

WATER WORKS



WINTER 2025

New Rates Take Effect in 2026

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, 2026, and will be reflected in February 2026 bills. For the average residential water and sewer customer* this means an additional \$5.24/month or about 17 cents a day.

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 Honors at GAWP Fall Conference

CCWA received several awards from the Georgia Association of Water Professionals (GAWP) at the annual Fall Conference in Athens:

- **Laboratory Quality Assurance Award – Platinum:** The W.B. Casey WRRF earned the Laboratory QA Award for Municipal Wastewater Systems Serving Greater than 20 million gallons per day. Utilities must earn a quantitative score of 95 or higher.
- **Laboratory Quality Assurance Award – Gold:** The Terry R. Hicks Water Treatment Plant received the Laboratory QA Gold Award for Drinking Water serving greater than 100,000. Utilities must earn a quantitative score of 95 or higher.
- **Consumer Confidence Report Award – Gold:** 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 year. The winning 2024 report covers testing dates January 1, 2023 – December 31, 2023. This is a collaborative effort between Communications and Water Production's Lab Staff.
- **Wastewater Collection System Excellence Award – Platinum:** Conveyance Maintenance Staff brought home the Wastewater 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 System Award – Platinum:** Distribution Maintenance Staff earned the 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 Golden Beaker Award:** Water Production Lab Analyst Galwyn Hill was honored for leadership and excellence in the laboratory sector.
- **Ira C. Kelley Award:** Water Production Compliance Analyst Jasmine Scott was recognized for exceptional accomplishments in operating an environmental lab, mentoring others, and advancing laboratory practices.

We're proud of our employees for their achievements and their continued commitment to excellence in serving our community.



Our Smart Metering Initiative Moves Into Year Two

Our Smart Metering Initiative is going into its second year, and we're excited about the progress we've made in 2025. We started slowly in the spring to ensure meter replacements were going smoothly and then ramped up over the summer. By the end of the year, about 22% of existing meters in the distribution system had been upgraded to smart meters. That accounts for 20,000+ replacements, including ones CCWA completed prior to the program launch. The full initiative will continue through 2028.

Smart meters transmit water usage data remotely and more frequently, giving you access to the same detailed information we use.



That means:

- More precise billing
- Faster identification of leaks or other issues
- Real-time water usage tracking via the EyeOn Water customer portal

Waiting on your upgrade? Here's what to expect:

- A postcard a few weeks before your installation
- A reminder call the week prior
- A door hanger with follow up information once your meter is replaced

Make sure your contact information is current so you don't miss any updates. To learn more about our Smart Metering Initiative, watch videos on the program, or view our project map, check out ccwa.us/smartmeters/.

Quality Water, Quality Service

1600 BATTLE CREEK ROAD, MORROW, GA 30260 // CUSTOMER SERVICE 770.960.5200 // WWW.CCWA.US

CCWA Welcomes New Board Member Barbara Lumpkin



Ms. Barbara Lumpkin joined the CCWA Board of Directors in August 2025. Originally from Pennsylvania, she has lived in Georgia since childhood and is a graduate of Fort Valley State University. She retired from Lockheed Martin in 2013 after 33 years as an Electrical Inspector and has also worked as a daycare director, substitute teacher with Clayton County Public Schools, and poll worker. Ms. Lumpkin remains active in her church and community and brings a strong history of service to her role on the Board.

Fall Events Recap

CCWA wrapped up two major community events this fall. On October 18, nearly 100 volunteers and staff joined our Rivers Alive Stream Cleanup at Independence Park in Jonesboro, helping remove litter and taking part in educational activities.



On November 1, over 200 attendees visited the Wetlands & Watershed Festival, which featured nature exhibits, children's activities, guided walks, and hands-on learning stations. This year's festival also celebrated the 30th anniversary of the Newman Wetlands Center. Thank you to everyone who helped make these events a success.



Celebrating 10 Years of Tap On The Go



Clayton County Water Authority's Tap On The Go (TOTG) Team marked its 10th anniversary this October. Since launching in 2015, TOTG has served the community by providing quality drinking water at local events and helping educate residents about CCWA services. This year alone, the team participated in 72 events and connected with over 32,000 community members.

On October 21, CCWA hosted a luncheon and premiered the team's 10-year anniversary video. We were joined by community partners and several former employees who helped establish the program.

As we wrap up this milestone season, TOTG is now closed and will return in Spring 2026.



Thawing Frozen Pipes

Frozen pipes can burst if not handled carefully. Here's what to do:

- Keep faucets on so water can flow as the pipe thaws.
- Apply gentle heat with a hair dryer, heating pad, or warm towels—never use an open flame.
- Start thawing from the faucet end and work back toward the frozen section.
- Check for leaks as the pipe thaws and call a plumber if needed.
- Act quickly to prevent water damage once the pipe thaws.

If you have a broken water pipe in your home or business and are unable to stop the water from leaking due to the break, please call Clayton County Water at 770-960-5200. [Learn more at ccwa.us/winterizeyourpipes](http://ccwa.us/winterizeyourpipes).

CONVENIENT BILLING & PAYMENT OPTIONS

Invoice Cloud

Pay online (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.

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 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 our self-service kiosks:

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

BOARD OF DIRECTORS AND LEADERSHIP

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