

WATER WORKS

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CCWA Mourns Death of Former Board Chairman Pete McQueen



Pete McQueen's love of Clayton County and the Clayton County Water Authority (CCWA) was known by everyone who met him as he was often heard telling others, 'CCWA has the best employees and the best water system in the state of Georgia.' His death on February 19, 2019 leaves the Clayton County community missing a leader who served the county with respect and dedication.

McQueen was appointed to the CCWA Board of Directors in 1997 and served as Chairman from March 2001 to November 2012. In recognition of his commitment and dedication, CCWA's Board Room was dedicated in his honor in August 2015.

"This is a sad time for our CCWA family. I am thankful for the privilege of getting to know Mr. McQueen and experiencing his positive influence. We will no doubt miss his smile and compassionate leadership in the community," says CCWA General Manager H. Bernard Franks. "Our thoughts and prayers are with his wife Gwen and the rest of their family."

McQueen led the Water Authority through its Water Resources Initiative 2000, the most aggressive ten-year master plan in the Water Authority's history designed to upgrade and expand all water reclamation facilities; transitioning from spray irrigation to constructed treatment wetlands; implementation of a unified stormwater utility and completion of a \$10 million meter replacement project.

During McQueen's leadership, the Water Authority's fiscally conservative approach enabled it to use a 'pay as you go' approach to fund capital improvement projects while saving more than \$7 million in future bond debt payments and having its bond rating increased from AA to AA+. This approach allowed rates to remain lower than most in the metro Atlanta area.

He was extremely proud of CCWA being named Clayton County Chamber of Commerce Business of the Year in 2010, earning the WaterReuse Award of Merit and being designated one of the country's 'Top Water Wise' communities by American Rivers.

CCWA Board Chair John Chafin had the pleasure and honor of serving with McQueen on the Board of Directors.

"The life and times of Pete McQueen are filled not with sadness or regret, but as a man who enjoyed life and was always ready with a good joke," adds Chafin. "He was a great leader and led the Water Authority through progressive times and furthered the reputation and quality of the Clayton County Water Authority," adds Chafin. "Pete McQueen had a love for people and served the citizens of Clayton County with respect and dedication. He will be sorely missed."

Retired General Manager P. Michael Thomas was promoted to General Manager in 2006 under McQueen's leadership.

"Mr. McQueen's wisdom and knowledge of the community was invaluable to me as a new General Manager. He was a great mentor. He had the ability to be an encourager but to also guide us away from doing something that might not be the best for the community," Thomas adds.

Crews Relocating Pipes for State Hwy. 54 Road Widening



Major road widening projects mean relocating thousands of feet of water and sanitary sewer lines, valves, fire hydrants and sanitary sewer manholes. The crew in the photo is shown working on the State Hwy. 54 widening project. In between all of the recent rains, CCWA Distribution maintenance crews have installed 10,600 feet of 12-inch water pipe and 1,400 feet of 16-inch water pipe to the east side of Hwy. 54. This \$2 million project includes relocating water mains and sanitary sewer force mains. It is just one of several major road projects involving this type of work.

Hicks Water Production Plant Open House

1693 Freeman Road, Jonesboro
May 18 • 10 a.m. to 2 p.m.

In celebration of National Drinking Water Week, we are opening the doors of our Terry R. Hicks Water Production Facility so you can meet your water professionals and learn how we produce safe, reliable drinking water. We hope you will join us! Visit www.ccwa.us for more information.



Report to the Community

CCWA's annual Report to the Community is here! Check out highlights from our work in 2018. To download a copy, visit ccwa.us.



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.



Western Union

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

Customer Satisfaction Survey Provides Valuable Feedback

CCWA conducts customer satisfaction surveys every two years to better understand customer needs and perceptions. CCWA contracted with Research America in the fall of 2018 to conduct the most recent survey to gather feedback regarding residential customers' overall satisfaction with CCWA as well as their perceptions around water quality, billing, communications and various programs offered by CCWA.

The survey showed that 88% of CCWA customers gave a satisfactory rating with regards to overall customer satisfaction. This is a significant increase with the overall satisfaction score of 83% in the 2016 survey. Results are used to show staff areas that need review to determine if changes are needed.

"We are pleased to see an increase in all categories and will continue to work to improve our water quality. We believe our increased outreach efforts, especially the work of our Tap on the Go team, is directly reflected in the survey results," adds General Manager H. Bernard Franks.

2018 Customer Satisfaction Survey Results

Presence and Involvement in the Community	2014	73%
	2016	77%
	2018	87%
Protecting the Environment	2014	84%
	2016	82%
	2018	91%
Infrastructure Maintenance	2014	80%
	2016	81%
	2018	82%
Water Taste	2014	77%
	2016	72%
	2018	79%
Water Clarity	2014	85%
	2016	84%
	2018	92%
Water Smell	2014	84%
	2016	83%
	2018	88%
Water Pressure	2014	81%
	2016	86%
	2018	91%
Service Reliability	2014	94%
	2016	94%
	2018	97%
Billing: Ease of Understanding	2014	92%
	2016	89%
	2018	93%
Billing: Payment Options	2014	89%
	2016	86%
	2018	90%
Billing: Accuracy	2014	85%
	2016	83%
	2018	89%

Clayton County Water Authority



DID YOU KNOW WE HAVE
3 FISHING RESERVOIRS IN
CLAYTON COUNTY?

Learn more about hours of operation, cost and
location on our website:

<http://www.ccwa.us/fishing-information>

Standby Crew Gets It Done

Neither rain, sleet, snow or frigid temps keep CCWA crews from getting the job done. In late January one of our crews worked an 8" water line break on Leland Lane. The crew was dispatched to the job at 9:30 p.m. and worked until close to 3 a.m. Adding to the repair work itself, the intersection of Leland Lane and Winchester Drive was frozen over so they followed standard procedures by spreading salt and sand to provide a safe roadway for residents. Temps were in the mid 20's, but our crew did what needed to be done to finish the job as quickly as possible to ensure that our customer's water service was restored, and the roadway was safe. As the crew was finishing up this job, another call came in for a 6" line break on Georgia Avenue. They headed there and finished that job around 6:30 am.



Got An Old, Water-Wasting Toilet?
Replace It and Get a \$100 Credit on Your Account

The Clayton County Water Authority's Residential Toilet Rebate Program encourages customers to save money and water by replacing older, inefficient toilets. Eligible customers receive a \$100 rebate for installing an eligible WaterSense certified 1.28 gallons per flush (gpf) toilet. Customers may receive up to two (2) toilet rebates per household. All rebates will be applied as a credit to your Clayton County Water Authority account. To learn more, visit www.ccwa.us.



BOARD OF DIRECTORS AND LEADERSHIP

John Chafin, Chairman
Marie Barber, Vice Chair
Rodney Givens, Secretary/Treasurer

John Westervelt, Board Member
Dr. Cephus Jackson, Board Member
Robin Malone, Board Member
Vivian Baldwin, Board Member

H. Bernard Franks, General Manager
Keisha Thorpe, Assistant General Manager
Teresa Worley, Assistant General Manager