

WATER WORKS

VOLUME 23-ISSUE 3 // SUMMER 2020

CCWA Spring Conference Awards

Though the Spring Conference was cancelled due to the pandemic, Clayton County Water Authority (CCWA) still received several top industry awards from the Georgia Association of Water Professionals (GAWP).

CCWA received the following awards:

- GAWP Wastewater Plant of the Year for Advanced Treatment 6 - 9.9 MGD Category for its Northeast Water Reclamation Facility (WRF)
- GAWP Top Maintenance Technician for 2020 went to General Service's Lead Maintenance Technician Mike Harp
- GAWP District 3 Top Operator for Wastewater went to Pelletizing Chief Operator Jordan Cole

All three water production plants earned GAWP Platinum Awards for 100 percent compliance in 2019:

- J.W. Smith Water Production Plant - 11 years Platinum
- Terry R. Hicks Water Production Plant - 19 years Platinum
- W.J. Hooper Plant - 22 years platinum

Two of our water reclamation facilities earned platinum awards for 100% compliance in 2019:

- Northeast Reclamation Facility - 11 years Platinum
- W.B. Casey Water Resource Recovery Facility - 15 years Platinum

Covid -19 Turns Things Upside Down, But CCWA Rises to the Challenges

We all watched as news of COVID-19 (Coronavirus) swept through the world. Even during a pandemic, CCWA has 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.

CCWA General Manager H. Bernard Franks formed a Task Force in early March to stay on top of the crisis. Department Directors implemented Emergency Operations Plans and employees shifted schedules, teleworked and maximized technology. We temporarily closed our customer service lobbies, drive-thru service locations and recreation areas. At the time of

this printing, all have reopened. In some ways, it turned everything upside down. Yet, our basic mission continued. "I am so proud of our team, and how they rose to the challenge through the uncertainty and constantly changing information," adds Franks.

Continuous access to safe, clean drinking water and reliable sanitary sewer and stormwater systems are our priority. Our water production and water reclamation facilities are staffed 24 hours a day, 7 days a week, 365 days a year. Field staff ensured that meters were read, emergencies were responded to quickly and major projects stayed on course. We have taken every precaution to ensure the safety of our employees while providing these services. It is our sincere hope that CCWA customers understand and trust that we will continue to provide these critical services for our community. For more information, call us at 770.960.5200, or visit our website at www.ccwa.us.

CCWA Employees Providing Quality Service Through the Pandemic



In mid-April, Distribution Maintenance installation crews got back to work installing 3,940 feet of 24" water main on a GA DOT road widening project on Tara Boulevard. The crews are removing some of the pavement and installing the water main on the edge of the road near heavy traffic. These guys are motivated to do what they have to do to get the job done and help to keep this project on track.

CCWA Stormwater staff recently received a call about a contractor damaging a storm drain line while they were repairing another utility. Our Stormwater Investigation Technician and Stormwater Maintenance & Installation Foreman responded to the call and repaired the damaged storm drain while the other contractor waited for us to complete our work.



Due to concerns surrounding Covid-19, our Annual Household Hazardous Waste Collection Day originally scheduled for April 4 has been rescheduled for Saturday, September 26. This maybe subject to change. Follow us on Facebook or check our website for updates.

RESCHEDULED!

CLAYTON COUNTY WATER AUTHORITY'S
HOUSEHOLD HAZARDOUS
WASTE COLLECTION DAY
SAVE THE DATE!

SEPTEMBER 26, 2020 | 10 A.M. - 2 P.M.
FOR CLAYTON COUNTY RESIDENTS
MUST SHOW DRIVERS LICENSE OR
UTILITY BILL AS PROOF

W. B. Casey Water Resource Recovery Facility
Enter at 8890 Roberts Rd. Jonesboro, Ga
(Off of Flint River Road)

For more information, call or visit us at: 770.960.5200
www.ccwa.us

Please note: Due to growing concerns surrounding COVID-19, the event originally scheduled for April 4 has been rescheduled.

CONVENIENT PAYMENT OPTIONS

Speedpay
Pay online (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.

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.

Highlights

CCWA Recreation Areas are open for the summer!

Enjoy fishing, a picnic or relaxing in a beautiful setting. Please maintain social distancing guidelines and keep groups to 10 people or less while visiting.

Shamrock/Blalock Reservoirs
 2610 Shamrock Road, Jonesboro
 Open Wednesday - Sunday

J.W. Smith Reservoir
 143 Northbridge Road, Hampton
 Open Saturday - Wednesday

For more information, visit www.ccwa.us/fishing-information



Keep Wipes Out of Pipes

What can you do to help?

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

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.

Facing A Financial Hardship?

CCWA offers a Hardship Assistance Program for customers who find themselves facing financial hardships. We know assistance may be needed even more due to COVID-19. This program provides qualified customers up to \$200 in assistance during a 12-month period. The assistance is applied as a credit to your account.

The program is administered by Clayton County Community Services Authority, Inc. (CCCSA) and Salvation Army. For more information or to apply for assistance with your water bill, contact CCCSA at 404.363.0575 or Salvation Army at 770.603.7173.

This program is funded from fees received from cell tower leases and our partnership with Gas South.

Science Fair Winners

Each year, CCWA recognizes outstanding water-related Science Fair projects through our Water Environment Research Awards. This year, we recognized the following students:

- Richie Tran and David Wu - Producing Clean Drinking Water
- Aiden Egorugwu - All That Is Clear, Is Not Meant For Drinking

Due to concerns surrounding Covid-19, the students recognition at the May Board Meeting has been postponed.

Outdoor Water Wasters to Watch

- Don't over-water your lawn. As a general rule, lawns only need watering every 5 to 7 days in the summer. A hearty rain eliminates the need for watering for as long as two weeks.
- Buy a rain gauge to determine how much rain or irrigation your yard has received.
- Water lawns during early morning hours when temperatures and wind speed are the lowest. This reduces losses from evaporation. Don't water your street, driveway or sidewalk. Position your sprinklers so that your water lands on the lawn and shrubs and not the paved areas.
- Do not leave sprinklers or hoses unattended. Your garden hose can pour out 600 gallons or more in only a few hours. Use a kitchen timer to remind yourself to turn the water off.

Source: Georgia Department of Community Affairs



Follow us in Facebook
 @ClaytonCountyWater



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

For this reason, we've launched **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 or (770) 960-5200

www.ccwa.us



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Quality Water, Quality Service

