



COMMUNITY REPORT

Quality Water. Quality Services.

Highlights of **2020**

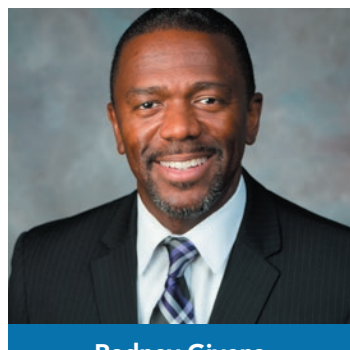
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Marie Barber, Vice Chair



Rodney Givens,
Secretary/Treasurer



John Westervelt



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John Chafin



Vivian Baldwin



H. Bernard Franks,
General Manager



Teresa Worley,
Assistance General Manager



Keisha Thorpe,
Assistant General Manager

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.

Board members, management and staff are committed to being good fiscal stewards allowing CCWA to remain financially strong through 2020. CCWA charges rates and fees based on what is needed to cover the cost of the services it provides its customer base and for maintenance of 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 \$107 million and utilizes \$537 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 has an annual budget

of \$10 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 \$56.2 million. The final bond payment will be made on May 1, 2023, 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 380 employees that work in 14 departments carrying out the day-to-day mission of the Water Authority. This mission is to provide quality water and quality services to our community.

MESSAGE FROM THE GENERAL MANAGER:

We could have never foreseen the challenges 2020 brought. It seemed almost in an instant that everything was turned upside down. Yet, our basic mission continued.

We watched as news of the Coronavirus/COVID-19 swept through the world quickly making its way to the U.S. 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. During a pandemic, we must rise to all challenges and continue delivering these services while being as safe as possible.

We formed a COVID-19 Task Force in early March to stay on top of the crisis. Department Directors implemented their Emergency Operations Plans and employees shifted schedules, teleworked and maximized technology. Plant operators continued running water and water reclamation plants 24/7 and field staff responded to emergencies. We also discontinued all non-essential business travel and in-person community outreach efforts. This included facility tours, career day events, community events, Fix A Leak Week and Drinking Water Week activities. We moved the annual Household Hazardous Waste Collection Day to September.

To help protect employees and customers, we installed plexiglass in key areas to separate staff, and required social distancing along with wearing face coverings in all shared areas. We installed a bipolar ionization filtration system to constantly clean and sanitize airflow in all our staffed facilities. We implemented COVID-19

screening procedures for employees and visitors.

Amidst all of this, we launched a new customer information system that had been in the works for some time, continued with a major Warehouse Improvement Project and adopted our 2020 Strategic Master Plan. Our staff earned several industry awards (See page 21), and we celebrated the retirement of several long-term CCWA employees. Our recreation areas saw a record attendance for the 2020 public fishing season. We learned how to support our CCWA family in this new world as they celebrated good times and dealt with hardships. At the end of 2020, we were hopeful all challenges would somehow disappear. However, we know some will follow us through. It is important to reflect on lessons learned through the hardships we have faced together.

Through tribulation we gain strength and endurance. We have learned a new flexibility based on our quarantine procedures, allowing us to see how we can function, survive and even thrive during our most vulnerable times. The success of the water authority is a direct result of the people who serve within. I cannot thank employees enough for their dedicated service to our customers and community. I also thank our Board of Directors for their support. As servant leaders we put first the needs of those to whom we serve. The future is bright for CCWA as we remain innovative, industry-leading and community and customer focused.

H. Bernard Franks

THE PASSING OF EMPLOYEE ANTHONY BUTLER

The CCWA family mourned the passing of Distribution & Conveyance Backflow Crew Leader Anthony Butler in March after a short illness. His sudden death shocked his CCWA family. Butler, as he was called, began his career at CCWA in May 2007 as a Utility Service Mechanic. He then worked his way up to Backflow Prevention Crew Leader. Butler proudly served three years in the U.S. Army as a Tactical Wire Operations Specialist after high school, earning several awards during his time served. In honor

of his service to our country and CCWA, co-workers Scott Cantrell and Kenneth Earp built a memorial from D&C staff using Butler's hard hat, a backflow device and work boots.



