



July 1, 2012

Westbrook/Norwood Village

Water System ID: 1950011

Your 2011 Consumer Confidence Report

Why This Report?

Piedmont Water Company is committed to delivering you, our customer, water that meets or exceeds federal and state quality standards. We are pleased to present the 2011 Annual Water Quality Report for your water system. Our priority is to deliver safe water to your home or business each day.

The following pages provide the drinking water analysis summary results of a continuous testing program. Important definitions are provided to help further clarify the information. For additional information, contact our Customer Service Department at 1-800-248-7689.

The bottom line is we provide safe, quality drinking water because we know that safe, good drinking water is vital to the health and well being of our community.

Where Does My Water Come From?

Your water comes from 1 groundwater well, which is approximately 450 feet deep and supplied by an underground aquifer. This well is located in a well house in your neighborhood. The well is protected from activities that could potentially cause contamination of this water source.

We perform treatment at each of our wells, including removal of contaminants and chlorine disinfection.

How Is My Water Treated?

The process begins by pumping water out of the aquifer and through our well house. Chlorine is injected into the water flow to disinfect and kill any naturally occurring bacteria that may be present. Your wells may also have advanced filtration systems to reduce the levels of naturally occurring Iron (Fe) and Manganese (Mn). These elements do not pose a threat to your health, but do affect water taste and color.

Source Water Assessment

The Georgia Environmental Protection Division is required to prepare a Source Water Assessment (SWA) Plan for the water supply serving this water system. The purpose of the SWA Plan is to give information about our wells and identify potential pollution sources near our wells. The SWA ranks each well based on susceptibility to pollution.

Some of the potential sources of pollution listed in the SWA include electrical transformers, utility poles, access and secondary roads, storm runoff and domestic septic systems.

Residents can help protect their water sources by:

- Making sure to keep septic systems up to date.
- Taking hazardous household chemicals to hazardous materials collection sites.
- Limiting pesticide and fertilizer use.

To request a copy of this report, please contact our office (800)248-7689. For more information about the SWA program, please contact our office or visit www.epa.gov/safewater/protect/swap.html

Information on Substances That Might Be Found in 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 EPA's Safe Drinking Water Hotline (1-800-426-4791).

The sources of drinking water (both bottled and tap) 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 human activity. There are contaminants that may be present in raw (untreated) water including:

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 that can be naturally-occurring or result from urban storm 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.

The EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Notice to People with Health Concerns

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 at 1-800-826-4791.

Drinking Water Testing

Piedmont Water monitors for approximately 200 regulated and unregulated contaminants in drinking water, including pesticides and radioactive contaminants. If a health related contaminant is not listed in this report, Piedmont Water did not detect it in your drinking water.

Total Coliform Bacteria: Total Coliform bacteria are naturally present in the environment. Their presence is an indicator that other potentially harmful bacteria may be present. Piedmont Water uses chlorine to control these bacteria. Total Coliform samples are collected from both the source water and the distribution system.

Nitrates/Nitrites: These nutrients can support microbial growth (bacteria and algae). Nitrate and nitrite levels exceeding the standards can contribute to health problems.

Barium, Chromium, Uranium and Fluoride: Metals are a group of similar elements that occur in the earth's crust. Metals (arsenic, barium, chromium, and uranium) and other minerals (fluoride) can dissolve into water that is in contact with soil or in groundwater aquifers.

Disinfection Byproducts: During disinfection, certain byproducts form as a result of chemical reactions between chlorine and naturally occurring organic matter in the water. These byproducts can have negative health effects. The disinfection process is carefully controlled to remain effective, while keeping byproduct levels low.

Concerning Lead in Our Water

Infants and young children are typically more vulnerable to lead (atomic symbol Pb) in drinking water than the general population. It is possible that lead levels at your home may be higher than those at other homes in the community as a result of materials used in your home's plumbing. In order to ensure the lowest possible lead levels, tap water should be flushed for thirty seconds to two minutes before use. If you are concerned about elevated lead levels in your home's water, you can have the water tested. Additional information is available from the EPA's Safe Drinking Water Hotline at 1-800-426-4791.

