

The background of the top half of the page is a photograph of a sunset over a body of water. The sun is low on the horizon, creating a bright glow and reflecting on the water's surface. In the foreground, there are silhouettes of tall reeds and grasses. On the left side, there are large, semi-transparent, light blue water drop shapes of various sizes.

# A REPORT TO THE COMMUNITY

2019

## 2019 Board Members



**John Chafin**  
CHAIR



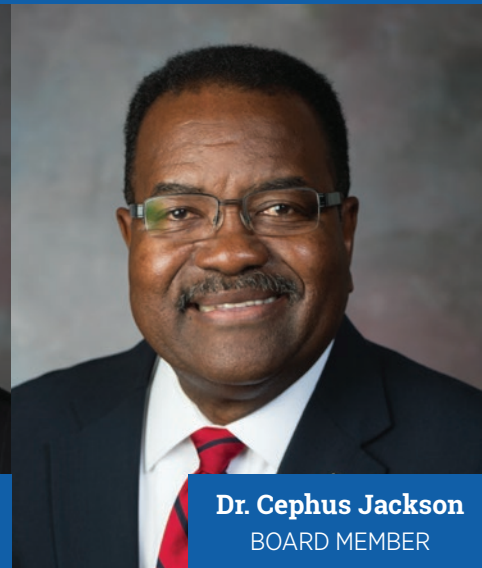
**Marie Barber**  
VICE CHAIR



**Rodney Givens**  
SECRETARY/TREASURER



**John Westervelt**  
BOARD MEMBER



**Dr. Cephus Jackson**  
BOARD MEMBER



**Robin Malone**  
BOARD MEMBER

INCOMING CHAIR FOR 2020



**Vivian Baldwin**  
BOARD MEMBER



**H. Bernard Franks**  
GENERAL MANAGER



**Teresa Worley**  
ASSISTANT GENERAL MANAGER -  
SUPPORT SERVICES



**Keisha Thorpe**  
ASSISTANT GENERAL MANAGER -  
OPERATIONS

## Executive Management Team

## WHO WE ARE

The Clayton County Water Authority (CCWA) was created by an Act of the Georgia General Assembly on March 7, 1955 to provide water and sewer services to just over 450 customers while employing a staff of eight employees. Since then, the Authority has grown to provide water, sewer and stormwater services to more than a quarter of a million people throughout Clayton County and its six cities through approximately 83,000 water customer accounts and 81,650 stormwater customer accounts. The Authority has five raw water reservoirs and can produce up to 42 million gallons per day of potable water and treat up to 39.4 million gallons of wastewater every day.

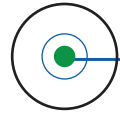
CCWA remained financially strong in 2019 as board members, management and staff are committed to being good financial stewards. CCWA charges customers rates and fees based on what is needed to financially cover the cost of the services and maintain its assets. Its two enterprise funds operate like a typical business without receiving any tax dollars. The Water and Sewer Fund has an annual budget of \$101.8 million and utilizes \$520 million of infrastructure to provide water and sewer services. Staff maintains approximately 1,500 miles of water distribution pipes and 1,400 miles of sewer conveyance pipes. CCWA is focusing on replacing or rehabilitating this critical underground infrastructure as pipe reaches the end of its life span. The Stormwater Fund is set up separately from the Water and Sewer Fund and has an annual budget of \$9.9 million and maintains 500 miles of stormwater pipe with a value of \$49 million. CCWA has a bond rating from Standard & Poor's of AA+ and from Moody's of Aa2. The Authority currently has outstanding revenue bonds totaling \$105.4M. The final bond payment will be made on May 1, 2024 when the 2012 Series bond matures.

Despite having limited surface or ground water supplies available, CCWA has developed a truly sustainable water supply through the utilization of treatment wetlands for the recycling of treated wastewater. This allows the Authority to return more than 14 million gallons per day of reuse water.

CCCWA is governed by a Board of Directors composed of seven members. Each board member serves on a part-time basis for a term of five years and may be reappointed for additional terms. Members of the Board are appointed by the Clayton County Board of Commissioners. In addition to the Board of Directors, there are approximately 398 employees, directors and managers that comprise 15 departments who carry out the day-to-day mission of the Water Authority. This mission is to provide quality water and quality services to our community.