KEY MESSAGES ABOUT COVID-19 AND DRINKING WATER

COVID-19 is not transmitted through clean drinking water. However, we know some customers may have questions about the safety of their tap water as it relates to the virus. Here is some information to help answer those questions.

- *The Coronavirus (COVID-19) is not a water borne disease. You cannot get sick from drinking tap water.*
- *CCWA's treatment processes disinfect and remove contaminants before the water enters the distribution system.*
- *CCWA staff conduct 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.*
- *CCWA's high quality tap water helps you stay healthy and hydrated!*

COVID Response

COVID-19 TURNS THINGS UPSIDE DOWN, BUT CCWA RISES TO THE CHALLENGES

We all watched as news of COVID-19 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.

Our water production and water reclamation facilities are staffed 24 hours a day, 7 days a week, 365 days a year. Even during a statewide shelter in place declaration, plant staff continue to run plants, field staff ensures meters are read, emergencies are responded to quickly and major projects are kept on course. CCWA leadership has taken every precaution to ensure the continued safety of employees while providing these services during this pandemic.

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. Virtual meetings quickly replaced in-person meetings. Franks began sending out video messages to keep employees informed. We temporarily closed our

customer service lobbies, drive-thru service locations and recreation areas in April.

In early May, employees began completing a COVID-19 symptoms screening and temperature screening before reporting to work each day. When we reopened to customers in May, Franks delivered a video message for customers detailing new COVID-19 precautions that were being implemented to protect employees, customers, and visitors.

- *If you have any symptoms related to COVID-19, please use our drive-thru service instead of coming inside.*
- *Face coverings/masks are required while in a Clayton County Water Authority Customer Service lobby.*
- *We are limiting the number of customers/visitors at one time to allow for social distancing. The maximum number allowed at one time in the Battle Creek Road lobby is 10 and the maximum number allowed at one time in the Forest Park lobby is 4.*
- *Only one (1) person per family or transaction is allowed in the lobby at one time.*



- *We ask that all visitors abide by social distancing guidelines and remain at least six (6) feet apart. Floor markers are provided to help.*

Before the pandemic, it would have been hard to imagine how different things could become so quickly. In some ways, it turned everything upside down. Yet, our basic mission continued. Employees rose to the challenges through the uncertainty and constantly changing information. CCWA's COVID-19 Task Force continued to meet regularly and stay on top of new information on the pandemic and the vaccines. Our employee screening process and customer/visitors' precautions will remain in place indefinitely. We closed 2020 like most everyone else - with virtual meeting and pandemic fatigue. Yet, we remain solid in our mission and vision. It is our sincere hope that CCWA customers understood and trusted that we would continue to provide critical services for our community in the safest way possible.

EMPLOYEES PROVIDED QUALITY SERVICE EVEN DURING SHELTER IN PLACE

Here are just two examples of how CCWA employees continued to provide quality service during the shelter in place.

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 removed some of the pavement and installed the water main on the edge of the road near heavy traffic. These guys are motivated to do what they must do to get the job done and help to keep this project on track.

CCWA Stormwater staff 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.





RECORD YEAR FOR RECREATION AREA ATTENDANCE

One upside to the pandemic was people spending more time enjoying the outdoors. After being closed for six weeks during the shelter in place, we reopened our Shamrock/Blalock and JW Smith Recreation areas with new COVID-19 guidelines (maintaining social distancing guidelines and keeping groups to 10 people or less while visiting). Between March 1 – October 31, we sold 9,447 paid daily tickets and 484 season passes (compared to 6,160 and 311 respectively in 2019). Our two full-time recreation staff members and three seasonal staff members did a great job handling the extra visitors and keeping the areas maintained during the record-setting season!



Wetlands & Watershed Festival

A NEW APPROACH FOR THE ANNUAL FESTIVAL

Traditionally, CCWA hosts its Wetlands and Watershed Festival on the first Saturday in October. This event gives visitors a chance to enjoy nature while learning about the environment in a fun way. The festival features a wealth of activities for all ages to enjoy. For the 2020 Wetlands and Watershed Festival, our staff was tasked with developing a different approach to hosting the festival that would allow for a safe and socially distant learning environment.

