

## Water Safety 101

A cross connection is a situation where a possible source of contamination is directly linked to our public water system. If the end of your hose is connected to a chemical container, swimming pool or other contaminant during a water main break or fire, the substance can be siphoned back into the water system. This condition, known as back siphonage or backflow, could cause a health hazard. A garden hose submerged in any liquid or attached to certain devices used to spray pesticides or herbicides forms a cross connection. Devices are available to prevent this problem; however, the best solution is to always be careful how you use your hose. Remember, never place your hose in anything you would not want to drink.

A simple way to stop backflow is by using an air gap. An air gap can be created by arranging your hose so that the end is at least six inches above the top rim of the container it is being used to fill.

## Customer Contact Information

When Gallatin Public Utilities knows in advance that a water outage may occur in your area, we inform our customers as a courtesy by sending you a recorded telephone message. Please help us to ensure we always have the most up-to-date telephone number for your account so that you can be notified.

There are several ways to update your account information:

- Log into your account on our website at [www.gallatinutilities.com](http://www.gallatinutilities.com)
- Email us at [customerservice@gallatinutilities.com](mailto:customerservice@gallatinutilities.com)

## Customer Portal

The Customer Portal is part of our Advanced Metering Infrastructure project. The Customer Portal will enable the customer to more effectively view and monitor their usage, and will give the customer the ability to set-up customized notifications alerts. To enroll in the Customer Portal please visit <https://my-galtn.sensus-analytics.com/login.html#/signin>. If you have any questions please contact our Customer Service Department at 615-451-5922.

## Think Before You Flush

Flushing unused or expired medicines can be harmful to your drinking water. Properly disposing of unused or expired medication helps protect you and the environment. Keep medications out of Tennessee's waterways by disposing in one of our permanent pharmaceutical takeback bins. There are nearly 100 takeback bins across the state, to find a convenient location please visit <https://www.tn.gov/environment/program-areas/osp-policy-and-sustainable-practices/community-programs-and-services/unwanted-household-pharmaceuticals-takeback-program.html>.

In Sumner County, medications may be disposed of at:

Sumner County Sheriff's Office  
117 W Smith Street  
Gallatin, TN 37066

## Operation Round Up

Have your bill rounded up to the next whole dollar amount and help a Gallatin Public Utilities customer in need. Visit our website at [www.gallatinutilities.com](http://www.gallatinutilities.com) and download the enrollment form or come by our office to have those few extra pennies make a difference to a family in need by enrolling in the Operation Round Up program.

## Is Bottled Water Better?

While the EPA regulates water delivered by the public water systems, the Food and Drug Administration (FDA) regulates commercial bottled water. FDA bottled water standards are less stringent than the EPA standards. For bottled water, there are no requirements to inform consumers of the source of water or to report any of the contaminants detected in the water. The EPA requires this report to provide you with that information for your tap water. While commercially prepared bottled water is safe and of high quality, one should not assume that just because it comes out of a bottle it is as healthy as the water from your tap.



Planning a home improvement job?  
Planting a tree? Installing a fence or deck?  
**WAIT! Before you start, call 8 1 1.**  
**It's FREE and IT'S THE LAW.**



## It's Just A Drip

Leaky Faucets and toilets can really add up:

- A faucet dripping at 1 drip a second will waste over 2,500 gallons a year.
- The average toilet leak can waste more than 250 gallons per day or over 90,000 per year.



# Gallatin Public Utilities

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Phone (615) 451-5922 - Fax (615) 452-0568  
Office Hours: 7:30 AM - 4:30 PM Monday-Friday  
Visit Us On The Web: [www.gallatinutilities.com](http://www.gallatinutilities.com)

## Why Are There Contaminants in My Water?

Drinking water, including bottled water (FDA regulations establish limits for contaminants in bottled water), may reasonably expect to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the 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.

Lakes, ponds, reservoirs, rivers, springs, streams and wells, provide sources of drinking water (both tap water and bottled water) and in Gallatin's case it is the Cumberland River - Old Hickory Lake. As water travels across the land or through the ground, it can dissolve naturally occurring minerals, in some cases, radioactive material, and can be polluted by animal and human activity. Contaminants that can be expected in *untreated* source water include:

*Biological Contaminants* - such as bacteria and viruses, which may come from septic systems, sewage treatment plants, livestock, and wildlife.

