



Find these words  
(across and down,  
frontwards and backwards).

G	Z	F	A	U	Y	O	L	M	E	S	T	R	G	A
R	B	L	D	G	E	H	A	I	V	J	M	E	A	Q
O	C	O	K	V	E	L	N	P	A	Q	W	V	L	U
U	F	W	A	T	V	N	D	R	P	A	U	I	L	E
N	X	S	H	O	R	T	S	H	O	W	E	R	O	D
D	R	I	P	F	E	E	C	V	R	E	A	E	N	U
W	E	J	I	L	S	C	A	E	A	L	E	V	S	C
A	W	S	P	B	N	U	P	J	T	L	G	A	E	T
T	S	C	E	M	O	A	I	K	I	P	A	J	C	T
E	Y	V	S	R	C	F	N	A	O	Y	R	O	R	H
R	A	I	N	S	T	Z	G	H	N	I	O	M	U	G
B	T	S	I	Z	D	E	C	F	U	G	T	N	O	U
C	M	R	E	S	E	R	V	O	I	R	S	W	S	O
Q	E	Y	L	P	P	U	S	A	Q	U	I	F	E	R
X	R	E	L	K	N	I	R	P	S	K	N	I	R	D

- |          |             |             |             |
|----------|-------------|-------------|-------------|
| AQUEDUCT | DROUGHT     | LANDSCAPING | SAVE        |
| AQUIFER  | EVAPORATION | PIPES       | SHORTSHOWER |
| CONSERVE | FAUCET      | RAIN        | SPRINKLER   |
| DESERT   | FLOW        | RESERVOIR   | SUPPLY      |
| DRINK    | GALLONS     | RESOURCE    | STORAGE     |
| DRIP     | GROUNDWATER | RIVER       | WELL        |

*President's Message continued  
from front*

about the utility and the many outstanding employees that provide water and wastewater service to our community. If you have suggestions on how we can improve our service to you and the community please forward those comments to our Customer Service staff. We value you as a customer and look forward to continually providing quality service to you in the future.

## GHU Information

### 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.

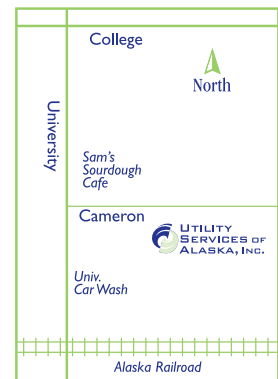
### Experiencing a water problem? Call the Utility First!

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.

## Water Value Put In Perspective

### Price per Gallon

- GHU Water** ..... \$0.00605
- Milk ..... \$4.09
- Cola ..... \$6.38
- Bottled Water** ..... \$7.49
- Mouthwash ..... \$17.28
- Energy Drink ..... \$19.12
- Latte ..... \$29.52
- Olive Oil ..... \$71.45
- Cough Syrup ..... \$306.94



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).

DRINKING WATER QUALITY



## President's Message by Dan Gavora

In this time of rapidly escalating costs in all sectors of our economy it is imperative upon those of us in the utility to contain costs whenever possible. I would like to highlight several examples where we have taken advantage of cost savings by coordinating projects with other agencies. To list a few, the City of Fairbanks scheduled street upgrade projects in the Slaterville, Cowles and 3<sup>rd</sup> and 4<sup>th</sup> Avenue areas recently. The street and drainage upgrades allowed the utility to replace deteriorated water and sewer mains while the street was "open." This cooperative effort between the utility and governmental agencies has resulted in project savings of up to 40% when compared to the cost of the utility going it alone! We will continue reviewing opportunities to jointly construct projects with other agencies to benefit from cost savings and extend the service life of our utility infrastructure.



Dan Gavora, President/CEO, presents Jane Lanford the first place Female Participant medal at the 2006 Water Walk & Run.

We are always seeking ways to benefit from cost containment practices. In areas where we can negotiate longer term supply contracts to lock in favorable rates we do so. These savings are directly passed on to our customers in the form of reduced operating costs for the utility.

Most of our urgent upgrades to sustain the utility have been completed and we will now transition more into a maintenance and replacement phase over the next several years. Maintenance and replacement projects focus on maintaining the utility system so you have reliable service every time you turn on the faucet. We monitor our system to determine where we should undertake upcoming capital projects. Our system has many miles of woodstave mains as well as other facilities that were installed in the 1940s and 1950s that will need to be replaced.

