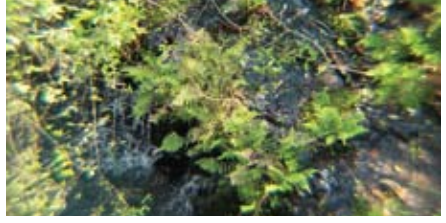


A Message From The Director

We at the Augusta Utilities Department have mentioned in past publications our BENCHMARK 2010 program and our commitment to become "the preferred water and service provider". Our goal has been to become a utility department which others seek to learn from because of exceptional customer service and value added to our community. As 2010 approaches, our goal is being realized. Augusta water production facilities and the wastewater treatment plants continue to be award winning facilities recognized by the Georgia Environmental Protection Division. With the culmination of our capital improvements program to further enhance the capacity of our facilities, Augusta Utilities is positioned to provide continued excellent service for years to come.

It's been said that the more things change, the more they stay the same. There have been many changes through improvements and expansions of our facilities over the years but the Augusta Utilities Department's commitment to providing quality customer service and safe drinking water remains the same and that never changes.

We hope you read this report and that it will provide you with worthwhile and useful information. Enjoy your summer!

Drew Goins – Interim Director
Augusta Utilities Department

Where Does Our Water Come From?

The City of Augusta water customers are fortunate because we enjoy an abundant water supply form 2 sources. The Highland Avenue Water Treatment Facility draws water from the Savannah River, which is pumped via the Historic Augusta Canal Pumping Station to our reservoirs. Which hold about 125 million gallons of water. Our third water source is from the Crutaceous Aquifer hundreds of feet below ground in south Augusta. Combined, our treatment facilities provide roughly 15.5 billion gallons of clean drinking water every year for our customers. Our second water source comes from our new Max Hicks Plant on Tobacco Road which gets water fro the Savannah River also and provides 15 million gallons of water to our customers in south Richmond County.

Source Water Assessment

The Federal Safe Drinking Water Act was amended in 1996 and required states to develop and implement source water assessment programs to analyze existing and potential threats to the quality of public drinking water throughout the state. Parsons Engineering Science, Inc. was contracted by Augusta Utilities Department to assess susceptibility of the source water intake in 2001.

The susceptibility matrix showed more than half of the potential pollutant sources in the study area are ranked low priority. Based on the potential pollutant source rankings developed according to the USEPA guidelines and engineering principles, the overall susceptibility of the intake was determined to be low. In addition, the water quality samples collected as part of the information collection rule (ICR) indicated the source water is free of biological contaminants. This ranking means that according to protocol set by the USEPA, the intake has an overall low susceptibility to the sources of pollution documented. Considering potential for contamination by various pollutant sources, this is the most favorable ranking that the intake can receive.

AUD Gains Larger Family

During the month of March, 2008, the Augusta Utilities Department acquired the responsibility of supplying Fort Gordon and its 25,000 population with water service. We welcome the opportunity of supplying the Fort and its personnel with safe quality drinking water and look forward to many years of continued service to Fort Gordon and its personnel.

Awards

During 2008, our surface water plants and groundwater plants again won the Georgia Association of Water Professionals (GAWP) Platinum and Gold Awards for operating the entire year without a single regulatory violation. This is just another example of our entire operating staff working hard to provide you our customers, with safe quality drinking water.

UCMR Data Availability

Unregulated Contaminant Monitoring Regulation sampling was conducted by Augusta Utilities department during 2008, results of which were non-detects. Unregulated Contaminants are those that don't yet have a drinking water standard set by the USEPA. The purpose of monitoring for these contaminants is to help EPA decide whether the contaminants should have a standard. As a Augusta Utilities Department customer, you have a right to know that this data is available. If you are interested in examining the results, please contact the Water Quality Superintendent by calling 706-842-1925.

