2026 Annual Consumer Confidence Water Quality Report

Golden Heart Utilities™

OUR COMMITMENT TO OUR COMMUNITY

Dear Customer,

2025 was a great year for Golden Heart Utilities (GHU). As with past years, we achieved success in providing high-quality water to our customers, and we met and exceeded all Federal and State regulatory requirements. We are very proud of the level of service we achieved. This year was not without challenges, but we thrived during a time of regulatory uncertainty, staffing difficulties, and increased operational costs. We went through significant changes, including an upgrade to our website, billing system, and telephone system, along with many other practices. We can attribute our success to the patience and understanding of our customers and stakeholders. We have continued to collaborate with regulatory agencies, professional organizations, and local governments to reach our goals. This collaboration allows GHU to provide a model of excellence in water treatment, distribution, and operations. Besides compliance and ongoing recognition, GHU delivers uninterrupted, high-quality drinking water, reliable fire suppression resources, and strategic capital deployment to serve Fairbanks 24 hours a day, 365 days a year.

Along with providing outstanding water quality, it is our responsibility to ensure a safe and healthy work environment. We have developed an environment where safety is not just a set of rules but a shared value that guides how we think and act every day. This environment allows us to conduct all of our work safely and concentrate on our primary mission. Our commitment to excellence, combined with our focus on safety, allows us to maintain effective and efficient services for our customers.

If you have further questions or would like to provide feedback on our services, please contact us at 907-479-3118 or usainfo@akwater.com.

Sincerely,

Oran Paul
President

DRINKING WATER QUALITY REPORT

Golden Heart Utilities, Inc. (GHU) is proud of the fine drinking water we provide and are happy to report to you that we have met or surpassed established water quality standards.

This annual water quality report describes the source of our water, lists the results of our 2025 tests, and contains important information about water and health.

Benefits of Chlorination

Disinfection, a chemical process used to control disease causing microorganisms by killing or inactivating them, is unquestionably the most important step in drinking water treatment.

Before communities began routinely treating drinking water with chlorine, starting with Chicago and Jersey City in 1908, cholera, typhoid fever, dysentery, and hepatitis killed thousands of U.S. residents annually.

Drinking water chlorination and filtration have helped to virtually eliminate these diseases in the United States. Significant strides in public health are directly linked to the adoption of drinking water chlorination. In fact, the filtration of drinking water plus the use of chlorine is probably the most significant public health advancement in human history.

Where Our Water Comes From

We operate four wells, 80 to 90 feet deep, which pump an average of 3.2 million gallons per day. These wells tap the huge aquifer that lies beneath the Tanana Valley.

Water Testing and Your Health

To ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) prescribes limits on the amount of certain contaminants in water provided by public water systems. Similarly, the Food Drug Administration (FDA) regulates bottled drinking 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 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 (1-800-426-4791).

(continued on page 4)

Water Testing and Your Health

(continued from page 3)

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. Contaminants that may be present in source water include:

- Microbiological 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, stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

Consumers With Special Health Concerns

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 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 and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Source Water Assessment

The Alaska Department of Environmental Conservation (ADEC) Source Water Assessment program was implemented to make public water systems and the public they serve aware of potential wellhead and watershed contamination sources. An informed public is the best ally in wellhead and watershed protection. GHU's most recent source water assessment identified possible contaminating activities (PCAs) located in the Fairbanks area. PCAs at the top of GHU's source water (well water) vulnerability ranking include industrial activities, businesses, fuel storage tanks, sewer lines, residential areas, landfill, airport, class V injection wells, and ADEC recognized contaminated sites. Due to the PCAs in our area, the Fairbanks aquifer received a high to very high vulnerability ranking. Despite the high vulnerability ranking, **GHU's water quality remains stable and EPA compliant**. If contaminant levels above the allowable limits are ever detected in the source and/or distribution water, you will receive notification of the results.

Some of the contaminants that could be found in our source water are removed during the water treatment process prior to distribution. GHU performs numerous required tests on the water it provides to its customers. Regular monitoring of the source wells, treatment process, and the distribution system helps to ensure water quality.

In addition to ADEC and EPA required testing, GHU takes added samples from the distribution system and the source wells to help ensure the safety of the water we supply to our customers. This sampling includes general water quality tests such as pH, total dissolved solids, conductivity, turbidity, hardness, alkalinity, salinity, and bacteriological analysis. The weekly water quality tests and quarterly volatile organic chemical samples are meant to alert GHU to the presence of source water contamination.

