



Annual **Community Report** COVERING 2021

Quality Water, Quality Services.



Message from the General Manager H. Bernard Franks

Our CCWA family continued to face unique challenges on our road to recovery through the COVID-19 pandemic. Unique in the sense of not knowing what each day would bring, along with the twists and turns of the new strains. I cannot be prouder of how our team continued to work together to provide critical water, sewer, and stormwater services to our community. ***“Alone we can do so little but together we can do and accomplish so much.”***

We supported each other through challenges and losses. One of our closest being the loss of CCWA Board Member Vivian Baldwin who passed away in April 2021 after serving close to four years. Ms. Baldwin brought her love of education and children to the board, quickly gaining a new appreciation for what we do as a water utility.

Following her passing, we welcomed new board member Emma Godbee. Ms. Godbee brings her expertise as a financial advisor and love for Clayton County, which she has called home for more than 40 years. In August, we wished Board Member John Westervelt well as he resigned to move on to the next chapter in his life. Mr. Westervelt served on our board for 18 years and brought an eagle eye with his banking background. His departure led to the appointment of his replacement, Mike Thomas. Mr. Thomas brings a unique perspective after working in the water industry for more than 35 years. He worked for CCWA for 19 years, serving as general manager for 11 before retiring in 2018. We are thankful for the continued support of our entire board of directors.

Major capital improvement projects continued as we invest in our future by replacing or rehabilitating water and sanitary sewer infrastructure and upgrade facilities. The new W.B. Casey Water Resource Recovery Facility Polishing Plant was put online allowing us to return up to 6.6 million gallons per day (MGD) of highly treated effluent back to the Flint River. This helps restore water levels in the upper Flint River, which also benefits our neighbors downstream. [Read more about this on page 13.](#)

We expanded our Affordability Program to include a Low-Income Discount Program. Knowing that many customers were facing financial hardships due to the pandemic, we raised the amount of assistance provided in our Hardship Assistance Program from \$200 to \$400 for 2021.

Our CCWA COVID-19 Task Force continued to stay alert to our ever-changing environment with one goal in mind: Keeping our teams as safe as possible while continuing to serve our community. To help protect employees, visitors and customers, we kept health screening procedures, social distancing and the wearing of masks/face coverings in place.

Despite it all we remained resilient industry leaders. Our team of water professionals earned 18 industry awards in 2021. This success is a direct result of the people who serve within. It is because of them that our future is bright.

**We are excited
and hopeful for 2022.**


H. Bernard Franks



Mision

Providing quality water and quality services to our community



Vision

Utilizing Innovation to Provide Industry-Leading Service for Our Community



Core Values

Customer & Community Focused
Excellence
Integrity
Great Place to Work

Who We Are

The Clayton County Water Authority (CCWA) proudly provides water, sewer and stormwater services to a population of close to 300,000 throughout Clayton County and its six cities. Today's authority is built on a solid foundation that was started in 1955 and laid by staff and board members with a drive for finding innovative ways to push through barriers. This drive continues today as we excel even during these challenging times.

There are approximately 380 water professionals that work in 14 departments carrying out the day-to-day mission of providing quality water and quality services to our community. CCWA's Board of Directors is composed of seven members appointed by the Clayton County Board of Commissioners. Each board member serves on a part-time basis for a term of five years and may be reappointed for additional terms.

We have 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. Despite having limited surface or ground water supplies available, we have developed a truly sustainable water supply through the utilization of constructed treatment wetlands for the recycling of treated wastewater. This innovative treatment process allows us to return more than 14 million gallons per day of reuse water. In 2021, we started adding flows back to the Flint River through our new W.B Casey Water Resource Recovery Facility Polishing Plant, which helps improve the overall health of the river and helps our neighbors downstream.

Board members, management and staff are committed to being good fiscal stewards allowing CCWA to remain financially strong through 2021. 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 \$113.5 million with net capital assets (infrastructure) valued at \$561.5 million to provide water and sewer services. Staff maintains approximately 1,500 miles of water distribution pipes and 1,400 miles of sewer conveyance pipes. As many miles of pipe reach the end of their life span, CCWA is focusing on replacing or rehabilitating this critical underground infrastructure through the State Revolving Fund (Georgia Environmental Facilities Authority).