## Mission, Vision and Core Values

Mission	Vision	Core Values
Providing Quality Water and Quality Services to Our Community	Utilizing Innovation to Provide Industry-Leading Service for our Community	<ul style="list-style-type: none"> <li>Customer &amp; Community Focused</li> <li>Excellence</li> <li>Integrity</li> <li>Great Place to Work</li> </ul>



## LETTER FROM GENERAL MANAGER H. BERNARD FRANKS

2019 marks the completion of my first full year as General Manager of the Clayton County Water Authority (CCWA). Extreme weather can bring some of our biggest challenges and 2019 was no exception. The first half of the year we experienced heavy rain events that caused dangerous road flooding, overloaded our sanitary sewer system, wreaked havoc at plants and flooded the Newman Wetlands Center trail. CCWA employees worked together as a team to meet the challenges and do what needed to be done to keep streets safe for motorists and operations going. This was followed by extreme heat and little rainfall during late summer that led to the Georgia Environmental Protection Division (EPD) declaring a 'flash drought' in the fall for 103 Georgia counties. While our reservoirs were down to 73% at the lowest point, our innovative constructed treatment wetlands process kept reservoirs from getting dangerously low. Regular rainfall late in the year led to an end to drought conditions in most of the state and quickly brought our reservoir levels up.

Another challenge is staying on top of buried infrastructure that is nearing the end of its useful life. In 2019, we spent \$7 million replacing or rehabilitating sanitary sewer lines, \$1.5 million replacing 2-inch galvanized water lines, and \$5.6 million replacing or rehabilitating stormwater pipe.

We also faced the challenge of the retirement of 11 employees taking with them a combined service of 367 years. Their contributions are immeasurable, and we wish them a long and healthy retirement.

We continued to earn the respect of our industry peers earning several awards listed on page 5. The success of the Water Authority is the direct result of the quality of people who serve within. Their innovative ideas and hard work keep us a leader in the water industry. We are proud to be part of the Clayton County community. CCWA Ambassadors had a record year in 2019 reaching more than 21,000 members of the community. Pages 6-7 and 12-14 provides highlights of our Ambassadors out and about.

There is no doubt that water continues to be a global priority. We have the privilege and the great responsibility to care for this valuable resource. Looking back over 2019, I am proud of how our CCWA team thrived through the challenges and continued to grow and evolve. May we always focus our attention on our vision of being innovative, industry leading and community focused.



H. Bernard Franks, CCWA General Manager

### Connect with Us

**WEBSITE**  
www.ccwa.us

**FACEBOOK:**  
/ClaytonCountyWater  
/NewmanWetlandsCenter  
/ccwaslbe

**YOUTUBE:**  
Clayton County Water Authority

**INSTAGRAM:**  
@Newman Wetlands Center  
@CCWA\_SLBE\_Biz

## AWARDS

**Georgia Finance Officer Associations (GFOA) Distinguished Budget Presentation Award**

**Georgia Association of Water Professionals Top Wastewater Operator for District 3 Northeast WRF**

Chief Operator Keith Kiblinger

**Georgia Association of Water Professionals Water Reclamation Facility Platinum Awards for 100 percent compliance | 2018**

Northeast Water Reclamation Facility (10 years)

W.B. Casey Water Resource Recovery Facility (14 years)

Shoal Creek Water Reclamation Facility (22 years)

**Georgia Association of Water Professionals Production Plant Platinum Awards for 100 percent compliance | 2018**

J.W. Smith Water Production Plant (10 years)

Terry R. Hicks Water Production Plant (18 years)

W.J. Hooper Water Production Plant (21 years)

**GAWP Biosolids/Residuals Program of Excellence Award for Small Operating System – Less Than 5 Dry Ton Category for 2018 – Northeast WRF**

**Georgia Association of Water Professionals Biosolids/Residuals Program of Excellence Award for Large Operating System – Greater than 5 Dry Ton Category for 2018 operations**

W.B. Casey WRRF Pelletizing Plant

**Georgia Association of Water Professionals Wastewater Plant of the Year for the Advanced Treatment 3 – 5.9 Million Gallons per Day**

Shoal Creek Reclamation Facility

**William J. Greene Award from the Georgia Section of the American Water Works Association**

Assistant General Manager Keisha Thorpe

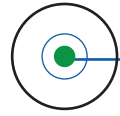
**Water Environment Federation Lab Analyst Excellence Award**

Central Wastewater Senior Lab Analyst Jay Patel

**Georgia Association of Water Professionals Distribution System Platinum Award**

**Georgia Association of Water Professionals Collection System Platinum Award**





## OUR FOCUS ON OUR CUSTOMERS AND COMMUNITY

### Facility Tours

CCWA's Water Production, Water Reclamation and Natural Treatment Systems staff provide facility tours to show students and other groups our innovated treatment processes and what goes on behind the tap. Learn more at [ccwa.us/tours/](http://ccwa.us/tours/).