We were able to host 13 events through a combination of virtual and in-person programs for small groups. This included various 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.





HOUSEHOLD HAZARDOUS WASTE COLLECTION DAY 2020

Household Hazardous Waste Collection Day is an annual event that gives Clayton County residents the opportunity to drop off household items that are hazardous to our local waterways. CCWA hosted the 2020 Household Hazardous Waste Collection Day in September. The event, usually held in April, was postponed due to the shelter in place order.

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. We appreciate everyone that helped make the event a success!



2021 Rate Adjustment

NEW RATES AND MORE COMMUNITY INVESTMENT PLANNED FOR 2021

We take our responsibility to provide quality water and quality services seriously and appreciate the trust our customers place in us to wisely invest their rates back into Clayton County. The 2020 pandemic reminded us of the critical role CCWA plays in public health by delivering safe, clean drinking water and sanitary sewer services.

Every day our nearly 400 water professionals work to reduce and manage operating costs while proactively maintaining 1,500 miles of water lines, 1,400 miles of sewer lines, 500 miles of stormwater pipe, three water reclamation facilities and three water production facilities. We receive no tax dollars and rely entirely on water, sewer and stormwater revenues to fund operations.

In July, CCWA's Board of Directors approved a 10% rate adjustment to base and usage rates effective January 1, 2021. The board delayed introducing the change until the new year because of the pandemic. Even with this change

CHANGE IS COMING!



New rates go into effect Jan 1, 2021

For the average residential customer* this means a monthly increase of \$4.75.

Less than 16 cents a day



*approximately 4000 gallons/month

Learn how rates are invested back into our water and wastewater systems at ccwa.us

I'm Invested!

CCWA will still have some of lowest rates in the metro area. For the average residential customer using 4,000 gallons of water and sewer per month, the change will be less than \$5 a month or less than 16 cents day. This represents nearly 2 out of 3 of our customers.

Our rates have not changed since 2016, but the county and customers we serve have. The Atlanta Regional Commission's (ARC) 2020 Annual Report for Clayton County shows our population has increased by more than 18,000 people, and we have added nearly 3,650 new accounts.

We also rely on our 10-year strategic master plan (SMP) to set priorities for maintaining and improving our infrastructure, facilities, and operations that contribute to the overall

quality of life in the county. The investment CCWA makes now contributes to the overall economic development and quality of life in Clayton County for families today and tomorrow. Our 2020 SMP identified 146 projects totally nearly \$626 million worth of essential projects to meet the community's needs through 2030. See page 14 for more information on the master plan.

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.

Single Family Residential Water Conservation Rates Effective January 1, 2021:

Base Rate: \$11.05

Monthly Use	Usage Rate per Thousand Gallons
0 to 3,000 gallons	\$2.60
3,001 to 7,000 gallons	\$6.24
7,001 to 20,000 gallons	\$7.73
More than 20,000 gallons	\$9.28

Single Family Residential Sewer Conservation Rates Effective January 1, 2021:

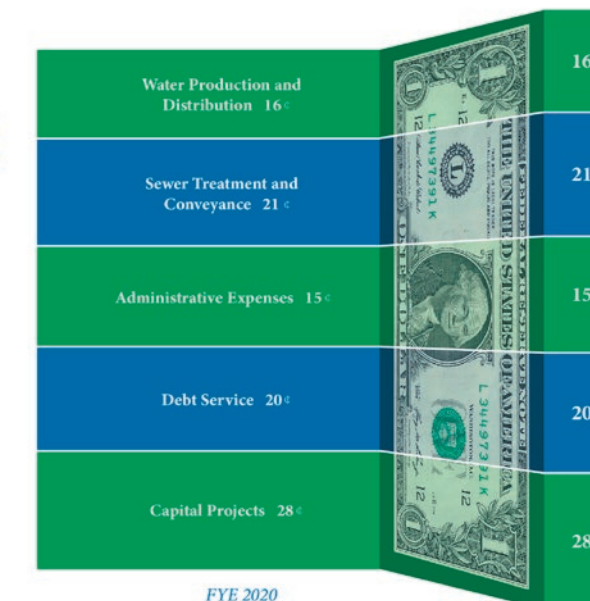
Base Rate: \$11.80

Monthly Use	Usage Rate per Thousand Gallons
0 to 3,000 gallons	\$2.60
3,001 to 7,000 gallons	\$6.24

How Does CCWA Invest Your Rates?



