Water quality and safety are sometimes difficult to understand and the information in this brief report may not answer all of your questions. For additional information, questions or concerns, please contact Corielle Banks at 404-612-7400 or email us at dwr@fultoncountyga.gov during normal business hours. Additional copies of this report are available at your public library.

Help Us Serve You Better

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Fulton County @ Your Service - Delivering safe, reliable water

The Fulton County Department of Water Resources is proud to provide water distribution, wastewater collection, stormwater management, and public education services to our customers 24-hours a day, 365 days each year.

Water is essential to every aspect of the health of our communities and it is our goal to provide you with quality service at a great value. Fulton County has the lowest combined water/sewer rates in metro Atlanta, and no rate increases are anticipated for a 5 year period.

We want to keep you informed about your drinking water. Informed customers are our best allies, and we are dedicated to giving you the information you need to make knowledgeable decisions. You can participate through public hearings, notice of which is posted at the Government Center in our website at www.fultoncountyga.gov under “Events”.

For questions or problems regarding water services, please call 770-640-3040; for sewer system problems or questions, call 404-612-3061 in the North Fulton area or 404-612-3163 for South Fulton. For billing or reconnection questions, please contact the Finance Department’s main customer service line at 404-612-6830.

The facts about 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 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;
- 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.

Award winning performance

The Atlanta-Fulton County Water Resources Commission (AFCWRC) Water Treatment Facility, jointly-owned by Fulton County and the City of Atlanta and operated by joint venture partner, Veolia Water/ Kharifa, has earned several awards in 2012, including:

- American Water Works Association (AWWA) Phase 3 Director’s Award in recognition of our commitment to providing the highest quality of drinking water. One of only three Water Treatment Plants in Georgia to earn this honor.
- Georgia Association of Water Professionals (GAWP) Platinum Award, in recognition of complete and consistent compliance with the Safe Drinking Water Act.
- National Safety Council Occupation Excellence Achievement Award.
- Georgia Department of Labor Award of Excellence in recognition of exceptional workplace safety.

Partnering to conserve

Water conservation is important to provide a safe, reliable supply of water for our communities today and in the future. Fulton County does its part to conserve by minimizing water loss through a proactive leak detection and meter replacement program, work order and repair system, and integrated billing system. In 2012 the County’s non-revenue water loss was 6.4% of total consumption—very low when compared with other utilities and well below the widely accepted industry standard goal of 10%.

To encourage conservation within the community, Fulton County offers water efficiency programs for residents, schools and businesses including:

- Toilet Rebate Program
  - Homes built prior to 1993—must replace high water use toilets with qualifying high-efficiency toilets,
  - Up to $200 in rebates, 3,407 rebates paid out as of 2008,
  - Over 53,000 gallons per day (gpd) in water savings,
- Multi-family program for apartment complexes, townhomes, and condominiums on a master meter to begin in the fall.
  - Up to $200 in rebates, 4,000 applicants as of 2008,
  - Over 15,000 gallons per day (gpd) in water savings,
- Interactive Educational Programs, Workshops, and Tours
  - A variety of educational programs about water conservation and water quality for students and participants of all ages,
  - Examples include water efficient landscaping and Fats, Oil and Grease (FOG) workshops and community cleanups.
- Water Art Calendar Contest
  - Students submit original artwork promoting best water conservation and water quality,
  - Contest is open to all Fulton County students, grades K-12 attending public, private, charter, and home-schooled.

To learn more about Fulton County’s conservation programs and what you can do to save and protect our water supply, visit our website at www.fultoncountyga.gov.
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. If the system serves more than 25 persons at least 6 months out of the year, the system must meet EPA safety standards if it uses filtration (other than sedimentation) as a treatment technique. EPA/ EWG recommends that people rely on their system’s MCLG as feasible using the best available treatment technology. Making Sure Your Water is Safe

Reducing Exposure to Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water primarily comes from materials and devices within your home that may have lead or lead-based paint. Lead can also enter drinking water as a result of corrosion of certain materials in older buildings and homes. 

What’s In Our Water?

Included in this report are tables depicting contaminants that have been detected in our water. They are, in all cases, below the levels prescribed by the EPA but, nevertheless, are present. They pose known health risk at these levels. We have listed a few definitions to help you understand the information in the tables.

- Exemptions: A State or EPA permission not to meet an MCL or a treatment technique under certain conditions.
- Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLG as feasible using the best available treatment technology.
- Maximum Contaminant Level Goal (MCLG): 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.
- Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfecting agent added to drinking water for the inactivation of microorganisms.
- NTU (Nephelometric Turbidity Unit): The unit used to express a measurement of turbidity.
- Parts per billion (ppb): One part per billion is the same as one penny in 10 million dollars.
- Parts per million (ppm): One part per million is the same as one penny in 10 thousand dollars.
- TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.

Stage 2 Monitoring for THM/HAAs began May 2012. Data is based on averages of three quarters.

Waivers (exemptions) were extended to the County by the State in 2011 through 2013 for the following contaminants: arsenic, asbestos, cyanide, radium and synthetic organic compounds. Synthetic Organic Compounds (SOCs) are man-made products such as pesticides, gasoline components, PCB (Polychlorinated biphenyls; formerly used in rubber, dyes, heat transfer oil, and so on) and other organic compounds.