### Fix a Leak Week

CCWA celebrates National Fix a Leak Week in March to remind customers the importance of finding and fixing leaks. Leaks waste water and can make your monthly water bill spike. The most common culprits are your toilet or dripping faucet. Even a small toilet leak can waste thousands of gallons of water. Visit [ccwa.us/tips-on-leaks/](http://ccwa.us/tips-on-leaks/) to learn useful tips on finding and fixing leaks.

### Household Hazardous Waste Collection Day

CCWA hosts Household Hazardous Waste Collection Day in April to give Clayton County residents the chance to drop off a wide variety of items we often have stored somewhere around the house that have a detrimental effect on our environment. Items include: household paints, pesticides & herbicides, automotive and household batteries, motor oil, transmission fluid, antifreeze, fluorescent bulbs, fire extinguishers, over-the-counter and prescription medications. CCWA serviced 460 vehicles and collected 133,500 lbs. of waste during the 2019 event. For more information, visit [ccwa.us/household-hazardous-waste-collection-day/](http://ccwa.us/household-hazardous-waste-collection-day/).

### National Drinking Water Week

CCWA celebrates National Drinking Water Week in May. An Open House is held at the Terry R. Hicks Water Production Plant to give customers a chance to take a behind the tap tour to learn how we produce reliable, safe drinking water. Along with tours, staff shares information on the value of tap water, Newman Wetlands Center, public recreation areas, and the importance of finding and fixing leaks. This event is great for scout groups, environmental clubs, students, families and anyone else who is interested in learning more about what goes on behind the tap. Learn more at [ccwa.us/drinking-water-week/](http://ccwa.us/drinking-water-week/).

### Tap on the Go

As water professionals, we want our customers to trust that their tap water is safe. Our Tap on the Go team participates in community events so we can educate customers about their tap water and what goes on behind the scenes to produce reliable, safe drinking water. If you see our big blue water tank, stop by and say hello! Learn more at [ccwa.us/tap-on-the-go/](http://ccwa.us/tap-on-the-go/).



### Wetlands and Watershed Festival

CCWA hosts its Wetlands and Watershed Festival at the Newman Wetlands Center in October to give visitors a chance to enjoy nature while learning about our environment in a fun way. The festival features a wealth of activities for all ages to enjoy, including environmental exhibits and activities, guided trail hikes, live animal exhibits, children's nature crafts, wetlands scavenger hunt...and more. Many watershed and environmental groups from Georgia and the southeast also participate in the festival. Learn more at [ccwa.us/wetlands-watershed-festival/](http://ccwa.us/wetlands-watershed-festival/).

### Rivers Alive

CCWA hosts an annual Rivers Alive Stream Cleanup in October so community volunteers can help clean trash and debris from a local waterway. This event is part of the statewide Rivers Alive volunteer cleanup event that targets all waterways in the state of Georgia, including streams, rivers, lakes, beaches, and wetlands. The statewide efforts are sponsored by the Georgia Department of Natural Resources Environmental Protection Division's Georgia Adopt-A-Stream Program and the Georgia Department of Community Affairs' Keep Georgia Beautiful Program. Learn more at [ccwa.us/rivers-alive/](http://ccwa.us/rivers-alive/).

