



Providing Quality Water and Quality Services to Our Community

March 31, 2020

An Open Letter to Our Customers & Community:

Clayton County Water Authority's (CCWA) top priority is the health and safety of its employees, customers and community. We have a critical public health responsibility to provide water, sewer and stormwater services to our community – just like law enforcement and the health care industry have a responsibility to provide their services. We will continue to provide crucial services to our community as safely as possible.

Some customers may have questions about the safety of their tap water as it relates to Coronavirus/COVID-19. The virus is not a water borne disease. You cannot get sick from drinking tap water. Our treatment processes disinfect and remove contaminants before drinking water enters our distribution system. Our staff conducts more than 1,560 drinking water tests each day to ensure customers have safe, high-quality drinking water.

CCWA's water meets or exceeds all state and federal drinking water standards. Customers can continue to use and drink water from their tap as usual. We produce an average of 24 million gallons per day (MGD) of drinking water and have the capacity to produce up to 42 MGD if demand spikes. Our water production and water reclamation staff will continue to operate our treatment facilities to ensure our customers have clean, safe drinking water and reliable wastewater services. Our Distribution & Conveyance, General Services and Stormwater maintenance staff are staying on top of any emergencies and repairs that are needed.

To ensure every customer has water service to help fight the spread of the virus, we temporarily suspended water service disconnections and reached out to customers who were in disconnect status so we could work with them to get their water service reconnected.

To promote social distancing guidelines and protect staff and customers from the possible spread of the virus, we closed our two customer service locations to walk-in customers, but our drive-thru service remains open at both customer service locations. We continue monitoring information from state and local officials on the COVID-19 Virus and will make any necessary adjustments to our operation as needed.

On behalf of the Clayton County Water Authority's Board of Directors, leadership team and staff, I want to assure our customers and our community that they can count on us when it comes to these essential services. These are unprecedented, challenging times, but we will get through them working together.

Respectfully,

A handwritten signature in blue ink, appearing to read "H. Benard Franks".

H. Benard Franks, General Manager