The Stormwater Fund has an annual budget of \$10.1 million with net capital assets (infrastructure) valued at \$55.1 million. Staff maintains 500 miles of stormwater pipe. CCWA has a bond rating of Aa2 from Moody's. Our outstanding revenue bonds total \$38.3 million. The final bond payment will be made on May 1, 2023, when the 2012 Series bond matures.

Clayton County Water Authority Board of Directors for 2021



Robin Malone,
Chair



Marie Barber,
Vice Chair



Rodney Givens,
Secretary
Treasurer



John Westervelt,
Board Member
(resigned in August)



Dr. John Chafin,
Board Member



Dr. Cephus Jackson,
Board Member



Vivian Baldwin,
Board Member
(passed away in April)



Emma Godbee,
Board Member
(replaced Ms. Baldwin
in June)



Mike Thomas
(replaced Mr.
Westervelt in
November)

Clayton County Water Authority Executive Team



H. Bernard Franks,
General Manager



Teresa Worley,
Assistant General
Manager, Support
Services



Keisha Thorpe,
Assistant General
Manager,
Operations

2021 Brought Changes to CCWA Board of Directors

In April, board members and staff were saddened by the passing of Board Member Vivian Baldwin. The board later welcomed Ms. Emma Godbee as the Board of Commissioners' replacement for Ms. Baldwin's seat. In August, the board celebrated the accomplishments of long-time member John Westervelt as he prepared to move out of the county. This led to the Board of Commissioners appointing retired CCWA general manager Mike Thomas to fill Mr. Westervelt's seat. Mr. Thomas is only the second board member to previously serve as general manager of the authority. Ed Huie also served in both roles. [Read more about this on page 5.](#)



CCWA Mourns the Passing of Board Member Vivian Baldwin

She was a valuable and cherished member of our board. Her impactfulness will be missed throughout our utility."

Clayton County Water Authority board members and staff were saddened by the passing of Board Member Vivian Baldwin on April 7, 2021.

Baldwin was appointed to the CCWA Board of Directors in May 2017 by the Clayton County Board of Commissioners. During her time as a board member, CCWA adopted its 2020 Strategic Master Plan, its first Strategic Asset Master Plan and implemented a new Customer Information System.

"We are honored to have had the opportunity of serving alongside Mrs. Baldwin on the CCWA Board of Directors," states CCWA Board Chairman Robin Malone. *"As a staunch education and community advocate for Clayton County, she has served our community well."*

When first appointed to the board, Baldwin stated that she wanted to personally learn all she could about water, and she had no idea so much went into providing water services. She often said she had 'a new appreciation for what we do as a water utility'. She appreciated industry conferences which enabled her to get an up-close look at heavy equipment. She went on to earn the American Water Works Association's public officials' certification.

"Mrs. Baldwin carried herself with such dignity and professionalism. She cared diligently for the Clayton County Water Authority employees and for the community as a whole. We will miss her intellectual humor and gentle smile," adds CCWA General Manager H. Bernard Franks.

Westervelt Honored for 18 Years of Service on CCWA Board

CCWA Board Member John Westervelt was honored in August 2021 for 18 years of service on the board before he and his wife Vicki moved out of the county. Clayton County District 3 Commissioner Felicia Franklin presented Mr. Westervelt with a proclamation on behalf of the Board of Commissioners. The CCWA Board and General Manager H. Bernard Franks presented Mr. Westervelt with a service award for all his contributions.



Awards Earned in 2021



1 GAWP Distribution System Excellence Platinum Award **(3 years)**.



2 GAWP Collection System Excellence Platinum Award **(7 years)**.



3 GAWP's Alva T. Storey Award - D&C Conveyance Manager Cornell Sims.



4 GAWP Consumer Confidence Report Award (Annual Water Quality Report) - Large Surface Water Systems.



5 GAWP Laboratory QA/QC Gold Award - Municipal Wastewater Lab Serving Greater than 20 Million Gallons Per Day (MGD) - W.B. Casey Water Resource Recovery Lab **(2 years)**.



