

Dear Citizens of Dawsonville,

Recently, we shared information about naturally occurring elements—manganese and sodium—found in certain areas of our water system at levels above the recommended secondary (aesthetic) guidelines. While these elements can influence taste, odor, and color, they do not pose any health or safety concerns. The Georgia Environmental Protection Division (EPD) regularly tests our water supply and has confirmed that Dawsonville’s water remains safe to drink.

That said, “safe” is not our standard—excellence is. The City of Dawsonville continually strives to go above and beyond state requirements to ensure our water system meets the highest expectations. As part of our ongoing efforts to further improve water quality, we are taking proactive steps to enhance our treatment process.

On March 23rd, the City will begin introducing phosphate into our water lines. This is a needed and necessary improvement that will help stabilize our water chemistry, reduce discoloration, and protect our pipes and infrastructure for the long term. This process is safe and widely used by municipalities across the nation to maintain clean, dependable water. Once introduced, the phosphate must remain in our system for two weeks without flushing to ensure it effectively binds to and loosens minerals that may have accumulated over time. Following the two-week period, City staff will conduct high-velocity flushing throughout the system and City starting on April 6th – Spring Break.

We want to be transparent—during this two-week conditioning period, customers may notice temporary discoloration as the treatment takes effect. This is expected and does not indicate a health concern. In addition, businesses and homes may notice a fluctuation in water pressure as we conduct high velocity flushing. During this time, our staff will be closely monitoring the system as needed to ensure everything remains safe and within standards. We also want you to partner with us. If you see any issues, call (706) 265-3256, then press option 2. We appreciate your patience and understanding as this important work is completed.

In addition, the City is evaluating the potential decommissioning of our oldest water source—Spring 105 off Ted Chester Street, originally constructed in the 1950s. While it’s bittersweet to consider retiring a long-standing part of our system, continuing its operation may be no longer feasible and could require a substantial investment of taxpayer funds. This exploration reflects our responsibility to manage resources wisely while continuing to deliver the high-quality service our residents expect.

Our mission remains unchanged: to deliver safe, reliable, and affordable utility services that protect public health, honor our small-town character, and power Dawsonville’s future with pride, integrity, and stewardship.

You can always view our latest testing results and the 2024 Annual Water Quality Report by visiting www.dawsonville-ga.gov/utilities and selecting “2024 Annual Water Quality Report – Consumer Confidence Report” in red letters.

Thank you for your continued trust, patience, and partnership as we take these important steps forward—together—for the benefit of our entire community.

With appreciation,



Jacob Evans
City Manager
City of Dawsonville