.3 NTU	0.02	0.00-0.24	No	0	Soil runoff and erosion
Total Trihalomethanes (TTHMs) (ppb)	N/A	80	39.57	19.2-50.6	No	0	By-product of disinfection by chlorination
Total Haloacetic Acids (THAAs) (ppb)	N/A	60	30.97	15.4-42.8	No	0	By-product of disinfection by chlorination

LEAD AND COPPER							
Substance (units)	MCLG (ideal level)	AL	Roswell System 90th Percentile	Samples Date	Violation	# of Samples Exceeding MCL	Probable Sources
Lead (ppb)	0.0	AL - 15	3.2	2022	No	1 of 30	Corrosion of household plumbing systems; erosion of natural deposits
Copper (ppb)	1300.0	AL - 1300	410	2022	No	0 of 30	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

Definitions & Abbreviations

AL - Action Level

The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement that a water system must follow.

MCL - Maximum Contaminant Level

The highest level of a contaminant that is allowed in drinking water. The 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.

NTU - Nephelometric Turbidity Units

A measure of turbidity or cloudiness of water.

PB - Parts per billion

(same as micrograms per liter)

One part per billion is equivalent to one minute in 2,000 years or one penny in \$10 million.

PPM - Parts per million

(same as milligrams per liter)

One part per million is equivalent to one minute in 2 years or one penny in \$10,000.

THAA - Total Haloacetic Acids

A by-product of disinfection by chlorination.

TT - Treatment Technique

A required process intended to reduce the level of a contaminant in drinking water.

TTHM - Total Trihalomethanes

A by-product of disinfection by chlorination.



Water Conservation

An average household with a water leak can account for nearly 10,000 gallons of water wasted every year. Common leaks found in the home are worn toilet flappers, dripping

faucets, and other leaking valves. Fixing water leaks can save homeowners about 10% on their water bills.



Give your shower power

Taking a five-minute shower uses 10-25 gallons of water. Install a water-saving showerhead to reduce the flow.



Make it a full load

Washing machines can use as much as 41 gallons of water per load. Wash only full loads to save water.



Water plants efficiently

Use drip irrigation or micro-sprays where possible. They use 30-50% less water than sprinklers. Water only at night or in the early morning to reduce water evaporation from the sun and heat.



The right plants in the right places

Consider native plants that require less water to maintain. Also think about where plants are going – sun, shade, slope, and runoff all matter.

Turn it off

A bathroom faucet uses about two gallons of water per minute. Turn it off while you brush.



Don't flush money away

Upgrade your toilet to use less water per flush. Newer toilets use far less water than those made before 1993, with water bill savings of more than \$90 annually.



Alternate water sources

Rain barrels or cisterns are good ways to gather water without paying for it. For each inch of rainfall, six gallons of water can be harvested per square foot of roof area.



Did You Know?

Roswell Water users can sign up for Aquahawk to automatically monitor their water usage and check for leaks. Go to www.Roswellgov.com/Aquahawk.

Contacts & Information



City of Roswell Customer Service

For billing questions or new service connection/ disconnection, call the Finance Department at 770-641-3759.

Website

Visit our website, www.roswellgov.com/waterutility for comprehensive utility, water conservation and customer service information, as well as online bill payment.

US EPA Drinking Water Hotline

1-800-426-4791 or www.epa.gov/safewater

EPD Monitoring Waivers

As authorized by Georgia EPD, the City of Roswell water system has reduced monitoring requirements for certain contaminants to less often than once per year because the concentration of these contaminants are not expected to vary significantly from year to year.

Fulton County Water

For information on the water produced by Fulton County, contact Fulton County Water at 404-612-7400.

City of Roswell Water Emergencies

Call 770-641-3707, Monday– Friday, 8:00 AM to 5:00 PM. Call 770-640-4100 after hours and weekends.

Monthly Public Works Meeting

The City of Roswell Public Safety/Public Works Committee meets on the second Tuesday of the month at 5 p.m. in Room 220 of Roswell City Hall, 38 Hill Street. These meetings are open to the public.

American Water Works Association

www.awwa.org

Questions about this report?

Please call Jessie Cash, Water Operations Manager, Roswell Water Treatment Plant, 770-641-3816, Monday–Friday, 8:00 AM to 5:00 PM.

Additional copies of this report may be obtained at 38 Hill Street, City Hall. A PDF image of this report may also be downloaded from our website, www.roswellgov.com/CCR.

Awards

- GAWP Water Distribution System Award 2006, 2011, 2014, 2018, 2019, 2020, 2021, 2022, 2023
- GAWP Gold Award 2017, 2018, 2019, 2020
- GAWP Platinum Award 2010, 2022
- Consumer Confidence Award 2006, 2008, 2011
- ASCE Award for Water Plant Project 2015-2016
- Fox McCarthy Award 2016
- GAWP Public Education Committee Print Media Award (for Drippy Dropperson: Water Ambassador story) 2018
- GAWP Water Treatment Plant of the Year 2020, 2022, 2023
- GAWP Public Education Award 2000
- GAWP Master Plan Spotlight Award, Small System Category 2023



City of Roswell Water Utility Division

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Mayor

Kurt Wilson, Mayor of Roswell

City Council

Sara Beeson, Post 1
Allen Sells, Post 2
Christine Hall, Post 3
David Johnson, Post 4
William Morthland, Post 5
Lee Hills, Post 6

Administration

Randy Knighton, City Administrator
Sharon Izzo, Deputy City Administrator for Utilities, Infrastructure, and Facilities
Brian Watson, Director of Environmental/Public Works
Chris Boyd, Water Utility Manager
Jessie Cash, Water Operations Manager