Learn how rates fund our commitment to the community and environment at ccwa.us



LEARN MORE

2020 MARKS FIVE YEAR ANNIVERSARY OF CCWA'S LOGO

CCWA unveiled a new logo on October 5, 2015. It was the first time the logo had officially changed since CCWA was created in 1955. In early 2015, CCWA reached out to Clayton County Public Schools to see if any high schools were interested in submitting design concepts for a new logo. Forest Park and Morrow High Schools participated.

Student logo concepts were narrowed to three and then presented to the CCWA Board of Directors by the students. Forest Park High students William Johnson and Shatoyah Thurmond submitted the winning concept. Local graphic design company Oliver Imprints then refined the final design. When presenting their concept, William and Shatoya said their multiple water drops reflect the Authority's abundant water supply and the leaf represents its green practices.

How cool that our logo was created right here in our community and perfectly captures what we do as a utility. Changing logos was a huge undertaking since it involved changing decals on every CCWA vehicle and official documents, plus we also revamped our uniform colors. How quickly such a huge change is now part of our everyday life. You can see a short video about the logo on CCWA's YouTube channel.



BEFORE



AFTER

2020 MARKS FIVE YEAR ANNIVERSARY OF TAP ON THE GO

Along with a new logo, Tap on the Go made its debut in October 2015 at CCWA's annual Wetlands & Watershed Festival and our Rivers Alive Stream Cleanup a few weeks later. Then General Manager Mike Thomas charged a small group with coming up with a way to take tap water into the community and educate customers about the safety and value of tap water. The group researched many options, including fabricating a unit. Then, they found the 'water monster' online and the rest is history. It was a success from the first event and has grown to include two units, two trailers, and a dedicated team. COVID-19 shuttered Tap on the Go, but in 2019, the Tap on the Go team participated in 40 events reaching more than 15,000 community members. It remains our most effective outreach tool to date!



SCIENCE FAIR WINNERS

Each year, CCWA recognizes outstanding water-related Science Fair projects through our Water Environment Research Awards. In 2020, 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, we were unable to formally recognize the 2020 Science Fair winners.

CCWA ADOPTS 2020 STRATEGIC MASTER PLAN

The Clayton County Water Authority creates a Strategic Master Plan (SMP) every decade to set priorities for meeting the community's needs in cost effective ways. It's a practice we started in 1960, only a few years after the Authority was established, and something we continue to this day. Setting a plan every 10 years allows us to adjust to changes in the community, and the plan can evolve to fit changing state and federal regulations. We also review the SMP every year to determine the priorities of identified projects and check our financial analysis so that costs for implementing necessary projects can be spread out over time. We also conduct an in-depth mid-term review of our SMP at the 5-year mark to help ensure we're on the right track for meeting CCWA's goals.

SMP projects are factored into the Authority's budget and recommended rates submitted to CCWA's Board. The Board sets rates annually after carefully reviewing the recommendations. With the size of our systems and facilities, planning to meet short and long-term goals helps ensure we

remain fiscally responsible with our customers' rates and earn their trust in us. It also supports our mission to provide quality water and quality services to our community while continuing to be a Utility of the Future Today.

In 2020, we completed our most recent SMP following a rigorous process including a series of staff workshops, facility tours, discussions on industry innovations, reviews of our 2015 SMP projects and ongoing studies, and much more. As a result of this effort, we identified 146 projects with funding requirements of nearly \$626M through 2030 to maintain and improve our infrastructure, facilities, and operations. 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.



