



HCWA Currents



NEWS AND PUBLIC INFORMATION FOR CUSTOMERS OF THE HENRY COUNTY WATER AUTHORITY

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Tussahaw Plant Judged Best in the State

The Georgia Section of the American Water Works Association (GAWWA) has awarded the HCWA's Tussahaw Water Treatment Plant the top honor of Plant of the Year in Georgia, in the category of surface water plants with a capacity of 15 to 25 million gallons per day (MGD).

"Once again, the Henry County Water Authority secured the Plant of the Year Award, this time for the outstanding Tussahaw Water Treatment Plant," says Pam Burnett, Executive Director of the Georgia Association of Water Professionals (GAWP).

Burnett notes that this award recognizes the plant that scores the highest following an intense and comprehensive annual inspection by judges who are fellow water professionals.



Barry Brand (far left), HCWA Operations Supervisor of Water Production, leads a tour of the Tussahaw Water Plant, which is the Plant of the Year in Georgia.

"Every aspect of plant operation and management is inspected and scored from top to bottom," adds Burnett. "The Tussahaw Plant has once again shown to be exceptional in not only how well it is operated and managed, but also in the excellent quality of the water produced."

The Tussahaw Water Plant is a three-time recipient of the GAWWA Plant of the Year Award, having won previously in 2016 and 2011.

The HCWA owns and operates two Water Production Facilities within its system. In addition to the Tussahaw Plant, the Authority's Towaliga Water Treatment Plant is a previous Plant of the Year Award winner as well, bringing home this honor in 2015 and most recently in 2019.

HCWA Releases Water Quality Report to Instill Consumer Confidence

The recently released Henry County Water Quality Report reveals that the HCWA is in complete compliance with all regulatory requirements for drinking water safety, as outlined in the federal guidelines of the Safe Drinking Water Act enforced by the U.S. EPA. The Authority had no violations of the industry's drinking water quality standards this past year.

Annual Water Quality Reports are designed to address the public's interest in: "What is in my drinking water and why?" These Reports also answer the more fundamental question of: "Is my tap water safe to drink?" Authority officials can refer to the data in this year's Report and proclaim HCWA tap water is "absolutely" safe for public consumption.

Potential contaminants the HCWA monitors and tests for include those categorized as organic, inorganic, or microbiological, or as the result of disinfectants or disinfectant by-products used in the drinking water treatment process.

Finally, the Water Quality Report is intended to increase the public's "right to know" about the nature and contents of their drinking water, so citizens can make informed health care decisions about tap water consumption.

The 2021 Henry County Water Quality Report is available on the Authority's website at <http://waterqualityreport.hcwa.com/report.pdf>.



Bridget Graham, HCWA Water Quality and Compliance Supervisor, conducts tests inside the Tussahaw Water Plant Laboratory to make sure the Authority's water quality meets or exceeds all regulatory standards for safety.

HCWA Enhances Procurement Opportunities

The HCWA Board of Directors has expanded and diversified its procurement policies. The intent is to provide more opportunities for locally based companies to do business with the Authority, by encouraging them to participate in the HCWA supply chain and procurement process.

At the June Authority Meeting, the HCWA Board passed three resolutions that included: The Local Sheltered Market Program (LSMP), The Supplier Inclusion Program (SIP), and a reinforced Local Business Preference Program (LBPP).

"These resolutions show that the Water Authority is putting diversity and inclusion at the forefront, to let everyone have a seat at the table," says Cletonya Stidom, Chair of the HCWA Board of Directors. "They will allow local small businesses — including those owned by minorities, women and veterans — to be more included in the procurement process."

The LSMP is designed to attract small businesses within Henry County and the Southern Crescent by reserving certain contracts for goods and services — those with an estimated annual value of less than \$100,000 — for bidding by local businesses.

