

# Kids!

Color in Cool Blue



Only Tap Water Delivers

Use the Secret Code

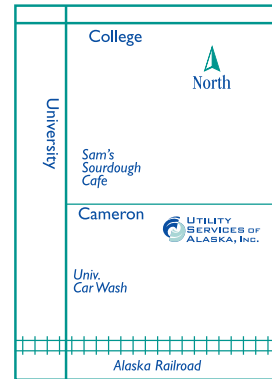


Two bonds of Hydrogen, One bond of Oxygen



Secret Code  
A \* C ♦ E \* L \* M \*  
O ☐ R X T ✓ U \* W ▲

UTILITY SERVICES OF ALASKA, INC.



USA's offices are easy to find, right off University Avenue. There's even a drop box outside for your payments.

We are Utility Services of Alaska, "The Water Company" to those of you that have called our offices. We are located at 3691 Cameron Street, Suite 201 just off of University Avenue. Our office provides administration and customer service support to both Golden Heart Utilities and College Utilities. Please feel free to call or visit our friendly and helpful customer service department.

### Attention Property Owners & Managers

This report is mailed to all water customers at their billing address. Certain residents and tenants may not receive a copy of this report if their property owner or manager is receiving the water bill. While not required by law, property owners and managers, as well as business owners, are encouraged to provide this information to their tenants. This report may be photocopied and distributed or posted in a prominent place at the facility. More copies are available at our administrative offices or at [www.akwater.com](http://www.akwater.com).

[www.akwater.com](http://www.akwater.com)

# Golden Heart UTILITIES

AN ALASKAN CORPORATION

Fairbanks

## President's Message by Dan Gavora

We look forward to this opportunity to provide you with our yearly water quality results and share with you important information about our water supply. Water quality has been in the headlines at both the local and national levels. Most recently, here in Fairbanks, fluoridation of the public water supply was before our City Council.



Dan Gavora, President/CEO, at the 2007 Water Walk & Run.

The decision to add fluoride to the water supply is a public policy decision required by a City of Fairbanks ordinance dating back to 1962. As we learned from the recent discussions about fluoride in our city, there are differing views on the matter. As your water company, our role is to produce the best quality water possible for our customers while meeting required production standards and we are exceeding our objective.

Most US agencies have established a maximum level of fluoride at 4.0 parts per million. Parts per million is equivalent to milligrams per liter which is typically used by the scientific community. Most research on the effects of fluoride has focused on the very low or the very high ranges of this limit.

Fluoride is naturally occurring in most raw water supplies. Recent test results indicated naturally occurring fluoride levels in our raw water of 0.3 to 0.5 parts per million. The level of fluoride varies from location to location and even varies by time of year here at our water treatment plant. Our licensed plant operators test fluoride levels in our finished water 3 times per day. We are required to report the fluoride test results as well as many other testing parameters to the Alaska Department of Environmental Conservation each month.

The Alaska Department of Health and Social Services, in conjunction with the Center for Disease Control, recommends a fluoride range of 0.7 parts per million – 1.2 parts per million for public water systems. I should point out that Golden Heart Utilities maintains its water supply in the middle of this range, below the upper limit of 1.2. Please see "Drinking Water Test Results" inside this report for additional information related to our 2007 Fluoride levels.

Continued on inside

## Drinking Water Quality Report

Golden Heart Utilities is proud of the fine drinking water it provides. This annual water quality report shows the source of our water, lists the results of our 2007 tests, and contains important information about water and health.

Golden Heart Utilities will notify you immediately if there is any reason for concern about our water. We are happy to report to you how we have surpassed established water quality standards.

Golden Heart Utilities is in compliance with the national primary drinking water regulations, and has met all testing and monitoring requirements. The EPA has determined that your water is safe at the tested and monitored levels (see tables inside).

We are proud to report that the water provided by Golden Heart Utilities meets or exceeds established water quality standards.

## GHU Information

### Want to Learn More About Your Water Company?

Visit our utility's website at [www.akwater.com](http://www.akwater.com) to learn about conservation and other helpful information about our utility, including how to contact our Customer Service Department to obtain a copy of our 2004 Source Water Assessment.

### Payment Options

Convenient payment options offered by the Utility:

- Self addressed stamped envelope provided with billing statement
- In person
- Drop box at USA offices
- Auto pay through bank account or credit card
- Debit cards and NEW in 2008: Credit cards

### Monthly Bill Insert

We hope you'll take a moment each month and read the informative insert that we include with your statement. It provides information about conservation, operational issues that you should be aware of that are occurring at the utility, and customer service matters. And, as always, if you have any questions you can call our friendly customer service staff.

