

# STORMWATER UTILITY

## ANNUAL REPORT



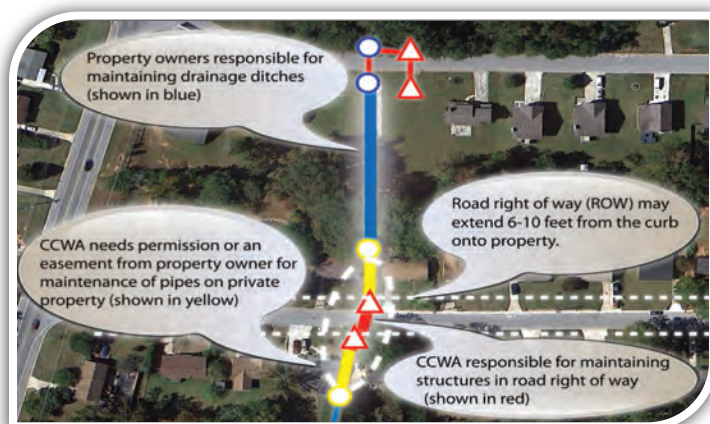
AUGUST 2019

### Your Stormwater Dollars At Work

The Clayton County Water Authority's Stormwater Utility (SWU) is responsible for all stormwater activities for unincorporated Clayton County and the cities of Forest Park, Jonesboro, Lake City, Lovejoy, Morrow and Riverdale.

These activities include Construction Plan Reviews and Inspections, Floodplain Management, Illicit Discharge/Illegal Connection Inspections and maintenance of stormwater infrastructure within the road right-of-way and directly connected to the right-of-way.

This annual report is produced to show a summary of the activities that have been performed by Clayton County Water Authority's Stormwater Utility over the past year and how your Stormwater dollars are being used.



The diagram above shows the level of service provided by CCWA's Stormwater Utility. Everything shaded in yellow is maintained by the utility.

### Top 3 Constituent Concerns

#### What are Stormwater Utility fees used for?

- Stormwater utility fees are dedicated exclusively to stormwater management activities

#### Who is responsible for neighborhood detention and retention pond maintenance?

- The Homeowners Association or the developer is typically responsible
- For unfinished subdivision ponds, the developer or the bank holding the lots is responsible

#### Who is responsible for overflowing stormwater pipes or inlets?

- Overflows from stormwater facilities within or directly connected to the right-of-way are the responsibility of the Stormwater Utility
- All other overflows are the responsibility of the property owner or another jurisdiction

### Stormwater Utility Services include:



- Maintenance, repair and replacement of stormwater infrastructure within the road right-of-way, and directly connected to the right-of-way
- Floodplain management
- Construction plan reviews and inspections
- Illicit discharge/illegal connection inspections
- Public education/public involvement
- Watershed improvement activities

### Stormwater Pollution Solutions

- Never dump anything down storm drains or into streams and report anyone who does.
- Apply lawn chemicals according to the label. Do not over apply chemicals and never apply before a rain event.
- Keep grass clippings and other yard waste out of street gutters and storm drains. Drains blocked by excessive debris could cause flooding. Compost or mulch instead.
- Dispose of used motor oil, paint, and other household chemicals properly or bring them to our annual Household Hazardous Waste Collection Day in April.
- Do not dispose of used cooking oil by dumping it outside or in a storm drain.
- Don't litter. Put trash in its place.
- Take your car to a commercial car wash facility. Washing cars on driveways or streets will result in the cleaning products flowing directly into storm drains.
- Pick up your pet's waste. Pet waste can carry harmful bacteria and parasites.

Quality Water, Quality Service

1600 BATTLE CREEK ROAD, MORROW, GA 30260 // CUSTOMER SERVICE 770.960.5200 // WWW.CCWA.US

CLAYTON COUNTY  
**Water**  
AUTHORITY





AUGUST 2019

## Stormwater Maintenance Crews Completed Nearly 2,740 Work Orders During FY 2018-19



The SWU's Investigation Technician and Maintenance Crews work as a team to provide quality service when it comes to responding to customer calls. On average, a customer complaint was

responded to within twenty (20) hours. When a customer calls with a stormwater issue, our Stormwater Investigation Technician is dispatched to check out every issue or complaint. During Fiscal Year 2018-19, he responded to over 611 customer related calls.