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. **The Colbert system** 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 (1-800-426-4791) or at <http://www.epa.gov/safewater/lead>.

Corrosion Treatment: Piedmont Water's corrosion treatment reduces corrosion in plumbing by increasing the pH of the water. Comparison of monitoring results with pH adjustment can show over 50 percent reduction in lead at the tap.

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Drinking Water Analysis Table

The table below lists all of the drinking water contaminants that we detected from January 1, 2011 to December 31, 2011. The presence of contaminants in the water does not necessarily indicate that the water poses a health risk. The EPA or State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Results from previous years reflect the most recent test results for that contaminant.

Contaminant / Type	MCLG / MRDLG	MCL / MRDL	Your Water	Range	Sample Date	Violation	Typical Source
Nitrate (ppm) / IOC	10	10	2.12	0.45-4.4	2011	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
Flouride (ppm) / IOC	4	4	0.26	ND-0.26	2010	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum plants.
Lead (ppb) / IOC	0	15	3.05	0-3.6	2010	No	Corrosion of household plumbing systems; Erosion of natural deposits.
Copper (ppm) / IOC	1.3	1.3	0.098	0-0.12	2010	No	Corrosion of household plumbing systems; leaching from wood preservatives.
TTHM's (ppb)/DIS (Total Trihalomethenes)	NA	80	58.5	NA	2007	No	By-products of drinking water disinfection.
Haloacetic Acids / DIS (ppb) (HAA5)	NA	60	37.8	NA	2007	No	By-products of drinking water disinfection.
Chloroform (DIS)	NA	NA	0.47	ND - 1.1	2011	No	By-products of drinking water disinfection.
Chlorine_{Free} (mg/L) /DIS	NA	4	0.9	0.8-1.4	2011	No	Drinking water disinfectant.

Definitions

The table contains many terms and abbreviations that may not be familiar. To help you better understand these terms, we have provided the following definitions.

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

DIS—Disinfection By-products, By-Product precursors and Disinfectant Residuals

IOC—Inorganic Contaminant.

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.

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.

MRDL - Maximum Residual Disinfectant Level: The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of disinfectant is necessary for control of microbiological contaminants.

MRDLG - Maximum Residual Disinfectant Level Goal: The level of drinking water disinfectant below which there is no known expected risk to health.

NA - Not Applicable

ND - Not Detected: Laboratory analysis indicates that the constituent is not present.

ppb - Parts per billion: One part substance per billion parts water (or micrograms per liter)

ppm - Parts per million: One part substance per million parts of water (or milligrams per liter)

pCi/L –Picouries per liter: A measure of radioactivity

of monthly positive samples: The number of samples taken monthly that were found to be positive.



P.O. Box 80745
Atlanta, Georgia 30366

Phone: 800-248-7689
Fax: 404-235-4977
E-mail: customerservice@piedmontwater.com



Outdoor Watering Restrictions

The State of Georgia has returned to a non-drought schedule for outdoor water use. Under this schedule, daily outdoor water use is allowed for purposes of planting, growing, managing, or maintaining ground cover, trees, shrubs or other plants only between the hours of 4 P.M. and 10 A.M. by anyone whose water is provided by a water system permitted by the Environmental Protection Division.

Outdoor water use for any purposes other than watering of plants, such as power washing or washing cars, is restricted to the following schedule:

- Odd-numbered addresses may water on Tuesdays, Thursdays and Sundays
- Even-numbered or unnumbered addresses may water on Mondays, Wednesdays and Saturdays
- No outdoor water use is permitted on Fridays

Watering restrictions may be changed at any time. Please check our website for the most current watering restrictions.

Public Participation

Piedmont Water Company does not have regularly scheduled meetings, however, questions and comments are always welcome.

Please log on to www.piedmontwater.com or contact our customer service representatives at (800)248-7689.

Residents are also encouraged to stay involved with water related issues through their city council meetings and homeowners association meetings.

For questions or additional information concerning this water quality report, please contact Jeff Matthews at the numbers and/or address listed above.