### Experiencing a water problem? Call the Utility First!

Call the utility at our 24 hour number 479-3118 before you call the plumber. Customers experiencing problems with their service line should always call the utility first. We can tell you if there is a problem in your area that may be affecting your service, or we can send out a crew to check our mains and determine where the problem is located.

DRINKING WATER QUALITY

## Water Testing & Your Health

To ensure that tap water is safe to drink, EPA prescribes limits on the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled 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 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 radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminates 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 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, storm water runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organics, are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff and septic systems.
- Radioactive contaminants, 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. FDA regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

Some people may be more vulnerable to contaminants in drinking water than is the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, persons 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/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the Safe Drinking Water Hotline (800-426-4791).

We're happy to answer any other questions about **Golden Heart Utilities** and our water quality. For general information or for water quality questions call customer service at 479-3118.

**Check out GHU's web site at [www.akwater.com](http://www.akwater.com)**

Environmental Protection Agency's Safe Drinking Water Hotline: 1-800-426-4791.

Water Quality Data for community water systems throughout the United States is available at [www.waterdata.com](http://www.waterdata.com)

## Drinking Water Test Results

The table below shows the results of our water quality analysis. Every regulated contaminant that we detected in the water, even in the most minute traces, is listed here. The table contains the name of each substance, the highest level allowed by regulation (MCL); the ideal goals for public health, the amount detected, the usual sources of such contamination, footnotes explaining our findings, and a key to units of measurement. Definitions of MCL and MCLG are important.

### Key to table

<b>MCL</b>	Maximum Contaminant Level or the highest level of contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
<b>MCLG</b>	Maximum Contaminant Level Goal or the level of contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
<b>NTU</b>	A Nephelometric Turbidity Unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
<b>pCi/L</b>	Picouries per Liter, term of "activity" per unit volume or mass at 20°C. A picocurie has a relation of 2.22 disintegrations per minute.
<b>ppm</b>	parts per million, or milligrams per liter (mg/L). The same as one minute in two years or one penny in \$10,000.
<b>ppb</b>	parts per billion, or micrograms per liter (ug/L). The same as one minute in 2,000 years or one penny in \$10,000,000.

Contaminant	Detected Contaminants		
	Inorganic	Volatile Organic	
	Fluoride	HAA5*	TTHM*
Date Tested	2007	2007	2007
Unit	ppm	ppb	ppb
MCL	4	60	80
MCLG	4	0	0
RAA*	1.0	24.8	50.6
Range	0.7-1.1	18.6-25.8	26.5-74.6
Major Sources	Water additive to promote strong teeth	By-products of water chlorination	By-products of water chlorination
<b>Violation</b>	<b>NO</b>	<b>NO</b>	<b>NO</b>

\*RAA=Running Annual Average, HAA5=Haloacetic Acids, TTHM=Total Trihalomethanes

### Other Monitoring

In addition to the testing we are required to perform, our water system voluntarily tests for hundreds of additional substances to make certain your water is safe and of high quality.

Substance	Frequency	MCL	Recent Results	Compare to MCL
Alkalinity	daily	no limit	136 ppm as CaCO <sub>3</sub>	—
Chlorine	daily	4 ppm	0.8 ppm	5 times better
Hardness	daily	no limit	143 ppm as CaCO <sub>3</sub>	—
Turbidity	daily	1 NTU	0.06 NTU	16.7 times better
pH	daily	6.5-8.5 units	8.5 units	within range
Iron	mon. avg.	300 ppb	60 ppb	5 times better
Manganese	mon. avg.	50 ppb	10 ppb	5 times better
Dissolved Solids	mon. avg.	500 ppm	199 ppm	2.5 times better
Arsenic	every 3 yrs	10 ppb	0.757 ppb	13.2 times better
Radium 226 & 228	every 4 yrs	5 pCi/L	1.4 pCi/L	3.6 times better
Gross Alpha & Beta	every 4 yrs	15 pCi/L	2±1.8 pCi/L	3.9-75 times better
Barium	every 9 yrs	2,000 ppb	55.6 ppb	36 times better
Sodium	not required	250 ppm	16.6 ppm	15 times better
Sulfate	not required	250 ppm	20.4 ppm	12.3 times better
Chloride	not required	250 ppm	16.7 ppm	15 times better
Copper	not required	1300 ppb (AL)	0.254 ppb	5118 times better
Boron	not required	no limit	47.6 ppb	—
Calcium	not required	no limit	37.0 ppm	—
Magnesium	not required	no limit	11.1 ppm	—
Potassium	not required	no limit	3.45 ppm	—

The following substances were tested for and were not detected in our treated water: Nitrate, Selenium, Nickel, Antimony, Thallium, Mercury, Beryllium, Cyanide, Silver, Lead, Aluminum, Zinc, Cadmium, Chromium, Uranium, Coliform.