6 Georgia Member Association of the Water Environment Federations (GWEF) Burke Safety Award - Northeast Water Reclamation Facility.



7 Georgia Utility Contractors Association (GUCA) in Kind Service Award 2021.



8 GAWP Golden Manhole Society Inductee Conveyance Manager Cornell Sims.



9 GAWP's Denise Skinner - Hurst Pretreatment Award went to Environmental Compliance Manager Jennifer Brandon.



10 Public Relations Society of America - Georgia Chapter - Phoenix Award in Community Relations - Associations / Government / Nonprofit Organizations - **I'm Invested! Rate Awareness Campaign.**



11 Government Finance Officers Association's (GFOA) Distinguished Budget Presentation Award.



12 Cityworks Innovate Conference Award for Excellence in Departmental Practice - Spatial Assets.



13 GAWP Public Education Program of Excellence in Water – for Large Systems.

14 GAWP Production Plant Platinum Award for 100 percent compliance in 2020 – JW Smith Water Production Plant (**12 years**)

15 GAWP Production Plant Platinum Award for 100 percent compliance in 2020 – Terry R. Hicks Water Production Plant (**20 years**)

16 GAWP Production Plant Platinum Award for 100 percent compliance in 2020 – W.J. Hooper Water Production Plant (**23 years**)

17 GAWP Biosolids / Residuals Program of Excellence for Small Operating Systems - Less than 5 Dry Ton Category - Northeast Water Reclamation Facility.

18 GAWP Water Reclamation Facility Platinum Award for 100 percent compliance in 2020 - Shoal Creek Water Reclamation Facility (**23 years**).

Clayton County Water Authority and Clayton County Government Receive WaterFirst Community Designation

Clayton County Water Authority and the Clayton County Government received WaterFirst Community designations in April from the Georgia Environmental Finance Authority's (GEFA) WaterFirst program for its commitment to the stewardship of water resources for environmental and economic benefits.

The designation was presented by GEFA WaterFirst Program Manager Ansley who noted that Clayton County is the 40th community in Georgia to earn this designation.

WaterFirst Communities are eligible for financial and other benefits from the state, including a 1% interest rate reduction on loans, annual eligibility for water-related Community Development Block Grants administered by the Georgia Department of Community Affairs, and priority status for the 319(h) Grant Program administered by the Georgia Environmental Protection Division.'

Clayton County and CCWA's

notable accomplishments include:

- 1** Clayton County and the CCWA have zoning controls in place to protect water resources such as buffer requirements that exceed the minimum state requirements.
- 2** The CCWA has extensive community outreach programs about the importance of water resources, water quality, water conservation, and water supply.
- 3** The CCWA is in the planning process for building a larger pelletizing facility that will be able to process biosolids from all its wastewater facilities.
- 4** Clayton County's Office of Resiliency and Sustainability is implementing a proactive approach to hazard mitigation and floodplain protection.
- 5** The CCWA has financial discount programs for customers experiencing hardships or customers that are veterans or senior citizens.



Clayton County Water GM Makes History as **First African American President** of the Georgia Association of Water of Water



CCWA's General Manager H. Bernard Franks made history on July 12, 2021, when he began serving as President of the Georgia Association of Water Professionals (GAWP) during the association's annual conference in Savannah.

Franks is the first African American to serve in this role. He brings more than 25 years of service at CCWA, a passion for the water industry, and a long record of service to GAWP throughout his career.

"I am proud to have served in the water industry now for over 25 years. As servant leaders, we should all give thanks for this opportunity to be caretakers of the most valuable, life-sustaining natural resource in the world – water," Franks adds. ***"As water professionals we grow and prosper due to our diversity, humility, integrity, and innovation."***

Franks leads the Association to its 90th anniversary in 2022. He will oversee the development of a new Strategic Plan for the Association, focusing on how GAWP will assist with the most critical needs of Georgia water

professionals in the next decade. His theme for his leadership year is ***"Why Water Matters"*** as he works to further the understanding and appreciation of the industry, and the work of water professionals.