Water Conservation Tips

Water conservation measures are an important first step in protecting our water supply. Such measures save the supply of our source water and save you money by reducing your water bill. Here are a few suggestions:

Indoor conservation tips:

- Fix leaking faucets, pipes, toilets, etc.
- Replace old fixtures; install water-saving devices in faucets, toilets and appliances.
- Wash only full loads of laundry.
- Do not use the toilet for trash disposal.
- Take shorter showers.
- Turn the faucet off when brushing teeth.

Outdoor conservation tips:

- Use mulch around drought-tolerant plants and shrubs.
- Repair leaks in faucets, hoses and sprinkler systems.
- Install a rain sensor if you have an in-ground irrigation system.
- Connect to reclaimed water for irrigation.

Augusta-Richmond Utilities Department
2822 Central Avenue, Augusta, Georgia, 30909

WATER TESTING PERFORMED IN 2008
PWS ID#: GA2450000

Substances Found in Tap Water

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. It can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

Microbial contaminants – such as viruses and bacteria, which 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 agricultural, 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, the Department of Environmental Protection (DEP) and U.S. Environmental Protection Agency (EPA) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and Georgia EPD regulations establish limits for contaminants in bottled water that must provide the same protection for public health. All 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 (800-426-4791).

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 some 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 and Prevention (CDC) guidelines on lowering the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

2008 DRINKING WATER QUALITY REPORT

Proudly presented by:

THE AUGUSTA UTILITIES DEPARTMENT
CITY OF AUGUSTA, GEORGIA




Conserve Water by Stopping Leaks

Unseen or unfixed, leaks can drip hundreds, even thousands, of gallons of water wastefully down the drain. A little detective work several times a year can catch these water thieves in the act and put them out of circulation. This detective work can also result in money in your pocket. A small (0.5 gallons per minute) leak can result in additional water and sewer costs of $240 per month.

Faucets- Most leaks result from worn washers in household faucets and showerheads. These faucets, as well as seldom-used taps in the basement or storage rooms, should be checked periodically. Worn washers or "O" rings usually cause faucet leaks. Repairing faucet leaks is easy. All one need is turn off the supply line to that faucet, replace the washer, and turn on the line again. Any good do-it-yourself book will offer advice to help you with this simple task.

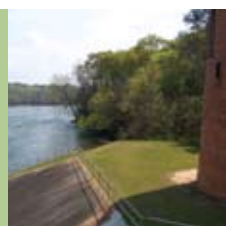
Toilets- The toilet is one of the most common water wasters but its leaks tend to be less noticeable than faucet leaks. To determine if your toilet is leaking, look at the toilet bowl after the tank has stopped filling. If water is still running into the bowl, or if water can be heard running, your toilet is leaking.

Most toilet leaks occur at the overflow pipe or at the plunger ball inside the tank. To locate a toilet leak, remove the tank lid and flush. The water level should come up to about a half-inch or so below the overflow pipe. Adjust the float level control screw, if necessary, so the valve shuts off the water at that level. If the valve itself is leaking, you may need a plumber to fix it.

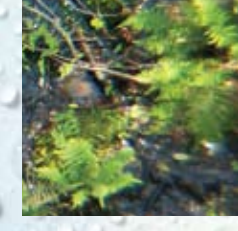
Outside Taps and Irrigation Systems- Although water may not be seen or heard running, your toilet may have a silent leak. To test for a silent leak, drop a small amount of food coloring into the tank. DO NOT FLUSH. Wait for about 5 minutes. If the food coloring appears in the toilet bowl, your toilet has a silent leak. It is probably located in or around the plunger ball or flapper valve at the bottom of the tank. These leaks are also easy to fix with parts from your hardware store.

Check the outside taps for leaking water, particularly during the summer sprinkling season. A hose mistakenly left dribbling away in the grass or garden can waste thousands of gallons of water over the course of a summer. Remember to close outside faucets tightly every time you shut off the water!