Part of the maintenance activity includes an aggressive inspection program. This helps our staff determine potential problem locations, as well as being compliant with our Stormwater Permit. Using both internal staff and outside contractors, CCWA inspected the following structures over the past year:

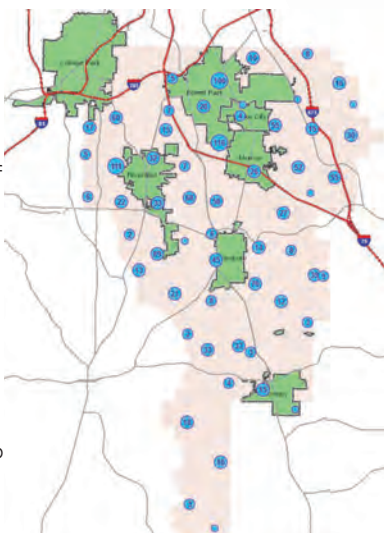
- Approximately 3,000 catch basin and inlets
- Approximately 401,000 linear feet (76.0 miles) of storm drains
- Approximately 123,000 linear feet (23.3 miles) of ditches

The Stormwater Maintenance staff of 17 employees (2 pipe repair crews, 1 grading crew and 1 vacuum truck crew) addressed 2,737 work orders. Activities from these completed work orders represent:

- Approximately 91,000 linear feet (17.2 miles) of storm drain lines
- Approximately 20,000 linear feet (3.8 miles) of graded ditches
- Approximately 720 cleaned/repaired catch basins

Maintenance costs for this work completed between May 2018 and April 2019 were slightly more than \$3.0 million. In addition to the maintenance work orders, CCWA solicited the help of outside construction firms to perform larger-scaled Capital Improvement Projects (CIP). These projects include repair methods of "Remove and Replace" (R/R), as well as a newer technology called "Cured-In-Place Piping" (CIPP).

Using both methods, CCWA performed 48 large scaled CIP's throughout the county last year. The 64 R/R and 11 CIPP jobs resulted in costs slightly over \$4.6 million. Combined, more than 13,000 feet (2.47 miles) of pipe were replaced/renewed using these methods.



## Spotlight: Stormwater Investigation Technician

Ensuring customer satisfaction is often a difficult task, but Stormwater Investigation Technician Jael Fuller always rises to the



occasion. When customers call in with Stormwater related issues, Jael is CCWA's first line of defense. It's his job to reach out to the customer and determine whether the issue falls within CCWA's levels of service and if it does, determine the next steps to be taken. Since Stormwater is CCWA's newest service, customers are not always knowledgeable about CCWA's responsibility and the responsibility of the property

owners. Jael makes sure to educate customers while still ensuring they receive quality service.

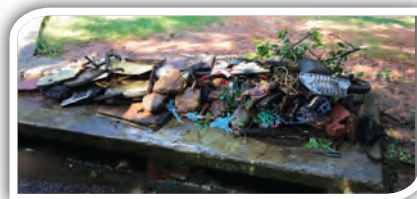
When work needs to be done on a customer's property, Jael is responsible for scheduling work orders. It is imperative for him to be as efficient as possible by including detailed comments on the type of service that needs to be provided as well as pictures of the site. This ensures that the crews responsible for doing the work can do so quickly and accurately. Heavy rain fall often leads to an influx of phone calls from customers, but Jael is always able to prioritize his responses so in emergency situations customers receive help as soon as possible.

When CCWA needs temporary access to private property for a project, Jael handles getting easements so that crews and contractors are able to proceed with work. An easement is an agreement between CCWA and a private property owner that gives CCWA the right to access the private property. The private property owner still owns the property in the easement.

In his many years at CCWA, Jael says it has always been a great place to work. No matter what his day is like, he seems to always end it with a smile.