"Bernard inspires me to think big about the future of the water profession, and how the association can serve and lead to more innovation and protection of precious water resources," says GAWP Executive Director Pam Burnett. ***"His style of servant leadership brings people together to do more than they could as individuals, to build a thoughtful and supportive community of water professionals."***

"We are extremely proud of Mr. Frank's ascension to president of the Georgia Association of Water Professionals. His commitment to CCWA, and the water industry, has made him one of the most respected water professionals in the nation," adds CCWA Board Chair Robin Malone. ***"He is knowledgeable, forward thinking and a visionary; all attributes necessary to lead GAWP over the next year."***

Affordability Programs Provide More than **\$98,000** in Assistance to Customers

Clayton County Water Authority funds its Affordability Programs (Hardship Assistance and Low-Income Discount) from cell tower revenue and its alliance partnership with Gas South. Both programs are administered by the Clayton County Community Services Authority. Hardship Assistance was created in late 2006 and has expanded as funding sources grew over the years. During 2020, the level of assistance provided qualifying customers was increased from \$200 in a 12-month period to \$400 to help customers impacted by the COVID-19 pandemic. This increased assistance was in effect until December 2021.

CCWA's Low-Income Discount Program was created in May 2021 to replace the Senior Discount and Veteran's Discount Programs. The program allows all customers under 150% of the federal poverty level guidelines to receive a monthly discount up to \$5.00 on their water and sewer bill (\$2.50 off water and \$2.50 off sewer).

In 2021, CCWA's Affordability Programs were able to provide more than \$98,000 in assistance to 1,033 customers.

Program	Number of Customers Assisted	Assistance Provided to Customers
Hardship Assistance	396	\$75,683
Senior & Veterans Discount (Ended in April)	435	\$6,809
Low-Income Discount (Began in May)	202	\$16,393
Totals	1,033	\$98,885

Low Income Household Water Assistance Program (LIHWAP) Provides Close to **\$30,000** in Assistance

In addition to CCWA's existing Affordability Programs, CCWA and Clayton County Community Services Authority, Inc. partnered in mid-November to bring the Low-Income Household Water Assistance Program (LIHWAP) to Clayton County residents. LIHWAP is a federal program that helps low-income households pay for drinking water and wastewater for their homes. Funding is provided through the American Rescue Plan Act of 2021.

LIHWAP assists low-income households with their water bills and any associated fees. Water assistance is provided through this program once per calendar year and will operate until federal funds are exhausted. Assistance is based on the client's gross income and household size. Priority target groups include those whose bills are past due, age 60 or over, and/or persons with a disability, and/or at least with one child under 5 (five) years of age in the home.

The program provided a total of \$29,746 in assistance to 47 CCWA customers in the six weeks it was in place during 2021.

Learn more about CCWA's Affordability Programs at: <https://www.ccwa.us/affordability-programs/>



CCWA Engaging in Outreach Amidst Pandemic

Virtual Career Days

CCWA participated in many virtual career days throughout the year. Our ambassadors enjoy introducing students of all ages to the water profession and what it has to offer.

Fix a Leak Week

CCWA celebrated Fix A Leak Week by putting together a series of videos showing customers how they can find and fix leaks in their home. The videos can be found on our YouTube Channel at Clayton County Water Authority.

Babb Middle School STEM Activity

In August 2021 a group of our CCWA Ambassadors met with 6th grade STEM students at Babb Middle School. Students were able to meet staff from our Stormwater Department and Environmental Compliance Laboratory. They also participated in activities teaching them about the importance of keeping our waterways clean.

Tap on the Go

Our Tap on the Go Team began making appearances again at community events in August 2021 after almost two years of no outreach. They participated in several events including Metropolitan North GA Water Planning District's 20th Anniversary Celebration and Clayton County Parks & Recreation Halloween Carnival. Through these events we were able to reach almost 1,500 members of our community.

Drinking Water Week

On May 5, CCWA celebrated National Drinking Water Week at our HQ Building. Customers were able to learn about Clayton County's drinking water and win prizes by answering questions from our prize wheel!

National Drinking Water Week was founded by the American Water Works Association to inform the communities of the importance of drinking water.





