

Providing Quality Water and Quality Services to Our Community

WATER WORKS

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New Water & Sewer Rate Adjustment Effective January 1, 2022

The CCWA Board of Directors approved a 5% rate adjustment for water and sewer base and usage rates. This goes into effect January 1, 2022 and will be reflected on February 2022 bills. This will affect all customers except for our Stormwater Only accounts since Stormwater fees will remain the same. Even with this rate adjustment, CCWA's rates remain lower than most in the metro region.

How much will the average customer's bill increase?

An average residential customer with water and sewer services uses 4,000 gallons a month. These customers will see a \$2.59 increase in their monthly bill. This is less than \$.10 a day. This represents nearly 2 out of 3 of our customers.

Stormwater fees will remain the same for all customers.

Why is the rate adjustment needed?

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 community's 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 identified 146 projects totaling \$626 million that are needed to maintain and improve infrastructure, facilities, and operations. These projects 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 our website at www.ccwa.us/iminvested

CCWA Hosts Wetlands & Watershed Week

CCWA hosted its Wetlands & Watershed week October 4 - 8. Rebranded from the traditional Wetlands & Watershed festival, Newman Wetlands Center staff was creative in their approach to the event to comply with COVID-19 safety protocols. They hosted virtual events including a program learning about the Salamanders of Georgia and virtual storytelling. They also hosted several programs for small groups including a live animal program, constructed treatment wetlands birding trip and a tour featuring an up-close look at lichens around the Wetlands Center.



The Newman Wetlands Center provided several giveaways, giving out more than \$2,500 worth of outdoor experiences including spots in a Learn to Kayak course, a four-hour flyfishing experience with River Through Atlanta, and a four-hour boat tour of the Okefenokee Swamp.

CCWA would like to thank our sponsors & presenters for helping to make the event a success including: Jacobs Engineering Group, Hazen & Sawyer, River Through Atlanta, Okefenokee Adventures, Ocmulgee Outdoor Expeditions, The Striper Experience - Lake Lanier Fishing Guide.

CCWA Welcomes New Board Member Mike Thomas



In November 2021, the Clayton County Board of Commissioners appointed Mike Thomas to the CCWA Board of Directors to complete the unexpired term of John Westervelt, who resigned in August 2021. Mr. Thomas is a Jonesboro resident who works for the Georgia Association of Water Professionals in the area of Member Relations and Leadership Development. He brings more than 35 years of experience in the water industry, including positions with the Georgia Environmental

Protection Division, the Atlanta Regional Commission, Parsons Engineering and most recently CCWA. Mr. Thomas worked for CCWA 19 years, serving as the general manager for 11 years before retiring in 2018.

CONVENIENT PAYMENT OPTIONS



Invoice Cloud

Pay online (ccwa.us), or by phone (770.960.5200), using our payment processing partner Invoice Cloud. A \$2.15 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.

Quality Water, Quality Service



Highlights

CCWA Staff Brings Home Several Industry Awards

CCWA staff brought home five awards from the Georgia Association of Water Professionals (GAWP) Fall Conference Awards Luncheon on November 9 in Athens. The W.B. Casey WRRF Lab won the Lab QA/QC Award for Municipal Wastewater Systems Serving Greater than 20 million gallons per day, Northeast WRF staff earned the GWEF Burke Safety Award, Distribution and Conveyance each won Platinum Awards, and Communications and Water Production's Water Quality staff won the Best Consumer Confidence Report Award for Large Surface Water Systems.

Laboratory QA/QC Gold Award, Municipal Wastewater System greater than 20 MGD



W.B. Casey WRRF (Water Reclamation's Central Lab) earned its 2nd Gold Award scoring a 95.0 or higher. This award recognizes those laboratories who are demonstrating outstanding quality assurance programs. The lab team previous earned the Lab of the Year Award in 2018 and 2016 before criteria was

changed to the Silver, Gold and Platinum rating system. Lab Analyst Nathan Turner is shown receiving the award.

GWEF Burke Safety Award



CCWA's Northeast Water Reclamation Facility in Rex earned the Georgia Member Association of the Water Environment Federation (GWEF) Burke Safety Award for promoting, encouraging, and producing a safe working atmosphere for each employee. The facility was inspected by industry peers on safe operations

in areas such as, chemical handling, electrical, site safety and personal protection of the workers. Staff also received this award in 2018, 2015 and 1999. Plant Manager Herlon Fayard is shown receiving the award.

Distribution System Excellence Award



Distribution Maintenance staff earned its 3rd Platinum Distribution System Award. Utilities earning a quantitative inspection score of 95 or higher earn a Gold Award. After earning Gold Awards for five consecutive years, utilities earning an inspection score of 95 or higher move up to the Platinum status. Water distribution system

programs focus on maintenance of the water lines that deliver potable water from CCWA's system to homes and businesses. CCWA staff maintains approximately 1,500 miles of water lines throughout Clayton County. Distribution Manager Don Conner and Meter/Backflow Testing & Repair Supervisor Jonathon Smith are shown receiving the award.

Collection System Excellence Award



Conveyance Maintenance staff earned its 7th Collection System Platinum Award. Utilities must earn a quantitative inspection score of 95 or higher for five consecutive years to earn a 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 staff maintains approximately 1,300 miles of sewer lines throughout Clayton County. Conveyance Manager Cornell Sims and Conveyance Cleaning Supervisor Gerald Fuller are shown receiving the award.

Best Consumer Confidence Report Award Large Surface Water Systems



The EPA requires all drinking water systems to provide an annual consumer confidence report (CCR). This report contains data confirming that Clayton County's drinking water met or exceeded all standards set by our federal and state governments for the previous calendar year. The winning 2021 report covers testing dates

January 1, 2020 -December 31, 2020. This is a collaborative effort between Communications and Water Production's Lab staff. CCWA also won this award in 2020. Communications Specialist Raven Reese and C&CR Manager Suzanne Brown are shown receiving the award.

Protect Your Pipes in the Winter



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.



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