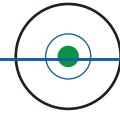
<b>2017</b>	Canceled due to inclement weather	<b>2018</b>	114 volunteers 1,260 lbs. collected	<b>2019</b>	174 volunteers 1,000 lbs. collected
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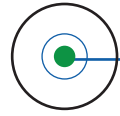
### F.O.G. Outreach

CCWA's Fats, Oils and Grease (F.O.G.) Team educates customers about the proper disposal of F.O.G. and What Not to Flush. F.O.G. is as bad for sewer pipes as it is for our arteries and wastelines. F.O.G. clogs sewer pipes and causes blockages that result in costly sewer backups and overflows. These cause health hazards, damage home interiors and threaten the environment. Along with this, flushing anything besides your own contributions can lead to problems in our sanitary sewer system and costly sewer backups. During 2019, the F.O.G. Team educated students and the Clayton County Public Schools Nutrition staff about both topics. Learn more at [ccwa.us/proper-disposal-of-f-o-g/](http://ccwa.us/proper-disposal-of-f-o-g/) and [ccwa.us/its-a-toilet-not-a-trash-can-what-not-to-flush/](http://ccwa.us/its-a-toilet-not-a-trash-can-what-not-to-flush/)

### Affordability

CCWA offers Affordability Programs to help customers who find themselves facing a financial hardship. Our Hardship Assistance Program and Senior Citizen Discount Programs are funded from cell tower revenue and our alliance partnership with Gas South. Our Hardship Assistance Program provides qualified customers up to \$200 in assistance during a 12 month period. Our Senior Citizen Discount Program provides qualified seniors 65 and older with up to a \$5 discount on their monthly bill (\$2.50 off water and \$2.50 off sewer). Both programs are administered by Clayton County Community Services Authority. Learn more at [ccwa.us/affordability-programs/](http://ccwa.us/affordability-programs/).

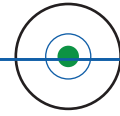




## CCWA REPLACED MORE THAN 1,000 FEET OF SANITARY SEWER PIPE OFF MT. ZION ROAD IN MORROW

CCWA completed a sanitary sewer replacement job behind Carrabbas and Taco Bell on Mt. Zion Road in Morrow in the fall of 2019 after Conveyance staff determined the existing ductile iron sewer lines were corroded and deteriorating. Construction Services staff then worked with our annual services contractor, Don Hall Construction, who began work on October 14 to install 1,020 feet of 8 inch PVC pipe and four new manholes to replace the existing pipe and manholes. As you can see in the photos, the bottom of the ductile iron pipe was totally gone. One of the key benefits of using PVC pipe is that it provides decades of corrosion free service life.

CCWA Construction Services staff managed the project, which took place in the middle of a busy retail/restaurant property. They made sure businesses were notified of the work prior to the start of the project and provided weekly updates to the property manager. Final restoration was completed on November 25.



## PROJECT PIPEFIX: FOCUS ON FLINT RIVER AND JESTERS CREEK OUTFALLS

CCWA continues to focus on repairing and replacing infrastructure using 10-year Strategic Master Plans to set priorities for meeting the community's needs in a cost-effective way. CCWA's sanitary sewer system is a big area of focus since the infrastructure dates back 40-50 years. Smaller sewer pipes that serve neighborhoods and business districts feed into larger outfalls which then carry the wastewater to one of CCWA's water reclamation facilities. Outfalls range from 18 - 60 inches in diameter to form the backbone of the wastewater collection system. Outfalls along Flint River and Jesters Creek are some of CCWA's oldest and largest sewer outfalls. Multiple projects are going on simultaneously alongside both as CCWA's contractors install more advanced, corrosion resistant materials. These projects are funded through CCWA's capital budget and Georgia Environmental Finance Authority (GEFA) loans.

### Flint River Outfall

The Flint River has a network of sewer pipes running on both sides - Flint River Outfall and Flint River East Outfall. The Flint River Outfall is 10 miles long and the Flint River East Outfall is 6.3 miles long. Both pipelines are some of the oldest, dating back to the 1950s, and are being replaced in phases.

Contractors have replaced or renewed 22,800 feet of pipe in the Flint River Outfall starting at our W.B. Casey Water Resource Recovery Facility on Flint River Road north to Valley Hill Road. Phase 2 was completed in 2019 renewing 12,000 feet of pipe up to Valley Hill Road for a cost of \$7.5 million. Work on Phase 3 begins in January 2020 and runs from Valley Hill Road to Southern Regional Medical Center. This phase is 12,100 feet and is estimated to cost \$11.8 million.

Phase 1 of the Flint River East Outfall work begins in 2020 renewing 9,600 feet of deteriorated concrete pipe on the east side of the Flint River north of Hwy. 138 to north of Valley Hill Road for an estimated cost of \$4.9 million. This phase is scheduled to be complete in 2021.