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 Golden Heart Utilities' customer service department at 907-479-3118.

Testing Our Water

The ADEC and US EPA require GHU to test the drinking water we distribute regularly to make sure that it meets State and Federal requirements.

GHU collects numerous water samples from locations throughout the community to monitor the quality of water as it travels to your tap.

The Detected Contaminant Table on page six shows substances that are regulated by the US EPA and ADEC and that were detected in our finished drinking water. GHU tests for many other substances, but because they were not detected, they are not reported here.

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.

HOW TO READ THE WATER QUALITY TABLES

AL
Action Level or the concentration which, if exceeded, triggers treatment or other requirements which a water system must follow.

MCL
Maximum Contaminant Level or the highest level of a 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 a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL
Maximum Residual Disinfectant Level or the highest level of a disinfectant allowed in the distribution system.

MRDLG
Maximum Residual Disinfectant Level Goal or the level of a disinfectant in the distribution system below which there is no known or expected risk to health. MRDLGs allow for a margin of safety.

NA
Not applicable.

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 (a measure of radioactivity).

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 (µg/L). The same as one minute in 2,000 years or one penny in $10,000,000.

ppt
Parts per trillion or nanograms per liter (ng/L). One ppt is equivalent to one grain of sugar in an Olympic-size swimming pool or one second in 32,000 years.

Range
The lowest and highest results of testing during a required period.

Result
The level indicated on a laboratory test or a series of tests.

The "<" symbol
A symbol which means 'less than'. A result of "< 2.0" means that the contaminant was not detected above the reportable level of 2.0.

DETECTED CONTAMINANT TABLE

Contaminant	Tested	Units	MCLG	MCL	Result	Range	Violation	Typical Sources
Radiological Contaminants								
Alpha Emitters	2017	pCi/L	0	15	2.5	NA	No	Erosion of natural deposits
Radium	2017	pCi/L	0	5	0.41	NA	No	Erosion of natural deposits
Inorganic Contaminants								
Arsenic	2025	ppb	0	10	< 1.0	NA	No	Erosion of natural deposits
Barium	2020	ppm	2	2	0.046	NA	No	Erosion of natural deposits
Disinfection By-Products								
Haloacetic Acids	2025	ppb	0	60	27.0[1]	22.0 - 27.0	No	By-product of water chlorination
Total Trihalomethanes	2025	ppb	0	80	48.4[1]	25.8 - 45.3	No	By-product of water chlorination
Disinfectants								
Free Chlorine	2025	ppm	MRDLG 4	MRDL 4	0.54[2]	0.09 - 0.84	No	Additive to control bacterial growth
Unregulated Contaminants[3]								
Bromodichloromethane[1]	2025	ppb	NA	NA	2.6	2.2 - 3.1	NA	Disinfection by-product
Dichloroacetic Acid[1]	2025	ppb	NA	NA	10.5	9.4 - 11.0	NA	Disinfection by-product
Trichloroacetic Acid[1]	2025	ppb	NA	NA	11.0	10.0 - 12	NA	Disinfection by-product
Manganese[1]	2025	ppb	NA	NA	0.01	0.01 - 0.01	NA	Erosion of natural deposits
Perchlorate	2025	ppb	NA	NA	0.08	0.08 - 0.08	NA	Rocket Propellants
Perfluoroalkyl Substances (PFAS)								
PFHxS[4]	2025	ppt	NA[5]	NA[5]	6.3	4.7 - 11	No	Firefighting foams, industrial chemicals, and consumer goods
PFHxA[4]	2025	ppt	NA[5]	NA[5]	2.9	2.3 - 3.5	No	Firefighting foams, industrial chemicals, and consumer goods
PFOS[4]	2025	ppt	0	4.0	2.3	2.0 - 3.3	No	Firefighting foams, industrial chemicals, and consumer goods
PFOA[4]	2025	ppt	0	4.0	3.2	2.3 - 5.4	No	Firefighting foams, industrial chemicals, and consumer goods
PFBS[4]	2025	ppt	NA[5]	NA[5]	2.2	1.9 - 2.5	No	Firefighting foams, industrial chemicals, and consumer goods
Lead and Copper								
Lead[6]	2025	ppb	0	AL 15	2.6	<0.50 - 10.0	No	Erosion of natural deposits; plumbing corrosion
Copper[6]	2025	ppb	1,300	1,300	76	5.0 - 97.0	No	Erosion of natural deposits; plumbing corrosion

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.