1st Place - Ava Lopez, Bulldog Bubblegum Tower, Babb Middle School



2nd Place - Jakia Settles, Aquarium Tower, Rex Mill Middle School



3rd Place - Athena Le, Flaming Sriracha Tower, Babb Middle School

Model Water Tower Competition

“From Today’s Youth Come Tomorrow’s Leaders – Let’s Lead Some To The Water Profession.” The third annual competition was held at our Shamrock Community Use Building. On April 21, 2021 CCWA hosted 21 sixth graders from three CCPS middle schools including Rex Mill Middle School, Babb Middle School & Mundy’s Mill Middle School. Students were taken through several test stations (materials, dimensions, hydraulics). On the following day, students participated in virtual interviews with our panel of judges. Based on the scores provided by the judges and data from each testing station, we determined the top three teams. Several superlative awards were also given. CCWA is proud of the efforts made by all of the competition’s participants. This is one of the many ways we enjoy facilitating our partnership with Clayton County Public Schools.



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.

Household Hazardous Waste Collection Day

CCWA hosted its first in person event of the Spring outreach season with our annual Household Hazardous Waste Collection Day on Saturday, March 27. This year, we hit a new record, servicing 540 vehicles during the event. To comply with CCWA’s social distancing guidelines, we did not gather information from residents or hand out educational literature. We appreciate our community for helping keep our streams and creeks free of hazardous waste.



W.B. Casey WRRF Polishing Plant Restores Flows to the Flint River

A new improvement project at the W.B Casey Water Resource Recovery Facility (WRRF) is restoring water flows to the Flint River for the first time in more than 40 years and it's already received a lot of attention. In 2018, the Georgia Water Coalition featured CCWA as a Clean Water Hero on its statewide Clean 13 list due to the construction of this \$16 million system that has the potential to solve challenges facing Clayton County, the Flint River, and downstream communities that rely on it.

CCWA built a new discharge outfall from the W.B Casey WRRF to the Flint River and a "polishing" plant. The polishing plant removes additional phosphorous to meet more stringent state environmental requirements for direct discharge into a river. Phosphorous is a natural element found in plants and animals. It's also a common ingredient in fertilizer. Excess nutrients, such as phosphorous, can lead to an algae bloom. This can impact water quality by reducing oxygen levels in rivers and streams and overwhelm aquatic life.

Before this polishing plant was fully operational in 2021, all treated flows from the W.B. Casey WRRF were sent to the E.L. Huie Jr. Constructed Treatment Wetlands. The slower movement of water and abundance of vegetation in the wetlands filter out these nutrients. However, flows to the Wetlands go into the Ocmulgee River basin and not the Flint River basin. This results in a loss of about 12 million gallons per day for the river, which also supports several downstream users including Fayette County, most of Coweta County, the City of Griffin and other communities.

Reduced water flows also disrupt the balance of the Flint's ecosystem making it difficult for fish and other creatures to survive.

By returning up to 6.6 million gallons per day (MGD) to the river, the Casey WRRF project will improve the Flint's overall health for Clayton County and numerous downstream neighbors.

The benefits go beyond nutrient removal and increased Flint River flows. The W.B. Casey WRRF improvements also help CCWA get ahead of expected growth in the area by increasing the total treatment capacity at the WRRF. The discharge to the Flint will support sustainable growth and help reduce the interbasin transfer to the Ocmulgee River basin.

CCWA recognized the need for expanded treatment capacity and looked at various options on how to manage the need based on growth. The Flint and its creeks also feed into the reservoirs that serve as CCWA's water supply. Finding a sustainable balance is a key reason CCWA partnered with American Rivers, Flint Riverkeeper, and other utilities in 2013 when the Upper Flint River Working Group was first convened.

"Clayton County Water's decision to upgrade its treatment plant and take water from the wetlands system and return it to the Flint River where it came from, is a great step forward for the river and all the communities that depend on it," says Ben Emanuel, American Rivers, Director, Clean Water Supply.

The improvements at the W.B. Casey WRRF position Clayton County for future growth, maintain its role as a good upstream neighbor, restore Flint River flows, and continue to showcase CCWA's leadership by putting action behind its mission statement of providing quality water and quality services to the community.