### Jesters Creek Outfall

Jesters Creek also has a network of sewer pipes running on both sides. The Jesters Creek Outfall is 2.7 miles long and Jesters Creek East Outfall is 3.7 miles long. These pipelines date back to the late 1960's/early 1970's and are being replaced in phases.

Jesters Creek Outfall Phases 1 through 3 were completed between 2016 and 2018. Phase 4 is under design and will replace 9,000 feet of pipe beginning in the Fall of 2020 for an estimated cost of \$4.8 million. This pipeline is just east of Tara Boulevard and runs from Haley Drive to Barnesdale Drive.

Work on Jesters Creek East Outfall Phase 1, which is renewing 9,100 feet of pipe running from Hwy. 138 to Battle Creek Road, began in September 2019. It is expected to be completed in fall 2020. Design work is underway on Jesters Creek East Outfall Phase 2, which is 11,600 feet of pipe running from Battle Creek Road to just south of I-75 is expected to begin in June 2021.





## DISTRIBUTION MAINTENANCE CREWS RELOCATED THOUSANDS OF FEET OF INFRASTRUCTURE FOR HWY. 54 WIDENING PROJECT

Major road widening projects mean relocating thousands of feet of water and sanitary sewer lines, valves, fire hydrants and sanitary sewer manholes. CCWA's Distribution staff spent a lot of time in 2019 relocating infrastructure for the Hwy. 54 road widening project. They 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.



## 60" CORRUGATED METAL CULVERT REPLACED ON THORNTON BOULEVARD

CCWA's Stormwater Utility replaced a 60" corrugated metal culvert on Thornton Boulevard in Jonesboro during the summer of 2019. The culvert was over 20 feet deep and the first of two piping systems replaced as part of the project. This culvert allows stormwater to flow under the road to Line Creek. During an inspection by CCWA staff, it was determined that the culvert needed to be replaced. A small point repair had already been performed, but that was a temporary measure leading up to this replacement effort. Replacing the culvert means stormwater flows as it should and secures the road for vehicle traffic.

## WATER PROFESSIONALS DO WHAT IT TAKES TO GET THE JOB DONE

Neither rain, sleet, snow, or frigid temps keep CCWA crews from getting the job done. In late January 2019, 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 unto almost 3 a.m.

On top of that, Leland Lane and Winchester Drive were frozen over. The crew 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 pushed through to finish the job as quickly as possible to ensure that our customer's water service was restored and their roadways were safe. Just as the crew was finishing up the job at Leland and Winchester, another call came in for a 6' line break on Georgia Avenue. That job, and the crew, finally finished around 6:30 a.m.



## THE PASSING OF FORMER BOARD CHAIRMAN PETE MCQUEEN

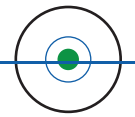
The CCWA family mourned the passing of Former CCWA Board Chairman Pete McQueen in February of 2019. He was appointed to the CCWA Board of Directors in 1997 and served as Chairman from March 2001 to November 2012. McQueen loved the Clayton County Water Authority and was often heard telling others that, 'CCWA has the best employees and the best water system in the state of Georgia.'



## THE PASSING OF EMPLOYEE MIKE HOPPER

The CCWA family mourned the passing of Distribution & Conveyance Utility Service Mechanic Mike Hopper, who passed away unexpectedly in October 2019. His death came as a shock to all who knew him. During his 25 years with CCWA, he worked in Distribution for 19 years before moving over to Conveyance in 2014. Mike grew up in Clayton County and graduated from Riverdale High School. He was known for his friendly nature, contagious laugh and his dry sense of humor.





## CCWA'S COMMUNITY PARTNERSHIPS

One of CCWA's strongest community partnerships is with the Clayton County Public School System.

The partnership includes:

- Participating in Career Day and Curriculum Night events at local schools
- Providing judges for the Clayton County Regional Science and Engineering Fair
- Recognizing outstanding water-related science fair projects through our Water Environment Research Awards
- Providing Science teachers hands-on tours of water and wastewater treatment facilities during the summer break
- Introducing students to what goes on behind the tap through tours of water and wastewater facilities
- Introducing students to the importance of protecting wetlands and watershed through tours of our Newman Wetlands Center

## RECOGNITION

The Clayton County Board of Education recognized CCWA Stormwater Staff Members Kwame Gyimah, Matt Smith, Chasten Burns and Stormwater Director Kevin Osbey in October for their work to help alleviate dangerous roadway flooding at West Clayton Elementary School. These CCWA staff members worked with Clayton County Public School Maintenance Staff to resolve the issue before the school year opened, which improved safety for students, staff, and area residents.



