

# WATER WORKS

Providing Quality Water and Quality Services to Our Community



SUMMER 2025

## Students Shine at 7th Annual Model Water Tower Competition

On March 12, 24 sixth and seventh grade students from nine Clayton County Public Schools (CCPS) middle schools participated in a model water tower competition, each building their own innovative design. The competition provides information to young students on water resource engineering, infrastructure, water treatment and conservation with the hope that some will become future water professionals. Each team was judged on structural efficiency, hydraulics efficiency, design ingenuity, and an interview presentation.

Shown in Photos:

**1st Place** – Team Bubblegumdrops – Hannah Vo & Julie Nguyen  
– Elite Scholars Academy

**2nd Place** – Adonis Dial – Adamson Middle School

**3rd Place** – Emily Soberanis – Babb Middle School

**Best Engineering Design** – Yojam Luna-Sanchez – Forest Park Middle School

**Award for Structural Excellence** – River Thornton – Rex Mill Middle School

**Outstanding Presentation/Judge's Choice** – Melina Vorce-Kassurova  
– Elite Scholars Academy

**\*Team Bubblegumdrops went on to earn 3rd place at the third annual State Model Water Competition held in April at The Water Tower in Buford.**



1st Place



2nd Place



3rd Place



Best Engineering Design



Award for Structural Excellence



Outstanding Presentation/Judge's Choice

## Smart Metering Initiative Is Underway

As part of our Strategic Master Planning, CCWA has launched an Advance Metering Infrastructure (AMI) solution, also known as Smart Meters, to enhance service and improve water system efficiency. Nearly 95% of water meters will be replaced with smart meters by 2028.

Smart meters use an integrated system of advanced meters, communication networks, and data management tools to remotely collect water usage data in real time. This technology will streamline our operations by eliminating the need for manual meter readings or truck rolls, allowing for more efficient system monitoring and planning.

Smart meters also benefit you, our customer, by providing nearly real-time water usage data. This helps spot leaks early and allows for quicker, more precise service. Customers will have access to the same water usage information we do, making it easier to monitor and manage water use at home.



Installations began in March and are handled by our contractor, Utility Metering Solutions (UMS). Residential customers will receive a postcard, an automated call, and a doorhanger once installation is complete. For commercial, industrial, and large-meter customers, UMS will coordinate directly with property managers to avoid disruptions. By the end of 2028, approximately 85,000 meters will be upgraded through the Smart Metering Initiative.

We're also sharing updates through social media, community events, and our website. For FAQs, updates, and an installation map, visit [ccwa.us/smartmeters](http://ccwa.us/smartmeters) or scan the QR code.

### What to Expect During Your Smart Meter Installation - Residential Customers



- o Easily identifiable installation crews - UMS will be in a marked vehicle wearing a uniform with the UMS logo and carrying an ID badge.
- o Customers do **NOT** need to be home during the meter change.
- o Installers will **NOT** need to enter your home.
- o Installation usually takes between 15 and 30 minutes.
- o Water will be turned off briefly during installation. If water is in use when crew arrives, they will come back another time to complete work.
- o After installation, UMS will flush the water line through an outdoor water spigot.
- o Crew will leave a doorhanger with information about the installation after it has been completed.

## Upcoming Workshop: Everything Customer Service – August 19

Join us for our next Behind the Flow Community Workshop focused on Everything Customer Service. This session will cover payment options, how to navigate our customer portal, and the range of services available in person, by phone, and through our back-office operations. Scan the QR code to register and learn more.



Mark your calendar — our final workshop of the year will take place on November 18 and will focus on Everything Freezes & Everything Fats, Oils & Grease (FOG).

## Forest Park Self-Service Kiosk Back in Service

The Forest Park self-service payment kiosk is back in operation! Located at 526 Forest Parkway, Suite A, this 24/7 kiosk allows customers to conveniently access their accounts by entering either their account number and street number or their last name and street number.

