

(207) 622-3701

12 Williams St., Augusta, ME 04330

GREATERAUGUSTAUTILITYDISTRICT.ORG

Water | Wastewater | Stormwater

Greater Augusta  
Utility District



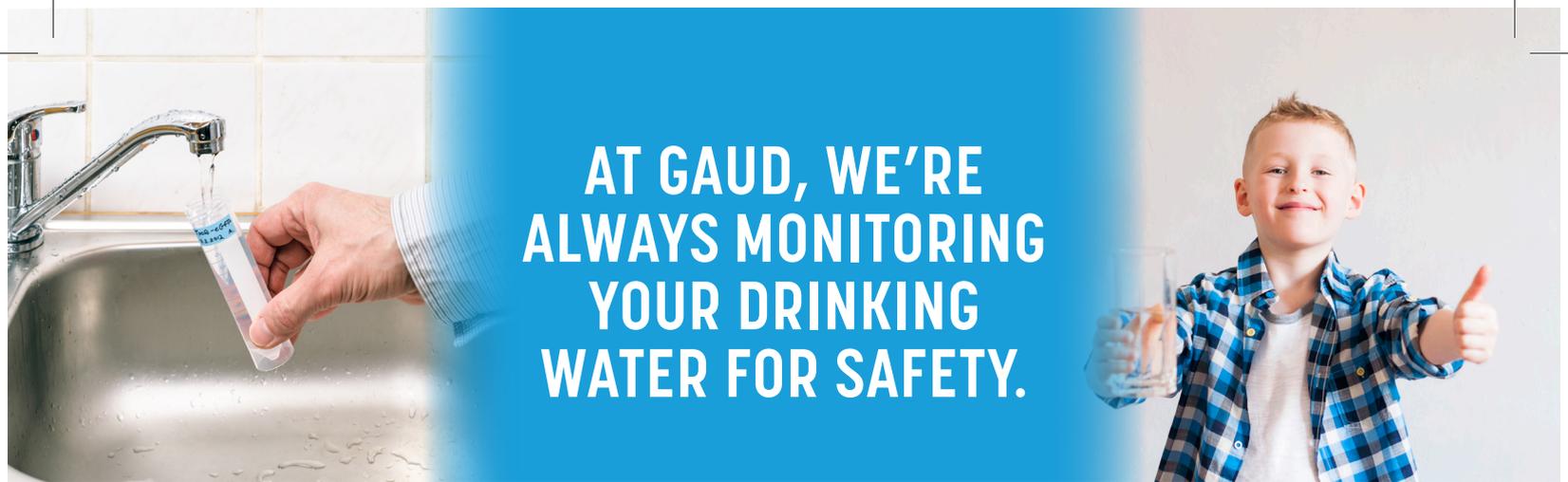
# AT GREATER AUGUSTA UTILITY DISTRICT, TRANSPARENCY IS OUR #1 GOAL.

We take pride in delivering drinking water that is clear, clean and safe. We also strive for complete transparency in reporting to you, our customers. That's why we're publicizing a one-time failure last October to collect two routine monthly samples for fluoride on time.

Thanks to our own continual monitoring of fluoride, however, we are confident that fluoride levels never varied from the regulatory standards, and that your drinking water was never unsafe to drink. Nevertheless, we apologize for the lapse and have instituted new procedures to prevent this from happening again.

*In the interest of complete transparency, see inside for further details.*





# AT GAUD, WE'RE ALWAYS MONITORING YOUR DRINKING WATER FOR SAFETY.

State law requires that we send water samples to an independent laboratory to measure the amount of fluoride in drinking water each month. In October, 2018, we missed the deadline for submitting water samples to the state by a few hours. The samples collected on the morning of November 1, 2018, showed that fluoride levels were within acceptable levels. Nevertheless, state drinking water regulations require that we notify our customers that the samples were not collected on time.

We take many precautions to ensure that your drinking water is safe:

- Our own instruments continuously monitor fluoride levels all day, every day. This is recorded by computers and connected to an alarm system if numbers fall out of range.
- No instrumentation is perfect, so we also check the fluoride analyzers against bench samples using a completely different instrument.
- In October, we did comparisons to bench instruments 30 times, and all levels were within the normal operating range.
- We also measure the fluoride added to water, and then back-calculate the expected fluoride dose.
- We report all of this information every month to the State of Maine's Drinking Water Program for review. And to ensure our operations are transparent, we post these reports online. **To read our detailed monthly and annual drinking water quality reports, visit: [GreaterAugustaUtilityDistrict.org](http://GreaterAugustaUtilityDistrict.org) and click on the "Read our Monthly & Yearly Water Quality Reports" box.**

All data show that your water was safe to drink in October, 2018. We have retrained our operators and added administrative checks to ensure we never miss our deadline again.

As always, we encourage you to call us with any questions at (207) 622-3701.