## MODEL WATER TOWER COMPETITION

The Georgia Association of Water Professionals and the Georgia Section of the American Water Works Association started the competition, with its mission being: "From Today's Youth Come Tomorrow's Leaders - Let's Lead Some To The Water Profession."

CCWA's 2nd annual Model Water Tower Competition expanded to include Rex Mill Middle and Babb Middle schools. More than 60 students formed 21 teams to design and build water towers. The day of the competition, teams took their towers through several test stations (materials, dimensions, hydraulics) and an interview panel.

CCWA's team of Ambassadors provided students the chance to interact with water professionals in several different fields of work within the water industry. Ambassadors had a great time interacting with the students and seeing their creative designs. Following the competition, students and their families were recognized by the Clayton County Board of Directors.

## SMALL LOCAL BUSINESS ENTERPRISE PROGRAM

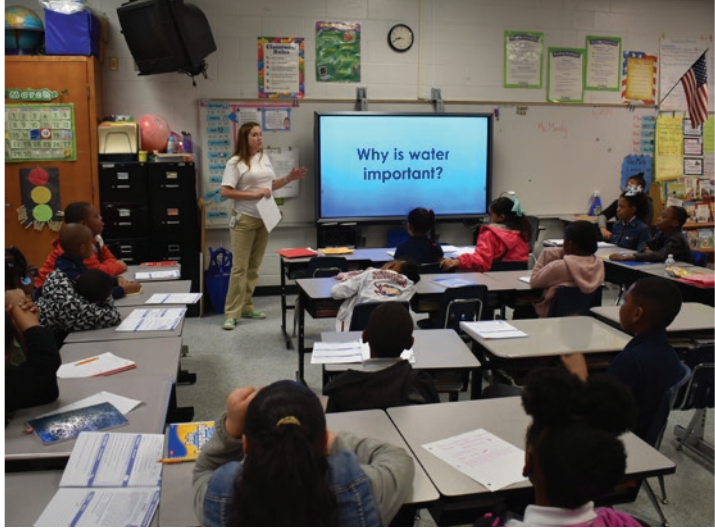
As part of our commitment to the business community, CCWA actively seeks to do business with firms that are certified as small local businesses in Clayton County and the surrounding 10 counties which includes Cherokee, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale, and Spalding through its Small Local Business Enterprise Program (SLBE).

During calendar year 2019, CCWA's SLBE Program maintained its steady growth throughout the program adding an additional 37 small businesses to its list of certified SLBEs increasing that list to a total of 325 certified firms. CCWA also spent more than \$10 million with 57 of the 325 certified firms, which represents approximately 18% utilization.

CCWA's SLBE program hosts regular informational workshops and business development workshops on a variety of topics of interest to small businesses. Attendance and participation at the workshops included more than 150 small businesses during calendar year 2019. Additionally, CCWA also hosts a bi-annual Small Business Expo and an annual Social Business Mixer in November. 2019 boasted many accomplishments for the SLBE Program and it is our hope to make the next year better than our last. CCWA continues to seek out innovative ways to enhance its SLBE Program and welcomes you to become a part of our continued growth.

To learn more about CCWA procurement opportunities and our Small Local Business Enterprise program, visit [ccwa.us](http://ccwa.us).





# EMPLOYEE PHOTO COMPETITION

The Clayton County Water Authority held an employee photo contest during the fall of 2019. Employees were asked to submit pictures that represent the heart of CCWA. We were excited to receive 120 submissions! Three external judges from our local community and the water industry chose the top 10 photos, which are featured on this page.



## COMMUNITY ENGAGEMENT – CCWA AMBASSADORS – 2019 HIGHLIGHTS

CCWA employees are passionately involved in our community. As CCWA Ambassadors, they participate in outreach activities through CCWA signature events, plant tours, school events and community events. Ambassadors come from all departments and levels of staff within CCWA. Most that you see at events are volunteering their time.

2019 was a record year for CCWA Ambassadors with 163 Ambassadors participating in 99 events reaching 21,407 members of our community! Whenever you see our team at a community event, stop by and say hi.

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

For this reason, we've launched the **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](mailto:affordability@ccwa.us) or (770) 960-5200







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