

# WATER WORKS

VOLUME 27-ISSUE 1 // WINTER 2024

## New Rates Take Effect in 2024

Every year, we review our water and wastewater rates to ensure that we can fund our ongoing operations while making continuous investments and improvements in our facilities, our systems, our people, and our community based on our 10-Year Strategic Master Plan. We receive no tax dollars and rely entirely on water, sewer, and stormwater revenues to fund operations.

New rates for water and wastewater will take effect beginning on January 1, 2024, and will be reflected in February 2024 bills. For the average residential water and sewer customer\* this means an additional \$4.50/month or about 15 cents a day. This will affect all customers except for our Stormwater Only accounts since Stormwater fees will remain the same.

We take our responsibility to the community seriously and appreciate the trust our customers place in us to wisely invest rates back into Clayton County. Each dollar we put into CCWA now contributes to the overall economic development and quality of life in Clayton County for families today and tomorrow.



## CCWA Earns Multiple Industry Awards

Clayton County Water Authority earned several awards from the Georgia Association of Water Professionals at the annual Fall Conference in Athens, Georgia:

- The W.B. Casey WRRF (Water Reclamation's Central Lab) won the Laboratory QA/QC Award for Municipal Wastewater Systems Serving Greater than 20 million gallons per day. Utilities must earn a quantitative score of 95 or higher.
- Conveyance maintenance staff brought home the 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.
- Distribution Maintenance Staff earned their 4th Platinum Distribution System Award. Water distribution system programs focus on maintenance of the water lines that deliver potable water from CCWA's system to homes and businesses.
- The Environmental Protection Agency (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 2023 report covers testing dates January 1, 2022 – December 31, 2022. This is a collaborative effort between Communications and Water Production's Lab Staff.



## Finance Earns Special Recognition

Finance staff earned their 36th Certificate of Achievement for Excellence in Financial Reporting and its 16th Governmental Finance Officers Association (GFOA) Distinguished Budget Award with Special Recognition for Long Range Financial Plans. The Certificate of Achievement recognizes CCWA's commitment to transparent financial reporting, meeting both accounting principles and legal requirements.



## CCWA's New Emergency Alert System

Clayton County Water Authority is launching its new Emergency Alert System powered by Everbridge on January 1, 2024. This system will be used to notify customers about extended service outages, boil water advisories and any other emergencies that may impact your service. Messages will be sent to you via cell phone, SMS, home phone, or e-mail to ensure real-time notification.



The information we use to contact you comes from data we already have on file and from Everbridge's Resident Connect data system. To learn more, visit: [ccwa.us/emergencyalerts](https://ccwa.us/emergencyalerts)

## CONVENIENT BILLING & PAYMENT OPTIONS

### Invoice Cloud

Pay online ([ccwa.us](https://ccwa.us)), or by phone (770.960.5200), using our payment processing partner Invoice Cloud. A \$2.25 convenience fee is charged for each transaction.

### Go Paperless

Cut the clutter and go paperless. Visit [www.ccwa.us](https://www.ccwa.us) to sign up for Paperless Billing.

### Kiosk

Pay your CCWA bill at our 24/7 self-service payment kiosk located at 1600 Battle Creek Road Morrow, GA 30260 – 4302. The kiosk accepts all forms of payment: cash, check, credit and debit cards.

### 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.

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## Highlights

### Rivers Alive

CCWA held our annual Rivers Alive Stream Cleanup at Swint Elementary on October 21. Over 170 community volunteers and staff showed up to help us pick up trash surrounding a local stream. Volunteers were able to enjoy lunch and learning activities including our What Not to Flush cornhole game, EnviroScape demonstration and prize wheel.

CCWA would like to thank our community volunteers and staff for helping make the event a success! We look forward to hosting the event again next year.



### Wetlands and Watershed Festival

On November 4, our annual Wetlands and Watershed Festival brought together a vibrant community of nature enthusiasts, conservationists, and curious minds. With over 380 attendees, the event celebrated the importance of wetlands and watersheds in preserving our environment. We extend heartfelt gratitude to our dedicated staff, whose hard work and passion made this festival possible.



### Winterize Your Pipes When Temperatures Drop

Winter is here! Be mindful that 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. Prepare for freezing temperatures by following these tips to prevent your pipes from freezing and bursting.

- Remove, drain, and store hoses used outdoors.
- Close inside valves supplying outdoor spigots/hose bibs. Open the outside spigot/hose bibs to allow water to drain. Keep the outside valve open so that any water remaining in the pipe can expand without causing the pipe to break.
- 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.
- Check around your home for other areas where water supply lines are in unheated areas. Look in the basement, crawl space, attic, garage, and under kitchen and bathroom cabinets. Both hot and cold-water pipes in these areas should be insulated.



For more information, visit us at [ccwa.us/winterizeyourpipes/](https://www.ccwa.us/winterizeyourpipes/)

### Thank you for an Amazing Outreach Season!



CCWA would like to thank everyone in our community for a fantastic outreach season! We reached over 30,000 people, sharing important information at events like Rivers Alive Stream Cleanup and our Wetlands & Watershed Festival. We enjoyed being part of various county and city events, connecting with customers, and spreading awareness.

Want to see CCWA Water Professionals at your school event? Check out resources for teachers and students at: <https://www.ccwa.us/educational-resources/>

We are now accepting requests for the 2024 Tap on the Go Season beginning in March 2024. To fill out our request forms, visit our website at: <https://www.ccwa.us/totg/>

For questions regarding community engagement, contact the Communications & Community Relations Department at [CCWA\\_CommunityRelations@ccwa.us](mailto:CCWA_CommunityRelations@ccwa.us)



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