1. Reported as the highest locational running annual average.
2. Reported as the highest system-wide running annual average.
3. Our water system has sampled for a series of unregulated contaminants. Unregulated contaminants are those that don't yet have a drinking water standard set by the EPA. The purpose of monitoring for these contaminants is to help the EPA decide whether the contaminants should have a standard.
4. Detected PFAS: perfluorohexanesulfonic acid (PFHxS), perfluorohexanoic acid (PFHxA); perfluorooctane sulfonate (PFOS), perfluorooctanoic acid (PFOA), perfluorobutane sulfonate (PFBS)
5. Not applicable at this time.
6. The results for Lead and Copper are the 90 percentiles. This means that at least 90% of tap water samples collected have lead and copper concentrations at or below regulatory limits.

OTHER MONITORING

In addition to the ADEC and EPA mandated sampling, our water system voluntarily tests for numerous additional substances to make certain your water is of the highest quality.

Substance	Frequency	MCL	2025 Average	Compare to MCL
Alkalinity	Daily	No Limit	127 ppm as $CaCO_3$	-
Hardness	Daily	No Limit	142 ppm as $CaCO_3$	-
Turbidity	Daily	1 NTU	0.03 NTU	10 times better
Iron	Daily	300 ppb	10 ppb	30 times better
pH	Daily	6.5 - 8.5 standard units	8.3 standard units	within range
Manganese	Daily	50 ppb	10 ppb	5 times better
Dissolved Solids	Weekly	500 ppm	187 ppm	3 times better

Additional Information About Lead in Drinking Water

Additional Health Information about Lead in Drinking Water

Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Golden Heart Utilities is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Golden Heart Utilities 907-479-3118. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at http://www.epa.gov/safewater/lead.

Golden Heart Utilities has conducted a service line inventory. This inventory was conducted by reviewing historical records, residential visits by water system personnel and the use of customer surveys. These Inventories show the material of each service line by address. If we don't know the material, it is marked "Unknown" — because records were unavailable, the line is inaccessible, or the info we have may be inaccurate. If marked "Non-Lead - Other", the piping was installed after Alaska's Lead Ban of 1989. Please contact us if you have any questions. The inventory can be found: https://www.myutility.us/docs/default-source/akwater/regulatory/ghu_customer_lines_web.pdf?sfvrsn=99bc3b5b_2

Attention Property Owners and Managers

This report is available at our administrative office located at 3691 Cameron Street or on our website at:

https://myutility.services/ghu-ccr

Certain residents and tenants may not receive notice of this report if the 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 should be photocopied and distributed or posted in a prominent place at the facility.

PFAS: Questions and Answers

What are PFOA and PFOS?

PFOA and PFOS are perfluoroalkyl substances (PFAS) — man-made chemicals that are resistant to oil, stains, grease, and water. They have been used to make carpets, fabrics for clothing and furniture, paper packaging for food, non-stick cookware, and firefighting foams. PFOS and PFOA are no longer manufactured in the United States.

How can I be exposed to PFAS?

PFAS have been used worldwide in industry and consumer products since the 1940s; they are released into the environment (air, water, soil, etc.) when other products are made, used, or discarded. PFAS are very stable and persist in the environment for long periods of time. People can be exposed to these chemicals in house dust, indoor and outdoor air, food, and drinking water. Because PFAS were used worldwide, stay in the environment for a long time, and travel long distances in water and air, there are trace amounts all around us.

Where can I get more information?

Agency for Toxic Substances and Disease Registry
https://www.atsdr.cdc.gov/

EPA
https://www.epa.gov/chemical-research/research-and-polyfluoroalkyl-substances-pfas

National Toxicology Program:
https://ntp.niehs.nih.gov/pubhealth/hat/noms/pfoa/index.html

If you have questions about PFAS and your health, please consult your healthcare provider.

Have a question about your water system?

Contact Golden Heart Utilities, Inc.

PO Box 80370
Fairbanks, AK 99708

Phone: 907-479-3118
Email: usainfo@akwater.com
Web: www.myutility.us/akwater

Golden Heart Utilities™