146
PROJECTS
THROUGH
2030



INNOVATIVE LEAK DETECTION PROGRAM MARKS 20 YEARS

Underground leaks often go undetected for a long time before surfacing. The cost of this water loss adds up quickly and can reach in the millions of dollars annually. In the late 90's, CCWA was experiencing over 20% water loss throughout its 1,456 miles of water lines. The CCWA Board of Directors at that time, led by Chairman Joe Lane, realized something needed to be done. The board and CCWA staff started researching the latest technology. What they found was technology that used computerized acoustics to pinpoint leaks by analyzing the pressure waves caused by leak turbulence inside pressurized pipes. Their foresight led to CCWA implementing an innovative, all-inclusive leak detection program in May 2000. It was the first of its kind in the state of Georgia. It proved to be a game changer for CCWA.

Over the past 20 years, CCWA's water loss has been reduced to 8.2% annually. This correlates to finding 772 leaks recovering 6,043,928,380 gallons and saving approximately \$4,588,942.20 in production costs. Other utilities throughout the U.S. looked to CCWA to learn more about this new technology and went on to implement similar programs. Industry magazines featured CCWA's leak detection program. This was one more initiative that put CCWA on the map for its innovative practices.

FOCUS: WATER

LEAK HUNTERS

New digital detection technology helps a Georgia water authority get proactive about leaks — and pays for itself with the first leak

By Katharine Gammon

At the beginning of 2000, the Clayton County (Ga.) Water Authority discovered it had some significant water loss issues. A six-year leak detection scan of its entire 1,456 miles of water main found the system was losing a substantial amount of its water.

"Our board realized the costs associated with water losses and

started looking for solutions," says Jeff Jones, leak detection and repair foreman. "In examining the water loss, our board began summing it up in dollars and cents rather than a percentage."

"When we started to look at it that way, the loss was way up in the millions of dollars per year. Our board said, 'Look, if this was a public company, we couldn't operate losing that kind of money.'"

At that time, the county's water loss was over 20 percent. In an increasingly water-scarce environment, that didn't make sense. Today, after a three-pronged approach to water leak detection using acoustic technology, water loss is around 10 percent. In December 2010, it was 10.3 percent.

The authority has spent \$1,237,700 on leak detection since 2000, for everything from salaries to equipment. Every dollar spent has led to \$4.32 in production savings.

All told, the team has located and fixed some 600 leaks, saving more than \$4.7 million in production cost (using the IWA/AWWA method of calculating the cost of

CCWA leak detection and repair foreman Jeff Jones uses a laptop computer in a truck loaded with Itron network software to track the readings from the numerous MLOG leak detection sensors.

producing the next thousand gallons of water over a 10-year period).

Right technology

The authority, which serves 270,600 people, started by checking all customers' meters for leakage and then turned to the distribution system.

"You can leak detect one street today, but then you have to create a routine where you're doing it all the time," says Jones. The goal was to develop an all-inclusive, affordable leak detection program that would survey the entire system,



