



Department of Water Resources

WATER QUALITY REPORT

Data collected from January 1 through December 31, 2022

Gwinnett's tap water is safe to drink



GWINNETT'S TAP WATER IS SAFE TO DRINK!

The Gwinnett County Department of Water Resources is pleased to present the annual water quality report. This Consumer Confidence Report contains important information about the quality of your drinking water, including detailed results of state and federally mandated tests for various contaminants. We are proud to say that in 2022, there were no EPA Safe Drinking Water Act violations to report. A safe and reliable drinking supply is essential to a growing, progressive community like Gwinnett. Our staff is committed to researching and implementing innovative ways to deliver high-quality water at an excellent value.



Gwinnett County receives its drinking water supply from Lake Sidney Lanier. It is then filtered at one of two drinking water filter plants: Lanier or Shoal Creek.

BEST TASTING WATER 2022

In 2022, Gwinnett's drinking water was named the "Best Tasting Water" in the state by the Georgia Association of Water Professionals. Both water production facilities also won numerous awards, including Plant of the Year!

2022 BY THE NUMBERS

DEPARTMENT OF WATER RESOURCES

270,000 WATER CUSTOMERS
195,000 SEWER CUSTOMERS
SERVED BY 600 WATER PROFESSIONALS

HELD **29 ADOPT-A-STREAM WORKSHOPS**
& **GAINED 73** VOLUNTEERS CERTIFIED TO
MONITOR **GWINNETT'S STREAMS**

KEPT **80 TONS** of household hazardous materials **OUT OF LANDFILLS**
via community collection events

25.7 BILLION GALLONS OF WATER PRODUCED & DISTRIBUTED

HOSTED **24 TRASH CLEANUP EVENTS**
WITH **534 VOLUNTEERS** WHO COLLECTED
78 TIRES & **11 TONS OF TRASH**

PROVIDED
\$200,000

in **PLUMBING & SEPTIC REPAIRS**
to low-income homeowners
using **AMERICAN RESCUE PLAN FUNDS**
in partnership with **GWINNETT/WALTON HABITAT FOR HUMANITY**

21.6

BILLION GALLONS OF WASTEWATER COLLECTED & TREATED

PROVIDED
\$688,000

IN **WATER BILL ASSISTANCE**
to **1,500 RESIDENTS**
via **PROJECT RESET 2.0**
& THE **LOW-INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM**

SERVED **307,192** CUSTOMERS IN PERSON,
THROUGH EMAIL,
OR BY PHONE



WHAT ARE CONTAMINANTS?

When talking about drinking water, contaminants are any physical, chemical, biological, or radiological substance in water. Basically, this is anything other than water molecules. Most contaminants are harmless, but some can be harmful at high levels. The presence of contaminants in drinking water does not necessarily mean there is a problem or a health risk.

HOW ARE CONTAMINANTS MEASURED?



Part Per Million (PPM)

One part per million corresponds to one minute in two years or one drop of water in a hot tub.



Part Per Billion (PPB)

One part per billion corresponds to one minute in 2,000 years or one drop of water in a swimming pool.

WHY ARE CONTAMINANTS IN WATER?

As rainfall travels over or through the ground, it picks up naturally occurring minerals as well as other substances that may be on or in the ground left by humans or wildlife. Drinking water, both tap and bottled, is supplied by rivers, lakes, streams, ponds, reservoirs, springs, and wells. All of Gwinnett's tap water comes from Lake Lanier. Contaminants could include viruses, bacteria, salts, metals, pesticides, herbicides, and more. Gwinnett County's filter plants follow a strict disinfection process that results in the removal of at least 99.9 percent of contaminants.

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 EPA's Safe Drinking Water Hotline at 1.800.426.4791.

IMPORTANT HEALTH INFORMATION

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 people, 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 at 1.800.426.4791.



UNDERSTANDING THE WATER QUALITY CHART

The Water Quality Chart compares the quality of your tap water to national drinking water standards. **All results meet EPA standards.** Unless otherwise noted, this data is based on testing completed from January 1 to December 31, 2022.

TERMS TO KNOW:

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 are set by the U.S. Environmental Protection Agency.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as technologically feasible.