Tourism Authority Marketing Grant Helps Fund Newman Wetlands Center’s “Welcome to the Wetlands!” Project

Clayton County’s Tourism Authority Board selected CCWA Melvin L. Newman Wetlands Center’s **“Welcome to the Wetlands!”** project as one of its marketing grant recipients in August 2021. The \$39,300 grant, along with \$13,100 in matching funds from CCWA, will help make NWC more accessible to all visitors and better tell NWC’s story.

Melvin L. Newman Wetlands Center has been the focal point of CCWA’s public education efforts since it opened in 1995. Senior Conservationist Danielle Bunch and Conservationist Jasmine Scott continue enhancing programming & physical space to be more inclusive and accessible for all visitors.

Grant funds have already been used to purchase the center’s first all-terrain power chair so guests with accessibility difficulties can use it to explore the walking trail and boardwalk.

Other grant funded projects include a new website with a page dedicated to accessibility and an interactive trail map featuring audio descriptions.

A cultural connections video highlighting some of the African American history of the property and a wetland education video providing a detailed look at the educational programming offered by NWC staff are being produced by David Shapiro Enterprises (a CCWA certified small local business).

Other grant funds will be used to hire an accessibility consultant to help update and plan for the future, and on marketing materials to reach new visitors. These grant-funded projects are to be completed by May 2022.

CCWA Water Tanks Get A New Look

CCWA’s Forest Avenue tanks in Forest Park and Noah’s Ark Road tanks in Jonesboro were reconditioned and painted. They now proudly display CCWA logos. The Forest Avenue tanks in Forest Park also feature the City of Forest Park’s logo.



CCWA Pulls Together During Boil Water Event after Contractor Hits Water Main

A CCWA contractor hit an 8" cast iron water main around 4 p.m. on August 24, causing a complete loss of pressure in the pipe. This affected approximately 600 customer accounts in the Lovejoy/Hampton area, mainly east of Tara Boulevard from McDonough Road to Talmadge Road and west of Tara Boulevard on Talmadge Road and Fuller Street. The incident led to a boil water advisory, which is required by Georgia EPD when there is a complete loss of pressure.

The event started as a routine call for Distribution Maintenance Troubleshooter Mike Crews, who was first on the scene and quickly realized the gravity of the situation. In Customer Service, Catrina Tanner, Eunice Estremera, Bridgett Cuzzort and Kawanis Howell were fielding a flurry of 'no water' calls. Distribution Maintenance Manager Don Conner then arrived on the scene, providing updates to Water Production, Executive Management and Communications as crew members Jonathan Smith, Mike Crews, Ricky Harness, Martin Green, Eli McDowell, Calvin Crumbley, Anthony Moss, Cody George and Craig Fincher arrived to repair the pipe. Hicks Plant Manager Ben Teal and operators Tanya Crook, Rodney Reid, Nate Lee and Dalton Cannon were working behind the scenes at the plant.

Water Production Director Coty McDaniel declared a boil water advisory was necessary as a precautionary measure for the safety of our customers.

He notified Georgia EPD while Communications Manager Suzanne Brown worked with Spatial Assets staff Bryan St Mary and Jeremy Manny, Customer Accounts Director Rodney Perkins, Meter Services Supervisor Brandon Thomison and Business Analyst Tracee Monroe, to create the customer call list and notify them via outbound call about the advisory. Suzanne notified the media, while Communications Specialist Raven Reese updated the website and created graphics/posts for Facebook updates.

The D&C crews worked until 1 a.m. Wednesday completing the repair, flushing, and disinfecting the pipe. The next morning, Environmental Lab & Compliance Manager Michael Arnette and his lab team Melissa Hammond, Meagan Lennon and Richard Coppins began collecting water samples for testing, a requirement during a boil water event. Meanwhile Communications staff continued providing updates to customers. All test samples came back negative for any harmful bacteria and CCWA lifted the advisory on August 26 at 11 a.m.

Boil Water events are rare for CCWA and stressful. This team from various departments did a great job working together to repair the pipe, test samples and communicate to customers.

"I could not be prouder of our team of water professionals and how they pulled together for the safety of our customers," adds CCWA General Manager H. Bernard Franks.