*Inorganic Contaminants* - such as metals, salts and turbidity, which may be naturally occurring or the result of urban stormwater run-off, industrial/domestic wastewater, farming, etc.

*Organic Chemicals* - such as synthetic and volatile organics which are the result of industrial activity, storm run-off, septic systems, etc.

*Pesticides and Herbicides* - which may come from a variety of sources including farming, storm run-off and residential uses.

*Radioactive Materials* - which may come from the water passing through natural deposits.

In order to insure that tap water is safe to drink, the EPA and the Tennessee Department of Environment and Conservation prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

## Water's Trip To Your Tap

Gallatin's water goes through several steps to ensure its quality on its trip to your tap. First, the water is pumped from an intake on the Cumberland River - Old Hickory Lake to the Water Treatment Plant. Once the water reaches the treatment plant, it is pre-chlorinated, PAC (polyaluminum chloride) is added to aid in settling, and powdered activated carbon is added to aid in taste and odor control. Then, the water proceeds through areas called flocculation basins and begins the sedimentation process (where larger particles are formed and allowed to sink to the bottom), the water then flows into the plants filtration system and becomes crystal clear. At this point the water receives post chlorination (to prevent bacteria from developing), aquadene (for corrosion control), and fluoride (to help in preventing tooth decay). The treated water flows into a clearwell and is then pumped into the water distribution system.

## Important Health Information:

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 persons, and infants can be particularly at risk for infections. These people should seek advice from their health care providers about drinking water. Environmental Protection Agency and Centers for Disease Control guidelines on appropriate means to lesson the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the 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 in components associated with service lines and home plumbing. Gallatin Public Utilities is responsible for providing high quality drinking water, but cannot control the variety of materials 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 thirty seconds to two 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>.

## Water Quality Exceeds Mark:

Gallatin Public Utilities provides water service to approximately 21,687 customers through approximately 355 miles of water distribution mains. We are proud to announce that our water system meets or exceeds all water quality standards, as established by State and Federal regulatory agencies. This brochure is a summary of the high quality of water provided to our customers last year, and represents the dedication of our employees to provide our customers with water that is absolutely safe.

*This brochure contains information about where your water comes from, what your water contains, how this water complies with Federal and State regulatory standards, and how customers may obtain more information.*

## Customer Comments Welcome:

If you are interested in learning more about the water department and water quality issues, you may call the Gallatin Public Utilities at 615-451-5922. The Gallatin Water Department operates as an entity of the City of Gallatin, and reports to the Mayor and City Council. The Gallatin City Council meets on the first and third Tuesday of each month at Gallatin City Hall. City Council Committee Meetings are held on the second and fourth Tuesday of each month at Gallatin City Hall. All meetings are open to the public.

## Where Does Your Water Come From?

Gallatin's drinking water, which is surface water, is pumped through an intake on the Cumberland River - Old Hickory Lake. Our goal is to protect our water from contaminants and we are working with the State to determine the vulnerability of our water source to *potential* contamination. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving our water system. The SWAP Report assesses the susceptibility of the untreated water sources to *potential* contamination. To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible, moderately susceptible, or slightly susceptible based on geographic factors and human activities in the vicinity of the water source. The Gallatin Water Department source is rated as reasonably susceptible to *potential* contamination.

An explanation of Tennessee's Source Water Assessment Program, the Source Water Assessment summaries, susceptibility scorings, and the overall TDEC report to the USEPA can be viewed online at <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or you may contact Gallatin Public Utilities to obtain copies of specific assessments.