PROFILE:
Clayton County (Ga.)
Water Authority

ESTABLISHED:
1955

POPULATION SERVED:
270,600

AREA SERVED:
143 square miles

CUSTOMERS:
76,000

EMPLOYEES:
370

INFRASTRUCTURE:
1,456 miles of distribution mains

WEBSITE:
www.ccwa.us

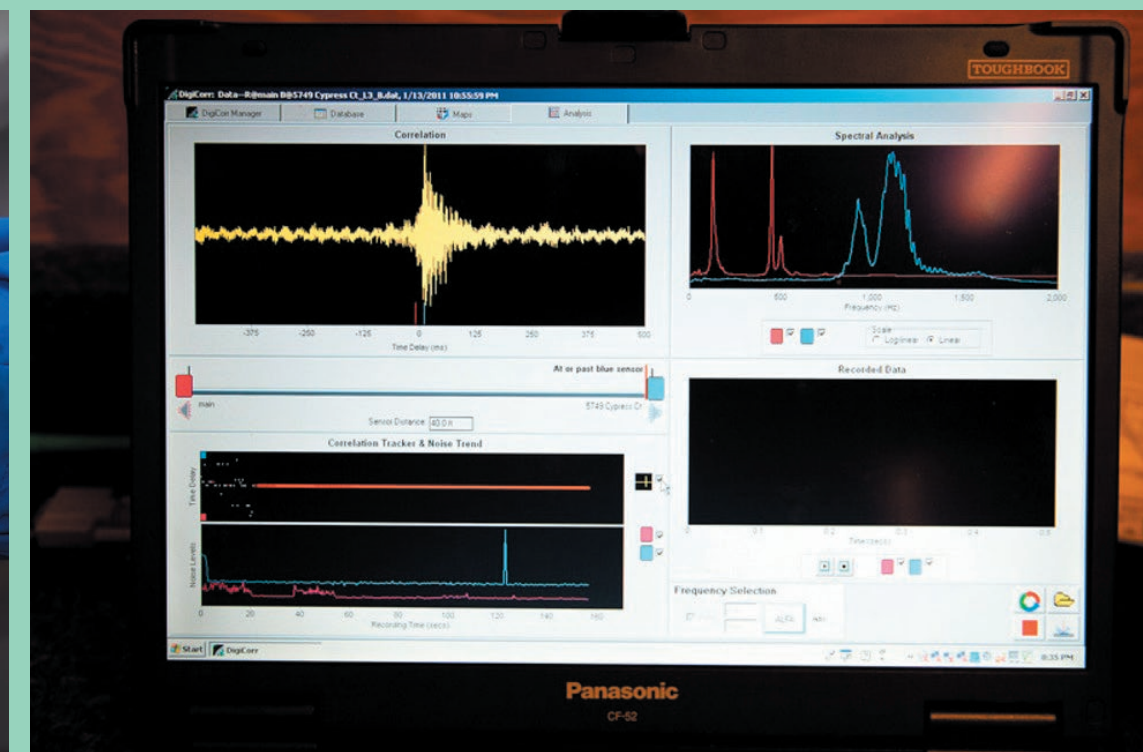


Water service mechanic Albert Barber heads into the field to fix the leaks found by the CCWA detection technologies. (Photography by Collin Chappelle)

HOW DOES THIS TECHNOLOGY WORK?

How does this technology work? In the beginning, two DigiCorr digital correlators by Itron and a laptop were purchased. The units were placed in any two parts of the distribution system. The laptop then listened to the synchronized vibrations between two points to identify a hidden underground leak. Seeing the value in the digital correlators, ZCorr digital correlating loggers by Itron were added. These units worked at night to isolate exact locations of a leaks. In 2008, they added Itron's MLOG system. This system was a network of smart leak-detecting sensors installed on customer service lines about every 10 meters. Data from the sensors was collected daily and sent to a web interface. As a technician rides by the sensors, data is read and collected and can then be prioritized to get repaired. This helped the crew narrow down the location of the leak which meant a repair crew could dig right where they needed to make the repair.

The technology has evolved over the years going smaller and more mobile, moving from laptops to tablets. CCWA's two-member Leak Detection crew uses map zones working its way throughout the county. They also help the four-member leak repair crew pinpoint the location of underground leaks to within 3 to 4 feet. Working together, they stay on top of leaks, saving water and keeping costs down for customers.



Customer Information System

CCWA IMPLEMENTS NEW CUSTOMER INFORMATION SYSTEM

CCWA rolled out a new Cayenta customer information system and Invoice Cloud payment platform September 1, bringing an improved customer service experience and improve internal efficiencies.

The \$4.4 million system is used for everything involving customers including customer service, meter services, billing, service requests and cash receipts for more than 82,000 accounts. The project was kicked off in the fall of 2018. 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.

The new system allows customers 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 connected.*
- *Schedule service reconnections*
- *Schedule new service appointments*

Customers are also able to:

- *Pay in person with new swipe machines adding improved security*
- *Pay securely online, by text, or phone 24/7*

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).

CCWA's SLBE Program had a strong year despite the global challenges presented by COVID-19. During calendar year 2020, a total of 28 small businesses were added to the list of certified SLBEs, while renewing 73 business certifications, bringing the overall total of certified firms to 236. CCWA also spent more than \$12 million with 45 of the 236 certified firms, which represents approximately 19% utilization.

