

# WATER WORKS

VOLUME 22-ISSUE 4 // FALL 2019

## AGM Earns Prestigious Industry Award



CCWA's Assistant General Manager - Operations Keisha Thorpe received the 2019 William J. Greene Award for outstanding service to the Georgia Section of the American Water Works Association (AWWA) during GAWP's annual conference in July.

This prestigious award is given to a GAWP member who has demonstrated extraordinary loyalty to and support of AWWA through leadership, administration, encouragement of others to participate in the Section, and other activities that contribute substantially to the success of the Section. Keisha is shown receiving the awards from Randy Moore, Vice President of the American Water Works Association (AWWA) and Brian Skeens with the Georgia Section of AWWA.

## Small Local Business Program's Annual Networking Mixer

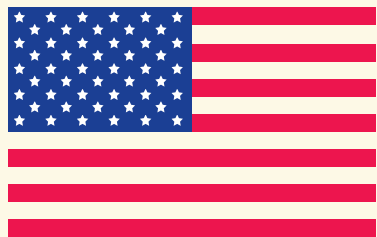


Join us for a Business Social Mixer on Thursday, November 14 from 6 - 8 p.m. to

network with CCWA staff and current vendors. The event will be held in our Marie Barber Community Use Room at 1600 Battle Creek Road in Morrow. Participants must register to attend. Register by phone: 770.960.5880 or Email: [ccwa\\_slbe\\_program@ccwa.us](mailto:ccwa_slbe_program@ccwa.us). Learn more about this program and upcoming workshops at [www.ccwa.us](http://www.ccwa.us).

## 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.



**CCWA Offices  
will be closed  
Monday,  
November 11 for  
Veteran's Day**

## Hydrant Flushing—How it can Affect Your Water



The Clayton County Fire & Emergency Services (CCFES) test hydrants throughout the unincorporated parts of the county. This is done annually to verify the hydrant is working properly. CCFES staff turns the hydrant on to verify water comes out and immediately turns it off. Because this is done so quickly, it can disturb sediment in the bottom of the line and cause temporary discoloration in the water coming out of your faucets.

If your experience discolored water, run the cold water in your home or business for a few minutes. Wait until the cold water runs clear before using your hot water. If your water does not clear up after 10 minutes, contact us at 770.960.5200.

Learn more about hydrant flushing and waterline maintenance at [ccwa.us](http://ccwa.us).

## CONVENIENT PAYMENT OPTIONS



### Speedpay

Pay online ([ccwa.us](http://ccwa.us)), or by phone (1-877-467-5110), using our payment processing partner Speedpay, an ACI Worldwide company. A \$1.25 convenience fee is charged for each transaction.

### Western Union

located in most Kroger and Walgreens locations.



### Go Paperless

Cut the clutter and go paperless. Visit [www.ccwa.us](http://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.

Quality Water, Quality Service



## Highlights

### Fun Times in Our Community

Summer was a busy time for our Tap on the Go team and Ambassadors. From back to school events to National Night Out, 5k's and other community events, CCWA was out getting to know our customers and educating them about conservation, the value of tap water, what not to flush and the proper disposal of fats, oils and greases. Fall is another busy month. If you see our tent, please stop by and say hi!



 Like us on  
**Facebook**



## 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](http://www.cleanwatercampaign.com)



### Senior Citizen Discount Program

CCWA offers a Senior Citizen Discount Program to assist low income seniors by providing up to a \$5 discount on their monthly bill (\$2.50 off water and \$2.50 off sewer).

**To be eligible for this program, customers:**

- Must be 65 or older
- Have a household income of \$25,000 or less
- Must show proof of residency, age and income

To learn more or download an application, visit [ccwa.us/affordability-programs](http://ccwa.us/affordability-programs). Applications are also available at CCWA customer service locations and Clayton County Community Services Authority, Inc. (CCCSA) in Forest Park. CCWA is funding this assistance program with fees received from our partnership with Gas South.

### Keep Wipes Out of Pipes

Convenient wipes have become part of our everyday lives. While they are often labeled as flushable, they should never be flushed down a toilet. These products do not break down in the sanitary sewer system and cause clogs in sewer pipes and lift station pumps. These clogs can eventually lead to sanitary sewer backups which are harmful for the environment and costly for homeowners and utilities.

**NO FOG  
NO CLOG!**

**"FLUSHABLE" WIPES  
ARE NOT SO FLUSHABLE....**

Did you know that baby wipes may specify they are flushable, but they should not be put in our wastewater system? This also includes adult wipes, cleaning wipes (Clorox, Lysol), medical wipes, etc.

In fact, the only paper product that should be "flushed" is toilet paper. It is the only paper designed to break down as it travels through the wastewater treatment process.



**THE 3Ps**

### What can you do to help?

**Only flush the three Ps.** Toilets are only designed to handle three things: **pee, poop and paper** (two-ply toilet paper).

- Make sure that is all you flush to avoid messy and costly problems with clogged pipes.
- Dispose of wipes, diapers and feminine hygiene products in the trash.
- Make sure everyone in your household is aware of what should and should not be flushed.

### Got An Old, Water-Wasting Toilet? Replace It and Get an Account Credit

The Clayton County Water Authority's Residential Toilet Rebate Program encourages customers who own or rent a house built before 1994 to save money and water by replacing older, inefficient toilets. Eligible customers receive a \$50 rebate for installing an approved WaterSense certified 1.28 gallons per flush toilet or a \$100 rebate for installing an eligible WaterSense certified 1.1 gallons per flush 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](http://www.ccwa.us).



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**Quality Water, Quality Service**

1600 BATTLE CREEK ROAD, MORROW, GA 30260 // CUSTOMER SERVICE 770.960.5200 // [WWW.CCWA.US](http://WWW.CCWA.US)

CLAYTON COUNTY  
**Water**  
AUTHORITY