## Gallatin Public Utilities 2022 Water Quality Report

Contaminant	Highest Level Allowed (MCL)	Ideal Goals (MCLG)	Highest Level Detected	Range of Detections	Units	Date	Violation	Sources of Contamination
E. Coli	*See Note	0	0	0	mpn/100 ml	2022	No	Naturally present in the environment
Cryptosporidium	Source Water Sample Only		0	0-0	oocyst/L	2018		
Copper	AL=1.3	1.3	0.0759(90th percentile)		ppm	June 2020	No	Corrosion of household plumbing
Fluoride	4	4	0.49 (AVG)	0.45 - 0.537	ppm	Quarterly	No	Water additive for strong teeth
Lead	AL=15	0	(90th percentile)ND(<2)		ppb	June 2020	No	Corrosion of household plumbing
Nitrate	10	10	0.395		ppm	Feb 7, 2022	No	Runoff from fertilizer use
Turbidity	TT (100% <0.3 NTU)	TT	0.13	0.03 - 0.13	NTU	Daily	No	Soil runoff
Chlorine	MRDL=4	MRDLG=4	1.56 (AVG)	0.68 - 2.08	ppm	Daily	No	Water additive for disinfection
Sodium			10.9		ppm	May 5, 2022	No	Erosion of natural deposits
TTHM	80	0	51.225 (AVG)	14.1 - 65.2	ppb	Quarterly	No	By-product of drinking water chlorination
HAA5	60	0	37.575 (AVG)	11.2 - 41.4	ppb	Quarterly	No	By-product of drinking water chlorination
TOC	TT	TT	44.2% (AVG)	40.34% - 48.29%	% removal	Once a Quarter 2022	No	Naturally occurring in environment
2,4-D	70	70	ND	ND	ppb	May 27, 2022	No	Runoff from herbicide used on row crops

Listed above are 13 contaminants detected in Gallatin's drinking water in 2022. All are below allowed levels. The Treatment Technique requirements for Total Organic Carbon were met in 2022. Most of the data presented in this table is from testing done between **January 1, 2022 and December 31, 2022**. We monitor for some contaminants less than once per year, for those contaminants, the last sample date is shown in the table. During the most recent round of lead and copper testing, 0 out of 30 households sampled contained concentrations exceeding the Action Level.

\*E. Coli MCL - Routine and repeat samples are total coliform-positive and either is E. Coli positive or system fails to take repeat samples following E. Coli positive routine sample or system fails to analyze total coliform positive repeat sample for E. Coli.

## Additional Monitoring

As part of an on-going evaluation program the EPA has required us to monitor some additional contaminants. Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. For additional information call the Safe Drinking Water Hotline at (800) 426-4791.

Contaminant	Average Level Detected	Range Of Detections	Units	Date
Anatoxin	0.011	BDL - 0.011	ppb	2018
Haloacetic Acids-6 (HAA6)	1.53	0.14 - 2.9	ppb	2019
Haloacetic (HAA9)	5.76	0.14 - 19.1	ppb	2019

### Definitions:

**Action Level** - The concentration of a contaminant that triggers treatment or other requirement that a water system must follow. Action Levels are reported at the 90th percentile for homes at greatest risk.  
**BDL** - Below Detection Limit  
**HAA5** - Halo Acetic Acids  
**Maximum Contaminant Level (MCL)** - The highest level of a contaminant that is allowed in drinking water.  
**Maximum Contaminant Level Goal (MCLG)** - The level of a contaminant in drinking water below which there is no known or expected risk to health.  
**Maximum Residual Disinfectant Level (MRDL)** - The highest level of a disinfectant allowed in drinking water.  
**Maximum Residual Disinfectant Level Goal (MRDLG)** - The level of a drinking water disinfectant above which there is no known or expected risk to health.  
**MPN** - most probable number.  
**ND** - not detected; simply means the results were less than the Method Reporting Limit for that test.  
**NTU** - Nephelometric Turbidity Unit, used to measure cloudiness in drinking water.

**ppb** - one part per billion, explained in terms of money as one penny in \$10,000,000.00  
**ppm** - one part per million, explained in terms of money as one penny in \$10,000.00  
**TOC** - Total Organic Carbon  
**Treatment Technique(TT)** - A required process intended to reduce the level of a contaminant in drinking water. The Treatment Technique requirements for Total Organic Carbon were met in 2021.  
**TTHM** - Total Trihalomethanes  
**Turbidity** - Turbidity does not pose any risk to your health. We monitor turbidity, which is the measure of the cloudiness of water, because it is a good indicator that our filtration system is functioning properly.