

WATER WORKS

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New Water & Sewer Rates Now in Effect

The new water and sewer base rates and volume rates took effect January 1, 2021 and will be reflected on February 2021 bills. A December bill insert provided details about this 10% rate adjustment that affects all customers except for our Stormwater Only accounts. Stormwater fees will remain the same.

Even with this rate adjustment, CCWA's rates remain lower than most in the metro region. An average residential customer with water and sewer services uses 4,000 gallons a month. These customers will see a \$4.75 increase in their monthly bill. This is less than \$.16 a day.

As a water utility, we play a critical role in our community's public health. We do not receive any tax dollars, operating solely on water, sewer and stormwater revenues. We proactively maintain 1,500 miles of water lines, 1,300 miles of sewer lines, 500 miles of stormwater pipe, three water reclamation facilities and three water production facilities. We must continue to plan for our future.

Since 1960, CCWA has drafted 10-year master plans to set priorities to meet the community's needs in cost effective ways. The plan evolves to fit changes in regulations and in the community. The 2020 Strategic Master Plan has identified 146 projects totaling \$626 million that are needed to maintain and improve infrastructure, facilities, and operations. These projects will take place over the next 10 years. The projects focus on improvements across our entire organization from managing and planning capacity at our water and wastewater treatment facilities to rehabilitating infrastructure and improving our business practices in finance, technology, and security. Even with the rate adjustment, we will need to secure low-interest loans to complete these efforts while maintaining affordability. By investing in our infrastructure today, we are keeping future generations from taking on the burden of much higher rates. For more information, visit www.ccwa.us/iminvested.

CCWA Earns Industry Awards

Clayton County Water Authority (CCWA) received several awards from the Georgia Association of Water Professionals (GAWP) virtual fall conference.

CCWA won the award for Best Consumer Confidence Report. This annual report includes data confirming that Clayton County's drinking water met or exceeded all standards set by our federal and state governments. The report was a collaborative effort of CCWA's Terry R. Hicks Water Quality Lab and Communications & Community Relations staff, shown in top photo.

Distribution maintenance staff earned its second Distribution System Platinum Award. Water distribution system programs focus on maintenance of the water lines that deliver potable water from CCWA's system to homes and businesses. CCWA maintains approximately 15,00 miles of water lines throughout the county. Utilities must earn a quantitative inspection score of 95 or higher for five consecutive years to earn a platinum award.

Conveyance maintenance staff brought home its 6th Collection System Platinum Award. Wastewater collection (or conveyance) system programs focus on maintenance of the sewer lines that collect sewage from homes and businesses and safely transport it through a network of pipes to the treatment plants. CCWA maintains approximately 1,300 miles of sewer lines throughout the county.

The Water Reclamation Central Wastewater lab earned the Laboratory QA/QC Gold Award, municipal greater than 20 MGD. This is the first time the lab has won the Gold Award, earning a score of 95 or higher, shown in the bottom photo. We are proud to be an award-winning utility and hope to continue to provide quality water and quality services to our community.



What can customers do to lower their monthly water bill?

There are several things customers can do to help lower their bill.

- ✓ First, check for leaks throughout your home or business. Check all faucets, toilets and outdoor spigots. Worn washers are often the cause of leaking faucets. New washers can be purchased at local home improvement stores and replaced easily. Check for leaking toilets by pouring a small amount of dark colored cola into your toilet tank. Do not flush for at least 20 minutes. If some of the dark cola is in the toilet bowl, it means there is a leak. Warped or cracked flappers often cause toilets to leak. Or, the float device may be set too high.
- ✓ Use your water meter to check for leaks. Make sure no water is being used inside or outside (no washing machine filling up, no shower running, no watering outdoors, etc.) Locate the water meter box. Carefully remove the cover and lift the top of the meter. Find the red leak indicator on the meter dial. If all of the water sources are off and the leak indicator is rotating, they may have a leak.
- ✓ Only run dishwashers and washing machines with full loads. Or, make sure the washing machine water level is adjusted to the amount of clothes you are washing.

Facing A Financial Hardship?

CCWA has affordability programs that have been in place for many years. Care.Connect.Conserve. includes hardship assistance and senior citizen/veterans discount. These are funded through cell tower revenue and our partnership with Gas South. No rate payer funds are used for these programs. Customers can learn more about these options at

www.ccwa.us/affordability-programs.

CONVENIENT PAYMENT OPTIONS



Invoice Cloud

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.

Quality Water, Quality Service



Highlights

Wetlands & Watershed Festival New Approach a Success

Annually in October, CCWA hosts the Wetlands and Watershed Festival at the Newman Wetlands Center. Due to safety guidelines put in place because of COVID-19, CCWA had to take a different approach when it came to planning the festival.



This year, we were able to host 13 events with a combination of virtual and in person programs for small groups. This included a variety of events such as a Guided Night Hike, Constructed Treatment Wetlands Tour, Turtle Catch, Macroinvertebrate Mayhem and more! Over 200 guests were able to learn more about the environment and the importance of protecting wetlands. Many were even able to earn prizes donated by our sponsors, Jacobs Engineering Group and Hazen.

CCWA would like to thank our presenters for helping make the 2020 Wetlands and Watershed Festival a success, as well as our Recreation Area staff for helping the events run smoothly. We

appreciate our community for their participation in this year's festival and embracing the new format.

Protect Your Pipes When Temperatures Drop

Pipes that freeze most frequently are those that are exposed to severe cold, like outdoor hose bibs, swimming pool supply lines, water sprinkler lines, and water supply pipes in unheated interior areas like basements and crawl spaces, attics, garages, or kitchen cabinets. Pipes that run against exterior walls that have little or no insulation are also subject to freezing. During Cold Weather, Take Preventative Action

- Keep garage doors closed if there are water supply lines in the garage.
- When the weather is very cold outside, let the cold water drip from the inside faucet served by exposed pipes. Running water through the pipe - even at a trickle - helps prevent pipes from freezing.
- Keep the thermostat set to the same temperature during the day and at night. If you will be going away during cold weather, leave the heat on in your home, set to a temperature no lower than 55° F.
- Disconnect hoses, splitters or connectors from outside spigots/hose bibs.
- Install a foam insulated spigot/hose bib cover on all outdoor faucets. These square or dome-shaped covers may be purchased at your local home improvement store.
- For information on how to thaw frozen pipes, visit ccwa.us.

Keep Pipes Free of Fats, Oils and Grease

This is what grease does to your home's pipes.

CCWA Collects Household Hazardous Waste from 502 at Annual Collection Day Event

CCWA held its first community outreach event of 2020 on Saturday, September 26 with Household Hazardous Waste Collection Day. The event, usually held in April, but was postponed due to the shelter in place order.



According to Stormwater Program Director Kevin Osbey, this collection day event was the best one to date. "We had a new contractor this year, MXI, and they did a great job! They set up in advance, were organized and professional, had plenty of staff and hustled so that residents rarely had a wait."

The gate opened early at 9:30 a.m. with 502 vehicles serviced when it closed at 2 p.m. We changed things up due to COVID-19 and did not gather information from residents or hand out educational literature. CCWA's Stormwater staff worked with their masks on and maintained social distancing while operating the different stations. Many residents thanked CCWA staff for hosting this event. Some even asked what was different this year that made the event run so much smoother. "We appreciate the community's participation in this very important public involvement activity. Their responsible actions go a long way in ensuring our environment is not potentially subjected to those items collected," adds Osbey.

The 2021 Household Hazardous Waste Collection Day will take place in the spring on Saturday, March 27.

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.



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Water
 AUTHORITY