

SURFSIDE ESTATES WATER SYSTEM



We would like to take this time to provide the community with a comprehensive overview of the Surfside Water System's operations and the measures taken to ensure water quality and address issues such as leaks and system outages. Here's a breakdown of some key points:

- **Ownership and Regulation:** The Surfside Water System is privately owned, maintained, and operates under permits from the Georgia Department of Natural Resources (DNR), Environmental Protection Agency (EPA), and Environmental Protection Division (EPD). Compliance with state regulations and the Safe Drinking Water Act (SDWA) at the federal level is a priority. Our operator is licensed by the State, that license being renewed every two years with Continuing Education courses.
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- **Water Quality Monitoring:** Routine monitoring of water quality is conducted, including microbiological tests, as well as tests for metals, organics, inorganics, SOCs (Synthetic Organic Compounds), VOCs (Volatile Organic Compounds), lead and copper, nitrates and nitrites, and radiological contaminants.
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- **Leak and Break Management:** As with any water system, large or small, public or private our system is subject to occasional leaks or breaks. Occasional leaks or breaks in the system are addressed promptly. These can occur both within the distribution system and on the customers' side. Leaks on the customer side can be managed separately, while repairs on the system's side may require section shutdowns.
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- **System Outages:** Should there be an issue on 'our side' of the meters, sections may have to be turned off in order to facilitate repairs. In the event of a non-emergency situation, signs will be posted a day or two ahead of the impending outage to notify the affected sections. In the event of an emergency situation, the water must be turned off immediately to make repairs. In such cases, the Secretary Treasurer and other Board members are notified in order that they can field calls from customers. System outages are rare and are typically short term, water service is usually back on in a relatively short time - two or three hours. After such repairs, the lines are flushed to clear any residual sediment.
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- **Groundwater System Characteristics:** As a groundwater system, Surfside deals with naturally occurring elements like iron and manganese. These elements are considered secondary contaminants meaning that they are not harmful or dangerous; it is a matter of aesthetics. These two elements are addressed through sequestration and precipitation when they come into contact with chlorine. After outages, sediment may become visible in homes when service is restored, but flushing the lines helps clear it. Return to total clarity may take a day or two as there is a large amount of water in the mains from the wells to the tanks to the homes.

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- **Customer Communication and Support:** Clear communication with customers is emphasized, with notifications provided for planned outages and board members being available to address concerns during emergencies.

Overall, Surfside Water System prioritizes water quality, prompt maintenance, and customer satisfaction in its operations.