Data in this report is from the most recent testing done in accordance with regulations and presented as required by 40 CFR 141.153 and 141.154. The state requires GHU to monitor for certain contaminants less than once a year because concentrations of these contaminants are not expected to vary significantly from year to year.

*President's Message continued from front*

The presence of pharmaceutical compounds and personal care products in some drinking water supplies has been getting national attention as well. Many of you may ask yourselves if this could be a problem for our Fairbanks water supply. Fortunately, our risk is very minimal. We are able to avoid many types of contaminants, to include pharmaceutical compounds and personal care products, because our source water comes from the Tanana Valley aquifer along the banks of the Chena River. Water that infiltrates our wells travels great distances through the earth's layers. As the water travels through the ground, the soils and clay act as natural filters that can remove contaminants. Contaminants can more

easily enter public water supplies when utilities use surface water as their primary water source. As I mentioned earlier, our water comes from deep wells below our water treatment plant. Given that our water supply is ground water, it is not under the influence of surface water and runoff that can more easily carry these contaminants with it.

Our affiliation with national organizations, such as the American Water Works Association, helps to support and conduct research related to water issues which includes the pharmaceutical issue. The AWWA is working closely with water professionals to research the occurrence of personal care products and pharmaceutical compounds in drinking water supplies and are paying close at-

tention to health effects research in this area. While research has not demonstrated human health impacts from these compounds, the ongoing conversation should remind us of how precious our source waters are and the need to protect them from harmful substances. As a community, we should encourage policies that protect our watershed from contaminants introduced by pesticides, gasoline or industrial products. Protecting the water supply is the best and most cost-effective way to ensure safe water at our tap.

GHU has great confidence in the water we produce and deliver to our customers. We encourage you to please contact us if you have any questions about the quality of our water.

## Where does our water come from?

Fairbanks is fortunate to have an abundant supply of fresh water. We operate four wells, 75 to 90 feet deep, which pump an average of 5 million gallons per day. These wells tap the huge aquifer that lies beneath the Tanana Valley. Since our water is supplied from deep wells we avoid the kinds of contaminants that may come from surface water and runoff.

## Lead/Copper Testing

The EPA Safe Drinking Water Act requires Golden Heart Utilities, Inc. and College Utilities to test water samples from its customers every three years to determine lead and copper levels. These elements come from the piping and fittings in the customer's home. To comply with the EPA requirements, we have tested water samples from various customers within our service areas every three years beginning in 1992.

The test begins with customers collecting samples from their tap after no use in the house for at least 6 hours. The results from the samples collected in 2007 show that customers participating in the program fell below the 90<sup>th</sup> percentile for lead=7.93ppb and for copper=119ppb which are both below the Action Level. The Action Level for lead is 15ppb and copper is 1300ppb.

## GHU Celebrates National Drinking Water Week

### Only Tap Water Delivers!

In celebration of the American Water Works nationally proclaimed Drinking Water Week, our utility visits elementary school age children to raise the awareness of protecting our water supply and to promote safe drinking water. We also offer tours at the water treat-



ment plant. In culmination of the week's activities, the utility hosts the annual family oriented Water Walk and Run, which is May 7, 2008. For additional information call or visit our website, [www.akwater.com](http://www.akwater.com).

## GHU Prepares for Stage 2 Monitoring – Distribution System Evaluation

In continuation of the Disinfection By-Product Monitoring program being undertaken by water utilities across the country, GHU and CUC are preparing for Stage 2. Stage 2 involves a year of monitoring for Disinfection By-Products (DBPs) that will begin in October 2008. We will be testing for two groups of disinfectant by-products in the distribution system at 6 locations in the GHU system and 7 locations in the CUC system. The deadline to submit our sample plan to the EPA was early October 2007. We turned our plan in on October 9<sup>th</sup>, and it was approved on February 1, 2008.