

# WATER WORKS

FALL 2025

## Smart Meter Snapshot: Gaining Momentum from Spring to Fall

We launched our Smart Metering Initiative in Spring of this year and have been building momentum ever since. Approximately six months in, we've successfully upgraded nearly 15% of existing meters in the distribution system to smart meters. That represents more than 13,000 replacements, including ones installed by CCWA prior to the program launch. The initiative will continue through 2028.

Smart meters transmit water usage data remotely and more frequently. Best of all, you will have access to the same data on water use at your home or business that we will have. These meters allow for:

- More precise billing
- Faster identification of leaks or other issues
- Nearly real-time water usage tracking via the Eye on Water customer portal

If your meter has not been upgraded yet, here is a refresher on the notification process.

Before any meter installation, residents will receive a postcard a few weeks out, a call the week before, and then a door hanger after replacement with follow up information.

To see videos about the replacement process, find out where meters are being replaced on our project map, or just learn more about the smart meter program, please visit [ccwa.us/smartmeters](http://ccwa.us/smartmeters).



## CCWA Employees Earn Top Honors

Clayton County Water Authority (CCWA) employees recently received several top awards at the Georgia Association of Water Professionals (GAWP) Annual Conference.

- Champion of Diversity Award – Recognizing CCWA's strong commitment to diversity, equity, and inclusion.
- U.S. President's Volunteer Service Award – Silver Level (500–999 hours) – Honoring CCWA employees for their service to GAWP.
- Melven Williams, Talent Development Partner (pictured back row, far left) – Inducted into the Select Society of Sanitary Sludge Shovelers (5S) for his outstanding dedication to the association and its mission.
- GAWP BBQ Competition – CCWA's BBQ team, Hawgs for Humanity, brought home multiple awards, including 1st place in BBQ Chicken, 2nd place in BBQ Pork Ribs and Pork Butts, the Showmanship Award, and the title of BBQ Cookoff Champions.

We're proud of our employees for their achievements and their commitment to excellence in the water industry and the community!



## Clog-Free, Stress-Free: Don't Miss This Free Workshop

We're hosting a free workshop on Tuesday, November 18, from 9 AM–11 AM to help you keep your pipes safe this season. From grease buildup to freezing temps, learn the tips and tricks to stop costly clogs and burst pipes before they start.

Register today using the QR code on the flyer or visit [www.ccwa.us/communityworkshops/](http://www.ccwa.us/communityworkshops/)



## Update Your Info, Stay Informed

Making sure we can get in touch with you is just one way we keep our commitment to provide quality water, quality services. Having your current contact information means we can respond faster to your questions or let you know about upcoming projects in your area. Stay connected!

**Manage your account online:** log onto [www.ccwa.us](http://www.ccwa.us) and click on the My Account button

**Call us:** 770.960.5200

**Visit us in person:** 1600 Battle Creek Road, Morrow, GA 30260



## Newman Wetlands Center Receives Clayton County Tourism Authority Grant

CCWA’s Melvin L. Newman Wetlands Center staff were awarded \$30,000 in grant funds from the Clayton County Tourism Authority. These funds will be used to continue our efforts to enhance guest experiences by providing kayaks and safety gear for a brand new guided kayak program. We will also use the grant funding to put on the 2nd annual We Are Water Weekend on February 7-8, 2026, highlighting water conservation and introducing community members to various types of water recreation. There will be a film screening, gathering, book giveaway, flyfishing class, a Clayton County Water Resources tour, and much more.



## CCWA Dedicates Stormwater Building to Mike Glanton Sr.



Pictured (left to right): Mike Glanton Sr. and CCWA Chief Executive Officer H. Bernard Franks.

On Thursday, August 7, CCWA hosted a dedication ceremony in honor of **Mike Glanton Sr.** to recognize his decades of service to Clayton County. As part of the ceremony, CCWA dedicated the Stormwater Building in his name. A retired U.S. Army airborne combat veteran, Glanton dedicated more than 40 years to public service as a federal and state employee, community volunteer, and leader. He represented Clayton County in the Georgia House of Representatives for over 14 years before retiring in 2023, and was a steadfast advocate for the community and strong supporter of CCWA’s Stormwater initiatives.

A longtime Clayton County resident, Glanton and his wife, Pearla, live in Jonesboro. They have five adult children, 20 grandchildren, and 12 great-grandchildren. CCWA is proud to honor Mr. Glanton for his outstanding service and lasting contributions to our community.

## Protect Your Pipes When Temperatures Drop

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 are 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/winterizeyourpipes](http://ccwa.us/winterizeyourpipes)

## 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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