

# WATER WORKS

VOLUME 23-ISSUE 4 // FALL 2020

## CCWA Rolls Out New Customer Information System and Payment Platform

Clayton County Water Authority (CCWA) rolled out a new Cayenta customer information system and Invoice Cloud payment platform September 1, bringing an improved customer service experience.

The new system simplifies business processes and allows for better customer service since all information regarding a customer's account will be in one system. This system is used for everything involving customers including customer service, meter services, billing, service requests and cash receipts for more than 82,000 accounts.

CCWA was looking to improve its customers' experience by provide more online options and to improve internal efficiencies.

"The combination of Cayenta and Invoice Cloud accomplishes these goals," CCWA General Manager H. Bernard Franks adds. "Our Implementation Team worked hard to make the transition to the new system as smooth as possible. We know it will take a little time to get used to the new system, but we believe it is more customer-friendly and will provide a better customer experience."

**Customers need to register their online account at [www.ccwa.us](http://www.ccwa.us), even if they had an online account prior to August 28 when the conversion began to the new system. Once they follow the simple steps to register, they will be able to:**

- View monthly usage
- Set their own password
- Set up payment reminders, confirmation emails or text notifications
- Update their email address, phone number & mailing address
- Sign up for auto pay
- Start or stop service
- New customers can schedule a two-hour window appointment Monday – Friday between 8 a.m. – 4 p.m. to have their service reconnected.
- Schedule service reconnections
- Schedule new service appointments

**Customers will also be able to:**

- Pay in person with new swipe machines adding improved security
- Pay securely online, by text, or phone 24/7
- Payments made online, by text, or phone will incur at \$2.15 convenience fee.

**Customers can learn more at [www.ccwa.us](http://www.ccwa.us)**

## Recreation Areas See Record Attendance During COVID-19

We love to see residents enjoying our Shamrock/Blalock and JW Smith Recreation areas. between March – August 30, we sold 7,588 paid daily tickets along with 482 season passes. Even though the areas were closed for six weeks during the shelter in place. Our full-time recreation staff members Jep Palmer and Jacob Cannon, and three seasonal staff members, have done a great job handling the extra visitors and keeping the areas maintained during this record-setting season!



## 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.

## CONVENIENT PAYMENT OPTIONS



### Invoice Cloud

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

### CCWA Adopts 2020 Strategic Master Plan

Did you know that CCWA has been developing Strategic Master Plans (SMPs) since 1960? These SMPs have allowed us to plan for the future and ensure that we continue to meet the needs of our customers. The 2020 SMP was adopted by the CCWA Board of Directors in June and includes a 10-year roadmap of capital improvements that address the changing regulatory environment, aging infrastructure, customer growth, and advances in technology. The roadmap was developed through collaboration with technical consultants, staff interviews and workshops, engineering analyses, future demand and flow projections, and visual assessments of the water production plants (WPPs) and water reclamation facilities (WRFs).

The 10-year SMP resulted in 146 projects across all CCWA departments, with a combined budget of \$665 million. Some of the larger projects identified include:

- ✓ continued focus on smart asset management and pipeline replacement/rehabilitation within the distribution, collection, and stormwater systems
- ✓ replacement of customer meters with smart meters
- ✓ advanced treatment and capacity upgrades at the W.J. Hooper and Terry R. Hicks WPP to address water quality improvements and accommodate growth
- ✓ capacity upgrades at the Northeast WRF and W.B. Casey Water Resource Recovery Facility to accommodate increased flows/growth
- ✓ continued software application upgrade / technology refresh to stay ahead of the technology curve
- ✓ security improvements and energy optimization

The 10-year SMP will support CCWA's efforts to be a "Best-in-Class" utility, focused on becoming more efficient in all aspects of its operations. Look for more information on individual projects as they occur.

### How Does CCWA Invest Your Rates?



Learn how rates fund our commitment to the community and environment at [ccwa.us](http://ccwa.us)

Water Production and Distribution	16¢
Sewer Treatment and Conveyance	21¢
Administrative Expenses	15¢
Debt Service	20¢
Capital Projects	28¢

FYE 2020

### Finance Earns National Financial Award

CCWA's Finance Department recently received the Certificate of Achievement for Excellence in Financial Reporting Award from the Government Finance Officers Association of the United States and Canada (GFOA). CCWA earned the award for fiscal year ending April 30, 2019. To be awarded a Certificate of Achievement, the Authority had to publish an easily readable and efficiently organized Comprehensive Annual Financial Report (CAFR) satisfying both generally accepted accounting principles and applicable legal requirements. This is CCWA's 32nd CAFR award.

### 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.

### Keep Pipes Free of Fats, Oils and Grease

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

Fats, oils and grease clog sewer lines and cause blockages (like in the photo above) resulting in costly sewer backups. Instead of pouring cooking grease down the sink drain or toilet, let it cool. Then, pour it into a plastic container or metal can with a lid. Once the container is full, just toss it in your kitchen garbage.



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](mailto:affordability@ccwa.us) or (770) 960-5200

[www.ccwa.us](http://www.ccwa.us)



#### BOARD OF DIRECTORS AND LEADERSHIP

Robin Malone, Chairman  
Marie Barber, Vice Chair  
Rodney Givens, Secretary/Treasurer

John Westervelt, Board Member  
John Chafin, Board Member  
Dr. Cephus Jackson, Board Member  
Vivian Baldwin, Board Member

H. Bernard Franks, General Manager  
Keisha Thorpe, Assistant General Manager  
Teresa Worley, Assistant General Manager

Quality Water, Quality Service

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



@ClaytonCountyWater.