Features include:

- English, Spanish and Vietnamese language options
- Around-the-clock access for bill payments
- Accepts check and card payments (cash payments are accepted only at our Morrow kiosk)
- Interactive and easy-to-use interface



Quality Water, Quality Service

1600 BATTLE CREEK ROAD, MORROW, GA 30260 // CUSTOMER SERVICE 770.960.5200 // [WWW.CCWA.US](http://WWW.CCWA.US)



## CCWA Staff Earn Industry Awards

- Clayton County Water Authority (CCWA) received multiple awards at the Georgia Association of Water Professionals (GAWP) Spring Conference, as well as several other honors:
- **GAWP Golden Hydrant Society Inductees** – CEO H. Bernard Franks and Distribution & Conveyance Director Lamar Hamlin
  - **GAWP Education Program of Excellence** – CCWA Communications & Community Relations
  - **GAWP Excellence In Community Engagement** – Newman Wetlands Center

Additionally, all three water production plants earned GAWP Platinum Awards for 100 percent permit compliance in 2024:

- J.W. Smith Water Production Plant – 16 years platinum
- Terry R. Hicks Water Production Plant – 24 years platinum
- W.J. Hooper Water Production Plant – 27 years platinum

Shoal Creek Water Reclamation Facility was awarded a Platinum Award, and Northeast Water Reclamation Facility was awarded a Gold Award for achieving 100% compliance in 2024.



## Don Conner Earns 3rd Annual Employee Excellence Award

Distribution Manager Don Conner was awarded the third annual Water Professionals Excellence Award. The award recognizes one employee’s qualities and contributions they have made at CCWA. According to Chief HR Officer Anquilla Henderson, “Don brings invaluable strengths to his role as Distribution Manager, demonstrating professionalism, dedication, and a strong work ethic. His commitment and compassion significantly boost team morale, making him an essential asset to CCWA.”

## Enjoy Summer at CCWA’s Public Recreation Areas

Summer is a great time to enjoy fishing, canoeing, or having a picnic in a beautiful natural setting at one of CCWA’s public recreation areas. \$5 per vehicle for Clayton County residents, or \$30 for a season pass. For more information, visit [www.ccwa.us/fishing-information](http://www.ccwa.us/fishing-information)

## Outdoor Water Wasters to Watch

- As temperatures increase, it is tempting to use more water than usual. Here are some tips to conserve water during the summer! Don’t over-water your lawn. Generally, lawns only need watering every 5 to 7 days in the summer. A hearty rain eliminates the need for watering for as long as two weeks. Buy a rain gauge to determine how much rain or irrigation your yard has received.
- Water lawns during early morning hours when temperatures and wind speed are the lowest. This reduces losses from evaporation.
  - Don’t water your street, driveway, or sidewalk. Position your sprinklers so that your water lands on the lawn and shrubs and not the paved areas.
  - Do not leave sprinklers or hoses unattended. Your garden hose can pour out 600 gallons or more in only a few hours. Use a kitchen timer to remind yourself to turn the water off.
  - Maintain your pool. Proper pool maintenance reduces the need for refilling throughout the summer.



Source: Georgia Department of Community Affairs

## CCWA Celebrates National Drinking Water Week

CCWA kicked off National Drinking Water Week — founded by the American Water Works Association to highlight the importance of safe, reliable water — with our annual Open House on May 4 at the Terry R. Hicks Water Production Plant. Visitors toured the facility, learned about the water cycle, and met the experts who treat their drinking water.

Our Water Quality Lab and Customer Service staff also hosted on-site activities with giveaways, helpful info, and a prize wheel, while our Tap on the Go team kept everyone refreshed. We’re proud to honor the vital role drinking water plays in our daily lives — and we can’t wait to see you at next year’s event!



### CONVENIENT BILLING & PAYMENT OPTIONS

#### Invoice Cloud

Pay online ([ccwa.us](http://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](http://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 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.

#### Kiosk

Pay your CCWA bill at any of our self-service payment kiosks located at 1600 Battle Creek Road, Morrow, GA 30260 - 4302 or 526 Forest Parkway, Suite A, Forest Park, GA 30297 - 2117.

Pay your CCWA bill at one of our self-service kiosks:

- 1600 Battle Creek Rd, Morrow, GA 30260 (accepts cash, check, credit & debit)
- 526 Forest Parkway, Suite A, Forest Park, GA 30297 (accepts check, credit & debit only)

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