Maximum Residual Disinfectant Level (MRDL): 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.

Maximum Residual Disinfectant Level Goal (MRDLG): 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.

Treatment Technique (TT): A required process intended to reduce the level of contaminant in drinking water.

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

Nephelometric Turbidity Unit (NTU): Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality.

Type	Meets EPA Standard	Substance	Testing Frequency	Typical Source	Maximum Level (MCL)	Maximum Goal (MCLG)	Gwinnett's Range	Gwinnett's Average	Notes
EPA Regulated Substances or Contaminants	✓	Fluoride (ppm)	Daily	Water additive that promotes strong teeth	4	4	.70 – 1.00	0.84	Fluoride is added to water to help promote dental health in children.
	✓	Nitrate/Nitrite (ppm)	Annually	Fertilizer runoff, leaching from septic tanks, or erosion of natural deposits	10	10	0.33 – 0.41	0.37	Nitrate and Nitrite are measured together
Disinfection By-Products and Disinfectant Residuals	✓	Total Trihalomethanes (TTHMs)(ppb)	Quarterly	By-products of drinking water disinfection	80	0	11.8 – 63.7	63.7 (Highest Detected LRAA)	Locational Running Annual Average (LRAA) – the average of analytical results for samples taken at a particular monitoring location during the previous four calendar years
	✓	Haloacetic Acids (HAA5s) (ppb)	Quarterly	By-products of drinking water disinfection	60	0	11.6 – 26.9	26.9 (Highest Detected LRAA)	Locational Running Annual Average (LRAA) – the average of analytical results for samples taken at a particular monitoring location during the previous four calendar years
	✓	Total Organic Carbon (TOC) (ppm)	Monthly	Decay of naturally occurring organic matter in the water withdrawn from sources such as lakes and streams	TT	N/A	0.89 – 1.7	1.15	
	✓	Chlorine (ppm)	Monthly	Drinking water disinfectant	MRDL=4	MRDLG=4	0.14 – 2.13	1.41	
Cloudiness	✓	Turbidity	Continuously	Soil runoff	TT, <0.3 in 95% of monthly samples	0 NTU	N/A	.14 NTU (Highest Detected) 100% (Lowest % of samples meeting limit)	NTU= Nephelometric Turbidity Units Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of water quality. High turbidity can hinder the effectiveness of disinfectants.
	✓	Total Coliform Bacteria	Monthly	Naturally present in the environment	<5% positive samples (monthly)	0	0% – .32%	.32% (Highest % positive samples monthly)	Approximately 306 samples taken monthly

Type	Meets EPA Standard	Substance	Frequency	Typical Source	Action Level 90%	90th Percentile Sample Result in Gwinnett	Number of Sites Exceeding Action Level in Gwinnett (AL)	Results	Notes
Lead and Copper Levels at Residential Taps	✓	Lead (ppb)	50 homes tested every 3 years	Corrosion of household plumbing systems	15	1.2	0	Of the 50 homes tested in 2020, no sites exceeded the action level (AL) for lead.	Gwinnett is required to test a minimum of 50 homes for lead and copper every three years. The last testing occurred in 2020, and the next testing will take place in 2023. Compliance with the Lead and Copper Rule is based on obtaining the 90 th percentile of the total number of samples collected and comparing it against the lead and copper action levels. To have an exceedance, the 90 th percentile value must be greater than 15 ppb for lead or 1.3 ppm for copper.
	✓	Copper (ppm)	50 homes tested every 3 years	Corrosion of household plumbing systems	1.3	0.17	0	Of the 50 homes tested in 2020, no sites exceeded the action level (AL) for copper.	