## What Lies Underneath?

Ever wonder what all winds up in a stormwater catch basin on the road side? Look at what the vac truck crew cleaned out of just one catch basin. This debris and litter is what clogs a catch basin and causes road flooding when there is nowhere for rain water to go.



## Stormwater Utility Services include:

**Maintenance, repair and replacement of stormwater infrastructure within the road right-of-way, and directly connected to the right-of-way.**

- ↔ Floodplain management ↔ Construction plan reviews and inspections ↔ Illicit discharge/illegal connection inspections
- ↔ Public education/public involvement ↔ Watershed improvement activities



# STORMWATER UTILITY ANNUAL REPORT

## Failing Creek Culvert Replaced Under Subdivision Road

**Chilton Lane (Jackson Estates) – Riverdale / Approx. \$215,000**

When CCWA's Stormwater Utility was created, CCWA inherited hundreds of miles of underground infrastructure without knowing if it was in good shape or ready to fail. As part of our asset management approach to understanding this existing infrastructure running throughout the county, we decided to concentrate on large diameter stormwater pipes and culverts that run under roadways. Many of these pipes were installed years ago using corrugated metal pipe with active streams and creeks flowing through them.

After years of continuous creek flow, many of these culverts are in poor condition and failing. If they fail, they can cause personal and property damage from road cave-ins and flooding. CCWA's goal is to assess and address these culverts before failure occurs. In some cases, problems are found by you, the customers.

CCWA was called to a location where a corrugated metal culvert was used to allow flow from a creek to pass under Chilton Lane, just outside the city limits of Riverdale. The residents observed a sinkhole forming in the roadway. Further inspections revealed a single 60" corrugated metal culvert located under Chilton Lane, just west of Grayson Drive, in the Jackson Estates Subdivision. In addition to the forming sinkhole, we found the culvert was severely corroded, and extreme sediment buildup at the discharge end of the pipe.



Because of the culvert's condition, CCWA was required to replace the metal culverts with reinforced concrete pipe (RCP). Because of existing utilities (water, sewer, and gas), above and below, CCWA had to use arched pipe. Reinforced concrete pipe has 6" thick walls, therefore, to minimize the effects to the other utilities, arched pipe was able to fit between those existing utilities. With re-routing the existing culvert, roughly 200' of 60" Arched RCP was installed.



Staff was required to re-route the pipe in order to provide additional spacing away from the neighboring homes foundation. The existing metal culvert, next to the home, was grout filled to minimize any future settlement issue. Staff also replaced the existing damaged headwall at the end of the culverts along with installing new precast structures (catch basins) at the roadway. The downstream area was also stabilized with rip rap (stone) to minimize erosion. After completion, the work area was restored and cleaned of existing trash, debris and sediment. The replacement pipes are expected to have a life expectancy of at least 50 years of service, keeping this culvert issue-free for a long time. The overall cost of this repair is expected to be approximately \$215,000.

## Do you know your property's Floodplain status???

Flood insurance rate maps (FIRM's), also known as Floodplain Maps, went into effect in June 2017 for properties located in Clayton County. After years of extensive studies and analyses, CCWA revised the County's Floodplain Maps, as guided by FEMA. The County's maps were digitally updated in 2007, but several other factors required additional field studies and desktop engineering to bring the maps up to date.

These updated maps are more precise than older maps because better flood hazard and risk data has been incorporated, and the latest science has been used to make them more accurate. Flood risks change over time due to construction, development, environmental changes, floodplain widening or shifting, and other factors. These changes send water flowing in new directions, creating flood risks that didn't exist previously—precisely why flood maps must be updated periodically.

The updated maps give staff a better understanding of local risk assessment, floodplain management, land use and emergency planning.

To determine your floodplain status, you may visit CCWA's Floodplain Management at <http://www.ccwa.us/floodplain-mapping>. On that page, you will find information about Floodplain Management. Click the link that follows the text, "To check the status of your property in Clayton County". From there, take the following steps

1. Enter your information on the disclaimer form and "Accept" to continue. You will be taken to an internal Floodplain Mapping page where you will begin your search.
2. Click "Begin Search".
3. Enter your address number and street name. Click "Run Search."
4. Your personalized floodplain map will appear.

