

New Rates Take Effect in 2025

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, 2025, and will be reflected in February 2025 bills. An average residential customer with water and sewer services uses 4,000 gallons a month. These customers will see an increase in their monthly bill of \$4.82. This is approximately 16 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 Celebrates Multiple Industry Awards

Clayton County Water Authority earned several awards from the Georgia Association of Water Professionals (GAWP) at the annual Fall Conference in Jekyll Island, Georgia:

- The W.B. Casey WRRF (Water Reclamation's Central Lab) won the **Laboratory QA/QC Platinum 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 the **Distribution System Platinum 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 Terry R. Hicks Water Production Water Quality Laboratory won the **Laboratory QA/QC Gold Award** for Drinking Water Serving Greater than 100,000.
- Customer Service Manager Catrina Tanner earned the **Customer Service Award**. This award is presented to an individual who has distinguished themselves by demonstrating excellence in customer service or who utilized innovation to develop an efficient operational process which resulted in a positive and memorable experience for the customer.



Your Water, Our Priority

Find out how CCWA is addressing the Lead and Copper Rule Revision and ensuring safe water for our community.

Learn more at <https://www.ccwa.us/lead-awareness/>

Coming Soon!

Ever wondered how water gets to your faucet?

Our **Behind the Flow** Customer workshops will offer an inside view of water processes and tips for managing water use at home.

Stay tuned for more details in 2025!



Clayton County Water Authority's **Care. Connect. Conserve.** connects our customers with services that are available in times of need.

For more information, please contact us at **(770) 960-5200** or visit us online:



www.ccwa.us



Quality Water, Quality Service

Rivers Alive Stream Cleanup

CCWA held our annual Rivers Alive Stream Cleanup at Mundy's Mill High School on October 19. 144 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 & Watershed Festival

On November 2, 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.



Protect Your Pipes When Temperatures Drop

With cold weather here, it's time to safeguard your pipes against freezing! When temperatures dip to 32 degrees Fahrenheit or below, pipes are at risk of freezing, which can lead to costly repairs. A little preparation now can save you trouble later. Here's how:



- Insulate pipes in unheated areas like basements, attics, and garages to prevent freezing.
- Let one faucet slowly drip during extremely cold temperatures to keep water flowing and reduce pressure on pipes.
- Keep cabinet doors open under sinks to allow warm air to circulate around pipes, especially if they're on exterior walls.
- Seal gaps and cracks around windows, doors, and vents to prevent cold air from reaching your pipes.
- Know how to shut off water in case a pipe does freeze, to minimize damage and avoid costly repairs.
- Use outdoor faucet covers to protect hose bibs and prevent water from freezing in the pipes connected to outdoor faucets.

Stay ahead of the chill! For more details, visit <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 40,000 people, sharing important information at events like our 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 2025 Tap on the Go Season beginning in March 2025. To fill out our request form, 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.

CONVENIENT BILLING & PAYMENT OPTIONS

Invoice Cloud

Pay online ([ccwa.us](https://www.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 to sign up for Paperless Billing.

Kiosk

Pay your CCWA bill at our self-service payment kiosk located at 1600 Battle Creek Road, Morrow, GA 30260

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 small 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 a pin-based debit card. Once the transaction is processed, the customer receives a receipt as proof of payment.

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