Type	Meets EPA Standard	Substance	Frequency	Typical Source	EPA Proposed MCLG	EPA Proposed MCL	Gwinnett's Range	Gwinnett's Average	Notes
PFAS (polyfluoroalkyl substances)	N/A	Perfluorooctanoic acid (PFOA)	Quarterly	Consumer, commercial, and industrial products	0 ppt	4 ppt	.85 – 2.05 ppt	1.37 ppt	ppt= parts per trillion Though not required, Gwinnett monitors the amount of perfluoroalkyl substances (PFAS) in the drinking water. These substances are found in water, air, fish, and soil across the world. While these products are not currently regulated by the EPA, they may be regulated in the future.
	N/A	Perfluorooctane sulfonic acid (PFOS)	Quarterly	Consumer, commercial, and industrial products	0 ppt	4 ppt	.68 – 1.14 ppt	0.94 ppt	

A NOTE ABOUT 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. Gwinnett County Water Resources 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 [EPA.gov/SafeWater/Lead](https://www.epa.gov/safewater/lead).

PROTECTING GWINNETT'S WATER

Source Water Assessment and Protection Program

Gwinnett, in collaboration with the Atlanta Regional Commission, completed a source water assessment in March 2020. The assessment itemized potential sources of water pollution within the Lake Lanier watershed and found that overall, it has low susceptibility to pollution.

How does Gwinnett protect water quality?

- Ensures federal and state water quality standards are met
- Maintains two water production plants, three wastewater treatment plants, and more than 8,000 miles of pipe
- Performs nearly 20,000 water quality tests each year as part of the drinking water production and distribution process
- Samples waterways regularly throughout the county as part of the Adopt-A-Stream program
- Provides water conservation programs and education
- Cleans up an average of 11 tons of trash from waterways each year through volunteer events

What can you do to help?

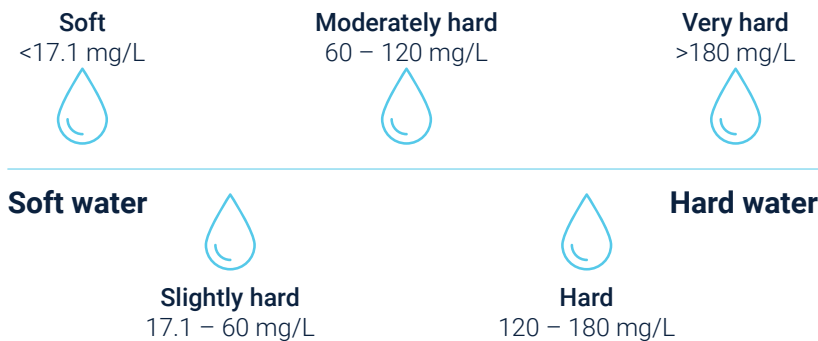
- Limit the amount of pesticides and fertilizers used and follow directions for use and disposal
- Do not pour fats, oils, grease, or hazardous waste down the drain, onto the ground, or into storm drains
- Pick up your pet's waste
- Ensure that only rain goes down the storm drain
- Never flush anything down the toilet except for human waste and toilet paper
- Participate in our Adopt-A-Stream program; visit [GwinnettCB.org](https://www.gwinnettcba.org) to learn more
- Participate in a volunteer cleanup or host your own

FREQUENTLY ASKED QUESTIONS ABOUT TAP WATER

Is my water hard or soft?

Water hardness is calculated by the amount of magnesium, calcium, and carbonate in milligrams per liter (mg/L) or grains per gallon (gpg). Gwinnett tests water hardness several times a week and has a consistent hardness around 22 mg/L or 1.5 gpg.

WATER HARDINESS SCALE



How hard is your water?

The hardness scale is measured in grains per gallon (gpg) of calcium carbonate. You can see how hard your water may be using these ranges.



What's the difference between hard water and soft water?

Hard water has a better taste, provides necessary minerals, and rinses soap better. Soft water does not build up in water appliances and soap lathers better in soft water than hard water.

Why do I sometimes taste and smell chlorine?

Chlorine is used in the water production process because it protects the water from contamination as it travels through pipes to your home. Some people are more sensitive to the taste and smell of chlorine and can detect even small amounts. If you notice a smell or taste of chlorine, you can fill a pitcher with water and place it in the refrigerator to dissipate the remaining chlorine.

Why is fluoride in the water?

Georgia state law requires the addition of fluoride into drinking water. This is meant to prevent dental decay. Gwinnett adds the lowest allowable amount of fluoride during the drinking water production process.

What should I do if my water has an odd smell, taste, or appearance?