Please note, your Floodplain status is determined on whether the floodplain boundary touches your property. Your home, or important structure, may be elevated such that the lowest floor may be higher than the Base Flood Elevation (BFE). These maps may not provide you information on your particular structure. It may be necessary for the property owner to have an elevation certificate prepared, at their costs. Elevation certificates must be prepared by a Registered Land Surveyor or Professional Engineer. CCWA does not provide this service for property owners. Costs for the preparation of an elevation certificate ranges from \$500 to \$1,500. It is up to the property owner to procure these services.

If you have a mortgage on your property, the lender may require a Flood Insurance policy if your property is within the boundaries of a floodplain. An elevation certificate may assist in reducing the cost of a flood insurance policy, if it can be determined the structure, in question, is elevated to where flooding risks are minimized. In some cases, the flood insurance policy may not be needed.

If you need additional assistance, please contact CCWA's Floodplain Division at [ccwa\\_floodplain@ccwa.us](mailto:ccwa_floodplain@ccwa.us) or at 770.302.1768.



## Looking for a Speaker? Call Us

If you would like a Stormwater staff member to speak to your civic group or HOA, please call 770.960.6972.

CCWA has a YouTube channel that features educational videos on:

- ▶ preventing stormwater pollution
- ▶ finding and fixing leaks
- ▶ proper disposal of fats, oils and greases
- ▶ and other topics







## Rivers Alive Stream Cleanup Saturday, October 26, 2019 10 a.m. – Noon

Join community volunteers at our annual stream cleanup event as we remove trash, litter and debris from one of our local creeks. This is a great volunteer opportunity for scouts, civic groups, church groups, environmental clubs and families.

CCWA's Stormwater staff works throughout the year to educate residents about the damage stormwater pollution does to our local waterways and how they can prevent this pollution from making its way into our drinking water. This event gets residents involved in preserving and protecting our local waterways.

During our 2018 cleanup at Panhandle Park, more than 100 volunteers worked together to clean up around Hurricane Creek. Come join us this year as we clean another area in our county. For location and more information, visit [ccwa.us](http://ccwa.us) or call 770.960.5200.



## Connecting With Our Community

Stormwater staff participates in numerous Career Day events at Clayton County Public Schools. Through these events, they can connect with thousands of students and educate them about the damaging effects of stormwater pollution and what they can do to protect our water quality.

CCWA staff also participates in the Metro North Georgia Water Planning District's annual Southern Children's Water Festival. The festival is held at our Shamrock Community Use Building in Jonesboro every May. More than 400 second and fourth grade students from Clayton, Fulton, Henry, Fayette and Rockdale County school districts participated in this hands-on day of water education. The goal of the event is to provide quality water education opportunities to as many students as possible and remind the kids about the direct connection we have on the quality and quantity of the water in our rivers, lakes, and streams.

The photos show staff at Suder Elementary and the water festival.



## Thank You for Turning in More than 133,000 lbs. of Household Hazardous Waste During Spring Collection Day

CCWA's Stormwater Utility hosts Household Hazardous Waste Collection Day every April to give residents the chance to dispose of a variety of household items, such as used paints, oil, pesticides, cleaners, batteries and pharmaceuticals.

CCWA contracted with CARE Environmental to collect and properly dispose of the waste during the free, four-hour event on Saturday, April 27, 2019 at the W.B. Casey Water Resource Recovery Facility in Jonesboro.



CARE serviced 460 vehicles and processed 133,500 lbs. of waste. The event costs nearly \$42,000 (the cost for the contractor collecting and properly disposing of the items) and goes a long way to keeping these pollutants out of our local creeks, streams and landfill. Clayton County Police Department assisted this year with the collection of over-the-counter and prescription medication.

**Thank you to all Clayton County residents and CCWA Ambassadors who helped make the 2019 event a success!**

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