Small Local Business Enterprise Program

Learn. Grow Connect



SLBE Program Pays Out More than

\$10 Million in Utilization Dollars

CCWA's Small Local Business Enterprise Program (SLBE) had a strong year in 2021. They added 31 small businesses to the list of certified SLBEs ending the year with 194 certified firms. CCWA utilized 24 certified SLBE's and paid out more than \$10 million in utilization dollars.

CCWA is committed to the business community and 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.

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.

The program hosted regular informational workshops and business development workshops virtually on a variety of topics of interest to small businesses.

To learn more about CCWA procurement opportunities and our Small Local Business Enterprise Program, visit: ccwa.us.



SLBE Program Welcomes

New Coordinator

Isabel Parrilla joined CCWA as the program's new coordinator in October 2021.

"Small business is the backbone of our community bred by passionate, entrepreneurial spirits," Parrilla says. "Small business is a fearless career that I applaud as I have seen firsthand how much effort it takes to be successful."

Parrilla worked as an Ops and Development Manager for Tysam Tech, a locally owned, minority and women owned small engineering consulting firm in the U.S. Virgin Islands prior to joining CCWA in October 2021.

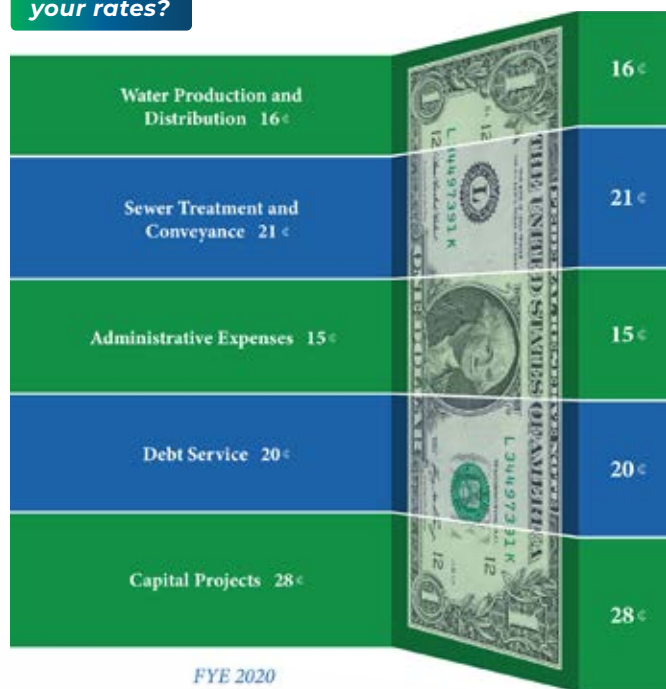
This experience gave her a true understanding of what it takes to operate a small business and the importance of the business-to-business relationship.

"It is my hope to create opportunities for our local small businesses by continuous community engagement. The contractual, development, and networking opportunities are endless at CCWA, and it is my sole duty in becoming a partner to ensure that every small local business in our community and neighboring communities have access to those opportunities to foster business growth," she adds.

Rate Adjustment Helps CCWA Invest for Future Generations

How does CCWA invest

your rates?



New base and usage rates went into effect in January 2021 to help fund CCWA's 2020 Strategic Master Plan. The 10-year strategic master plan (SMP) sets priorities for maintaining and improving our infrastructure, facilities, and operations that contribute to the overall quality of life in the county. The SMP identified 146 projects totaling nearly \$626 million worth of essential projects to meet the community's needs through 2030. 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.

The 10% adjustment was the first change in rates since 2016. For the average residential customer using 4,000 gallons of water and sewer per month, the change was less than \$5 a month or less than 16 cents a day. This represents nearly 2 out of 3 of our customers.

Even with the rate adjustment, CCWA will also 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.

Communications Staff Earns Phoenix Award for "I'm Invested" Campaign

CCWA was awarded a Phoenix Award in Community Relations by the Georgia Chapter of the Public Relations Society of America (PRSA) for its 2020-21 rate awareness campaign "I'm Invested." The goal of the campaign was to build understanding and prepare customers for CCWA's first rate adjustment in five years. The Phoenix Awards celebrate the best public relations programs of the year and highest standards of performance from Georgia PR professionals. There were 132 submissions from Georgia based corporations, organizations, and

other entities including several Fortune 500 companies, PR agencies, local municipalities, and non-profit groups. These were whittled to 56 finalists including CCWA.