A change in your water's taste, appearance, or smell does not necessarily mean there is a health concern. However, it is always best to let Gwinnett County know by calling our 24/7 dispatch line at 678.376.7000.

WATER RESOURCES ASSISTANCE PROGRAM

Providing leak repair, septic repair, assistance with payments, and water-saving appliances

Help is available

Do you need assistance fixing a leak, getting more water-efficient appliances, fixing your septic tank, or paying your bill? Gwinnett Water has developed a water resources assistance program that can help.

Services offered

- Plumbing repairs: services could include repairs such as leaking/broken toilets, leaking fixtures, water heater leaks, and service line leaks
- Retrofitting homes: services could include the retrofit of the home with low-flow, high-efficiency toilets, faucets, and showerheads if the home was built prior to 1992
- Septic systems: services could include septic system repairs and replacements
- Payment assistance

Need additional help?

Gwinnett Water Resources has customer advocates that can help you through the application process. Contact a customer advocate at WRAP@GwinnettCounty.com or by calling 678.376.6800.

Learn more and apply at GwinnettCounty.com/WRAP.

GETTING INVOLVED

The Department of Water Resources offers many opportunities for residents to get involved, to learn how to save water to save money, and to learn how to protect our most precious resource. All public outreach programs are offered free of charge to Gwinnett County residents, schools, and businesses:

- Workshops and classes
- Events and festivals
- Stream cleanups
- In-school programs
- Volunteer opportunities

Learn more about programs and events, see a full schedule, or request a speaker at Gwinnetth2o.com.

To schedule an educational program or tour for your group, please contact DWR Outreach and Education at DWRSchools@GwinnettCounty.com or 678.376.6722.

PUBLIC INPUT OPPORTUNITIES

The Gwinnett County Water and Sewerage Authority, which owns the Water Resources water and wastewater system, acts as an advisory agency to the Gwinnett County Board of Commissioners. The authority meets monthly at the DWR Central Facility. For the meeting schedule, visit Gwinnetth2o.com/PublicMeetings.

TIPS FOR CONSERVING WATER

Saving water at home can save you money on your water bill. Try the money saving tips below.

- Turn off the faucet while you brush your teeth or shave
- Catch the initial cold water in a bucket while waiting for the shower or sink to warm up and use it to water plants
- Only run the dishwasher or clothes washer when you have a full load
- Routinely check your faucets and toilets for leaks
- Use a broom to clean walkways and driveways instead of a hose
- Water plants early in the morning to reduce evaporation
- Use auto shut-off nozzles on your hose
- Install rain barrels to collect rainwater

To request an indoor or outdoor conservation kit and learn more tips on how you can save water and money, visit [DWRConserve.com](https://www.dwrconserve.com)

YOUR WATER IS AWARD WINNING!

Best Tasting Water in Georgia

– Georgia Association of Water Professionals (2022)

Best Operated Plant of the Year, Lanier Filter Plant

– Georgia Association of Water Professionals (2022)

Utility of the Future Watershed Stewardship

– Water Environment Federation (2022)

Laboratory Quality Assurance Gold Award

– Georgia Association of Water Professionals (2022)

Gwinnett Water Resources has also won awards for wastewater treatment, stormwater, customer service, and safety training.



CONTACT US

Billing/Customer Care:

678.376.6800

DWRCare@GwinnettCounty.com**Report a Problem:**

678.376.7000

General Information:

678.376.6700

DWRInfo@GwinnettCounty.com**Backflow Questions:**

678.376.4213

DWRBackflow@GwinnettCounty.com**BMPs/Detention Ponds:**DWRStormWaterBMP@GwinnettCounty.com**In-School Presentations:**

678.376.6722

DWRSchools@GwinnettCounty.com**Water Conservation:**

678.376.6722

DWRConserve@GwinnettCounty.com**Workshops, Events, Volunteer Opportunities:**

678.376.7193

DWRWorkshops@GwinnettCounty.com**Water, Sewer Availability, Mapping, GIS:**

678.376.7139

Sewer Capacity Certification:

678.376.7026

FOR MORE INFORMATION

For additional information about this report, contact the Gwinnett County Water Resources Laboratory at 678.376.4272.