During this unprecedented time, CCWA's SLBE program was encouraged to transform the way it did business. Quickly shifting its process, virtual workshops were conducted and accommodations were made to assist small business owners to overcome most constraints they encountered. CCWA's SLBE program hosted regular informational workshops and business development workshops on a variety of topics of interest to

small businesses. Attendance and participation at the workshops were up 40%, increasing to more than 200 small businesses during calendar year 2020. CCWA had to cancel the annual Social Business Mixer in November but is looking forward to resuming the mixer in the future.

By far, 2020 was a resilient year for the SLBE Program; however, there is more to accomplish. The SLBE Program is intended to provide an additional race-and gender-neutral tool for CCWA to use in its efforts to ensure that all segments of its local business community have a reasonable and significant opportunity to participate in Clayton County Water Authority contracts. 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.





2020 INDUSTRY AWARDS

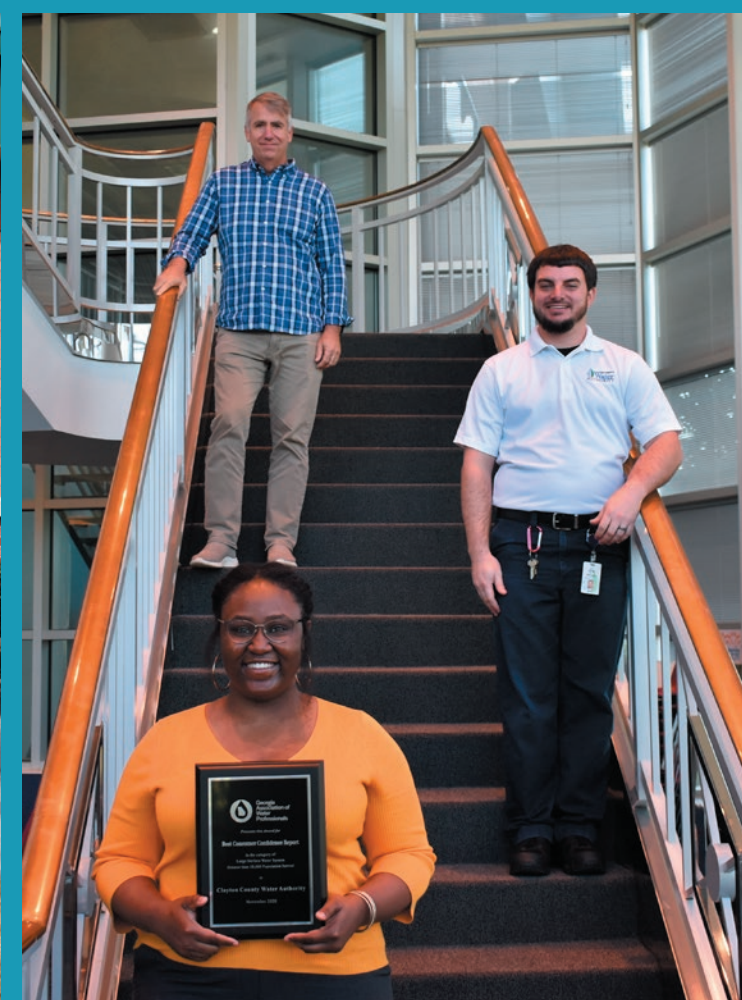
- GAWP Wastewater Plant of the Year for Advanced Treatment 6 – 9.9 MGD Category for its Northeast Water Reclamation Facility (WRF)
- GAWP Top Maintenance Technician for 2020 went to General Service's Lead Maintenance Technician Mike Harp
- GAWP District 3 Top Operator for Wastewater went to Pelletizing Chief Operator Jordan Cole
- GAWP Collection System Excellence Award (6 years)
- GAWP Distribution System Excellence Award (2 years)
- GAWP Laboratory QA/QC Gold Award – Municipal Wastewater greater than 20 Million Gallons Per Day (MGD) – W.B. Casey Water Resource Recovery Lab
- GAWP Consumer Confidence Report Award (Annual Water Quality Report) – Large Systems

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





Connect with Us

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www.ccwa.us

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