"We have nearly 400 dedicated professionals working to meet the community's needs, and this award is a reminder that it's also important to share the 'why' of what we're doing every day," adds General Manager H. Bernard Franks.



Huie Nature Preserve Gains Traction And Excitement of Community Leaders

CCWA created the Huie Nature Preserve Foundation, Inc. in 2019 with the vision to create a recreation and educational amenity unlike anything in the metro Atlanta region. The vision builds on existing community assets, the Melvin L. Newman Wetlands Center, Shamrock/Blalock Reservoirs, and Shamrock Community Use Building.

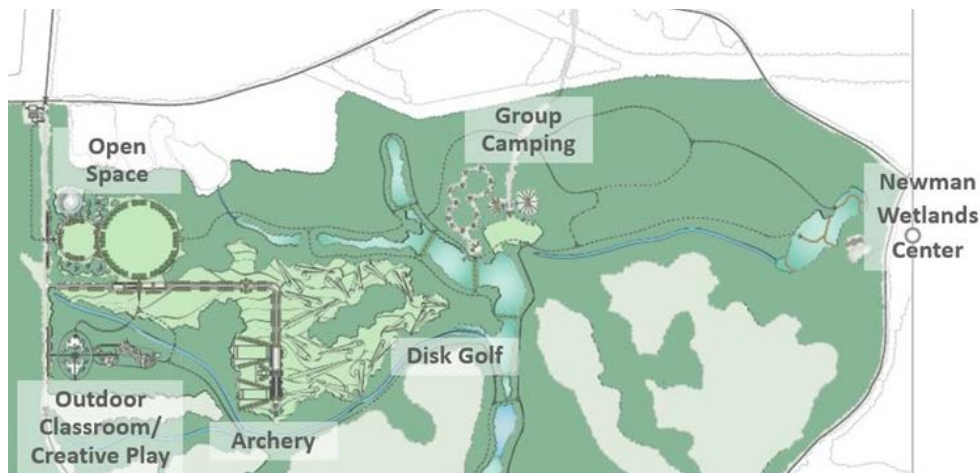
The Huie Nature Preserve involves developing some of the 4,000 acres of land that was previously used for spray irrigation in the wastewater treatment process. Phase 1 is approximately 625 acres of land on the south side of Freeman Road between CCWA's Natural Treatment Systems Admin Building and the Newman Wetlands Center.

After a feasibility study conducted in 2020 by a fundraising consultant verified that the preserve was a viable project, 2021 was spent finalizing details for Phase 1, applying for grant funding, garnering the interest and excitement of local community leaders, and expanding the board.

“We are seeing a lot of excitement from community leaders as they learn more about our vision for the Huie Nature Preserve,” says Huie Board Chair Mike Thomas. ***“We look forward to getting out in the community in 2022 to introduce the plan to others and build on the traction we gained in 2021.”***

Update Huie Nature Preserve Master Plan

Phase I Plans



Huie Nature Preserve Foundation Board of Directors

Mike Thomas
Board Chair

Robin Malone
CCWA Board

Marie Barber
CCWA Board

H. Bernard Franks
CCWA

Teresa Worley
CCWA

Detrick Stanford
Clayton County Government

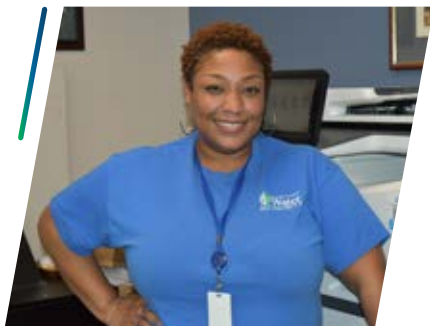
Janetta Greenwood
Clayton County Public Schools





Behind the Tap Series

CCWA's water professionals are proud to serve our community. Learn more about us in our Behind the Tap Series blog at www.ccwa.us/blog.



Connect with Us



Website:
<https://www.ccwa.us/>

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Quality Water, Quality Services.