

WATER WORKS

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Teresa Worley Named Assistant General Manager over Support Services

Teresa Worley was promoted to Assistant General Manager – Support Services in June. Prior to this, Worley spent seven and ½ years as CCWA's Customer Accounts Manager where she was over Customer Service, Meter Services, Billing and Collections.

In her new role, she oversees the Authority's Support Services, which include: Customer Accounts (Customer Service, Meter Services, Billing and Collections), Finance, General Services, Human Resources, I.T., Program Management/Engineering, Public Information and Risk/Procurement/Safety.

"Teresa brings with her 25 years of progressive and diverse experience in Management, Customer Service, and Project Management," adds CCWA General Manager H. Bernard Franks. "She did a great job building a team in Customer Accounts and improving our Customer Service operations. She will bring the same philosophy as she leads the larger Support Services team."

Prior to coming to CCWA, Worley had more than 17 years of experience in management, business development, and project management at Tupperware Brands. She participated on a global improvement team identifying process improvement opportunities, as well as managing partnerships with Procter and Gamble, Kraft and QVC. In 2004, she was promoted to Senior Director of the Sales Force Compensation and Support where she was responsible for sales force and customer care, fleet administration, sales force compensation and field support including two offshore call centers.



Distribution Crew Gets It Done

When the call came in at midnight on 8/3 about a water main break on Windsor Drive, CCWA had it covered. Kudos to Larry Eason, Larry McClain, Delbert Williams, Jonathon Smith and Don Conner for making the repair quickly and stabilizing the roadway before the sun came up. The guys were recognized during CCWA's September Board Meeting. Shown in photo: Distribution & Conveyance Manager Jeff Jones, Larry McClain, Delbert Williams, Jonathon Smith, Don Conner, Larry Eason and General Manager H. Bernard Franks.



Reliably safe & clean water is **our business**.
Customer care is **our priority**.

For this reason, we've launched **Care. Connect. Conserve. (CCC)** CCC connects our customers with services that are available in times of need.

For more information, please contact us at:
affordability@ccwa.us or (770) 960-5200

www.ccwa.us



This is what grease
does to your
home's pipes.

Never pour fats, oils or grease down the drain.
Learn more at www.cleanwatercampaign.com



CONVENIENT PAYMENT OPTIONS



Go Paperless

Cut the clutter and go paperless. Visit www.ccwa.us to sign up for Paperless Billing.



Walmart

Pay your CCWA bill, along with other utility bills, at any Walmart location for a convenience fee. Payments may be made using cash or a pin-based debit card. To make a payment:

- Just take your current water bill to any Walmart location.
- Make a payment in cash or with a pin-based debit card.
- Once the transaction is processed, the customer receives a receipt as proof of payment.



Speedpay

Speedpay is located in most Kroger and Walgreens locations.

(powered by Western Union)

Pay online (www.ccwa.us), by phone (1.877.467.5110) or at a Western Union walk in center or agent location using our third party payment processor Speedpay. A \$1.25 fee is charged for each transaction. Visit ccwa.us to find a Western Union location near you.

Quality Water, Quality Service



Highlights

Reading Your Meter Helps You Track Water Usage

Reading your water meter is a lot like reading the odometer in your vehicle. When looking at the water meter, locate the white numbers on the right side of the meter dial with the black background. These numbers count the number gallons of water that have passed through your meter. This number is used to calculate your monthly water bill.

Determining Your Water Usage

Use the following example to help read your meter:

- ❖ Select a day to take an initial water meter reading.
- ❖ Write down the numbers you see on the meter odometer (ex. 0260000).
- ❖ After a period has passed (such as a day or week), read your meter again (ex. new reading of 0263000).
- ❖ Subtract your first reading from the second reading. This is your water usage for that period (ex. 0263000 - 0260000 = 3000).
- ❖ The 3000 figure indicates that 3,000 gallons of water have been used during the time between the two readings.

Using Your Water Meter to Detect Leaks

- ❖ Make sure no water is being used inside or outside (no washing machine filling, no shower running, no watering outdoors, etc.).
- ❖ Locate your water meter box. Carefully remove the cover and lift the top of the meter.
- ❖ Find the red Leak Indicator on the meter dial. If all your water sources are off and the Leak Indicator is rotating, you may have a leak. Leaks can waste thousands of gallons of water in a just a few days. It pays to fix leaks promptly.

Ever wonder how your meter is read and what causes spikes in water usage?

Q. There is dirt all over my water meter so I know it hasn't been read in months. Why aren't you reading my meter regularly?

A. All CCWA residential water meters are read using automated meter reading technology.

- Meter readings are logged into software as Meter Services staff drive by meters.
- In the truck, a laptop displays a blue dot for each meter location.
- As the readings are collected, an audible alert sounds.
- If it cannot pick up a reading for some reason, a red dot shows up on the screen. If this happens, the employee then does a manual check and reading.

Q. My monthly water usage has sudden spiked even though we have the same number of people in our home. What causes that to happen?

A. Most likely, you have a leak. CCWA's residential meters help detect leaks long before they become larger, more costly leaks.

- If a meter does not have at least one hour of non-usage during a 24 hour period, it shows up on a report after the meters are electronically read.
- Meter Services staff then notifies the customer that they should check for leaks inside the home.
- If usage jumps more than 2.5 times your average usage, this could indicate a leak.

Distribution Maintenance Using Unidirectional Flushing Program To Clean Water Pipes

Cleaning the inside of water lines supports and maintains an effective water distribution system and helps ensure high quality water is delivered straight to your tap. The best way to clean the inside of water lines is by harnessing the power of the water itself. CCWA's Distribution Maintenance staff is piloting a standard industry practice known as Unidirectional Flushing (UDF) to clean its system.

UDF basically isolates a segment of pipe by closing off valves and opening hydrants to direct clean water down a single water main. The water pressure creates enough velocity to scour the pipe and remove any sediments from the bottom of the pipe. It's like using a pressure washer to clean a home or sidewalk. UDF provides greater cleaning and uses less water than conventional flushing. The photo shows a pipe after it has been cleaned.



CCWA is piloting its UDF program on an area between I-75 and I-675. The crew is performing work at night between 11 p.m. – 6 a.m. to lessen any disruptions in service. The pilot started in late September and is scheduled to end in late October.

Flushing the water distribution system, which serves homes and businesses, can help address a variety of water quality concerns such as taste and odor, discoloration and sediment in the water. The general objective of UDF is to assist in preserving and/or improving water quality and service.

CCWA relies on its UDF Program to:

- ❖ Improve water quality
- ❖ Improve carrying capacity of pipes
- ❖ Benefit the operation of the water system

Keep Fall Leaves Out of Storm Drains

Leaves and other yard trimmings should NEVER be blown or raked into a storm drain. If they are, over time the drains can become clogged which can cause street flooding. Instead, use leaves and grass clippings as mulch around your trees and bushes. This will keep the roots cool, improve soil retention, and as the mulch breaks down, it will slowly provide nutrients for the plants, bushes and trees.

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