And finally, I encourage each of our customers to visit our website at [www.akwater.com](http://www.akwater.com) to learn more

*Continued on back*

## 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 2006 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.**

## 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

- MCL** 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.
- MCLG** 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.
- NTU** 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.
- pCi/L** Picocuries per Liter, term of "activity" per unit volume or mass at 20°C. A picocurie has a relation of 2.22 disintegrations per minute.
- ppm** parts per million, or milligrams per liter (mg/L). The same as one minute in two years or one penny in \$10,000.
- ppb** 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.

### Detected Contaminants

Contaminant	Inorganic		Volatile Organic	
	Fluoride	HAA5*	TTHM*	
Date Tested	2006	2006	2006	
Unit	ppm	ppb	ppb	
MCL	4	60	80	
MCLG	4	0	0	
GHU RAA*	1.0	26.6	58.3	
GHU Range	0.6-1.1	19.3-27.1	22.3-67.2	
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	0.9 ppm	4.4 times better
Hardness	daily	no limit	145 ppm as CaCO <sub>3</sub>	—
Turbidity	daily	1 NTU	0.07 NTU	14.3 times better
pH	daily	6.5-8.5 units	8.5 units	within range
Iron	mon. avg.	300 ppb	50 ppb	6 times better
Manganese	mon. avg.	50 ppb	20 ppb	2.5 times better
Dissolved Solids	mon. avg.	500 ppm	209 ppm	2.4 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
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, Copper, 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.

## Drinking Water FAQs

### 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.

### Why does drinking water often look cloudy when first taken from a faucet and then clear up?

The cloudy water is caused by harmless tiny air bubbles in the water similar to the gas bubbles in carbonated soft drinks. After a while, the bubbles rise to the top and are gone. This type of cloudiness occurs more often when the drinking water is cold.

### Is it safe to take a drink of water from garden hose?

No. A standard vinyl garden hose has substances in it to keep the hose flexible. These chemicals, which get into the water as it goes through the hose, are not good for you, or your pets. Also, the outside thread opening at the end

could be covered with chemicals or germs from a previous use.

### Can I tell if my drinking water is okay by just looking at it, tasting it or smelling it?

No. None of the chemicals or microbes that could make you sick can be seen, tasted or smelled. That's why we do such extensive testing, to ensure your drinking water is safe.

### What is the hardness of the utility's water?

The hardness of water can be measured in milligrams per liter (mg/L) or grains per gallon. Fairbanks water is considered hard, about 145 mg/L or 8.3 grains/gallon.

### How much chlorine is in our water?

The maximum level allowed is 4.0 ppm. Typically, 0.8 ppm goes out of the plant, and as it travels through the distribution system the chlorine level drops off to 0.7, 0.6 and even 0.5 ppm.

### Why is chlorine added to our water?

Chlorine is used to destroy illness-causing organisms which might find their way into the water.

### How can I get rid of the chlorine taste and smell?

Fill a pitcher with water and let it sit in the refrigerator for several hours prior to drinking. Chlorine reacts with air and will evaporate from the water.



GHU employees install a water main valve on 11th Avenue.

## Celebrating a Resource – Water!

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 treatment plant. In culmination of the week's activities, the utility hosts the annual family oriented Water Walk and Run, which is May 9, 2007. Watch your monthly bill inserts for additional information or visit our website, [www.akwater.com](http://www.akwater.com).



GHU employee John Wisel and family at the Water Walk and Run.

## Source Water Assessment

The Alaska Department of Environmental Conservation Source Water Assessment program encourages public water system operators as well as the public it serves to be aware of the potential contamination to the source of their drinking water at the wellhead and for the watershed.

We perform many required tests to monitor and analyze the water we produce at the water treatment plant as well as the water distributed throughout our system. Regular monitoring of the distribution system is how the safety of public drinking water is measured. We also have required tests on our source water but much less frequent than those required in the distribution system. In addition to the testing that is required, we take extra samples from both the water treatment plant and distribution system to insure the safety of our water. If contaminant levels above the allowable limits are ever detected in the source and/or distribution water, you will receive notification of the results.

If each of us does our part to protect our water resources, we can ensure that future generations will have ample supplies of high quality water. A complete copy of the source water assessment document can be obtained by contacting our customer service department at 479-3118.