Automatic irrigation systems require special consideration. Adjust the sprinkler heads so that water is directed to areas that require watering. Grass cannot grow on driveways! Also know how to override timers. One need not irrigate during a rainstorm or for several days thereafter. A healthy lawn can withstand several weeks of less than normal rainfall. Additionally check your water meter to see if water is entering the irrigation system when it should not be doing so. Small leaks in the underground system can result in many gallons being wasted.



2008 WATER TESTING RESULTS

Substance (units) (ppm)	Year	MCL	MCLG	Groundwater Low-High Amount Detected	Highland Plant Low-High Amount Detected	Hicks Plant Low-High Amount Detected	Violation	Source
Fluoride	2008	4	4	.26-1.20	.24-1.23	—	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Chlorine	2008	4	4	—	.86-1.95	—	No	Water additive used to control microbes
Nitrates	2008	10	10	0-1.9	N/D	N/D	No	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits
Total Organic Carbon	2008	TT	N/A	N/A	1.2-1.9	.84-1.8	No	Naturally present in the environment
THMs	2008	80		13.7-24.8	31.5-83.9	1.9-62.9	No	By-product of drinking water disinfection
HAAs	2008	60	N/A	5.53-16.2	11.3-48.2	0-68.6	No	By-product of drinking water disinfection
Turbidity	2008	TT		N/A	.12-.62	.02-0.11	No	Soil runoff
Total Coliform	2008	< 5%	0	0	0	0	No	Commonly present in the environment; human and animal waste

Tap water samples were collected for lead and copper analysis from 50 homes throughout the service area.

Substance	Year	Action Level	MCLG	Amount Detected (90th Percentile)	Homes Above Action Level	Violation	Source
Copper (ppb)	2007	1,300	1,300	120	0	No	Corrosion of household plumbing systems; erosion of natural deposits leaching from wood preservatives
Lead (ppb)	2007	15	0	2.5	0	No	Corrosion of household plumbing systems; erosion of natural deposits leaching from wood preservatives
Alpha Emitters	2007	15	0	<2	<2	No	Erosion of natural deposits of certain radioactive materials
Radium (226 + 228)	2007	5	0	<2	<2	No	Decay of natural manmade deposits of certain radioactive materials

Initial Distribution System Evaluation (IDSE) Reporting

Augusta Utilities Department conducted IDSE monitoring in 2007-2008 and the results of analysis appear in the table below. This evaluation was sampling required by the USEPA to determine the range of total Trihalomethanes and Haloacetic Acids in the system for future regulations. The samples are not used for compliance, and may have been collected under non-standard conditions and the EPA requires that the data be reported. Please contact the Water Quality Superintendent if you have any questions.

IDSE Reporting

Contaminant	Average Level	Minimum Level	Maximum Level	Unit of measure
Total Haloacetic Acids	27.8	N.D.	103.3	ppb
Total Trihalomethanes	27.2	N.D.	101.3	ppb

Table of Definitions

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

Initial Distribution System Evaluation (IDSE): An important part of the Stage 2 Disinfection By-products Rule (DBPR). The IDSE is a one-time study conducted by water systems to identify distribution system locations with high concentrations of Trihalomethanes (THMs) and Haloacetic Acids (HAAs). Water systems will use results from the IDSE, in conjunction with their Stage 1 DBPR compliance monitoring data, to select compliance monitoring locations for the Stage 2 DBPR.

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 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 (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.

NA: Not Applicable

ND: means not detected and indicates that the substance was not found by laboratory analysis.

Nephelometric Turbidity Unit (NTU): Measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Picocurie per liter (pCi/L): Measure of the radioactivity in water.

Parts per billion (ppb) or Micrograms per liter (µg/l): One part by weight of analyte to 1 billion parts by weight of the water sample.

Parts per million (ppm) or Milligrams per liter (mg/l): One part by weight of analyte to 1 million parts by weight of the water sample.

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