The SIP will identify, attract, promote and then track a competitively diverse population of qualified businesses to provide goods, labor, materials, services, or supplies. Those businesses will include Local and Small Business Enterprises

(LSE), Minority-Owned Business Enterprises (MBE), Veteran-Owned Business Enterprises (VBE), and Woman-Owned Business Enterprises (WBE).

Finally, according to the enhanced LBPP, which was first established in 2019, a qualified Henry County Business will be awarded a contract/order if their bid/quote is within 5% of a competing non-Henry County business.

"We have approximately 100 businesses on our master vendor list that are located within Henry County,

and we are currently using many of these businesses when requesting bids for goods and services," says Lindy Farmer,

HCWA General Manager. "This policy reaffirms our efforts to reinvest as many of our dollars back into the community by partnering with local, diverse businesses and job providers."

For the complete news story on the new Board Resolutions to enhance HCWA Procurement Policies, please visit our website news archives at www.hcwa.com.

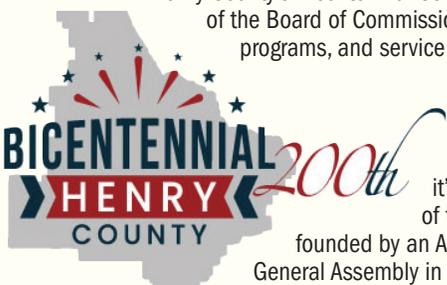


“These resolutions show that the Water Authority is putting diversity and inclusion at the forefront, to let everyone have a seat at the table.”

Cletonya Stidom,
Chair of the HCWA Board of Directors.

HCWA Joins Bicentennial Celebration

Did you know this year Henry County celebrates its Bicentennial? And Henry County's Bicentennial Committee, under the direction of the Board of Commissioners, has community events, programs, and service days scheduled throughout this year to celebrate.



In addition to 2021 marking the Bicentennial of Henry County, Georgia, it's also the 60th Anniversary of the HCWA, which was founded by an Authority Act of the Georgia General Assembly in 1961.

For a complete Calendar of Community

Events to celebrate the Henry County Bicentennial, please visit the website: www.henrycounty200.com.

Second Front

Emergency Rental Assistance Program Offers COVID Relief



If you have been impacted financially by the COVID-19 Pandemic and are in need of assistance with rent or utility bills, you may be eligible for the Henry County (COVID-19) Emergency Rental Assistance Program (ERAP).

You can apply for ERAP assistance as long as you:

- ✓ Are a resident of Henry County.
- ✓ Have qualified for unemployment.
- ✓ Have demonstrated housing instability.
- ✓ Have a household income at or below 80% of the area median income.

For more info, please visit: www.henryerap.org.

Our CAP Offers help, too

We partner with Connecting Henry to administer our own Charitable Assistance Program (CAP), which helps customers in need with their water/sewer bill payments.

HCWA employees and customers (nearly 3,000 to date) “round up” their bills to make this assistance possible. For more info, please visit Connecting Henry at: www.connectinghenry.org.

A complete overview of available Financial Assistance is provided at: www.hcwa.com/customer-care/financial-assistance.cms.

This Fall Marks the Return of HCWA Events

With local schools and businesses opening up in the wake of the Pandemic, the HCWA likewise is returning to normalcy, evident in the public education, recreation and outreach events scheduled this fall.

The Cubihatcha Center is Open

The HCWA focal point of public education and recreation – the Cubihatcha Outdoor Education Center in Locust Grove – has reopened to the public. The facility offers hiking and running trails, outdoor pavilions and more, for public use during the operating hours of Monday thru Friday, from 8:00 a.m. to 4:00 p.m. For more information, please contact the Cubihatcha Center staff at 678-583-3930.

Henry County Rivers Alive

Henry County Rivers Alive is our annual cleanup event affiliated with the statewide Rivers Alive campaign of the Georgia Environmental Protection Division’s (EPD) Outreach Program. The event is tentatively scheduled for Saturday, Oct. 2, 2021, at a site to be determined, with more information available on our website at www.hcwa.com. Rivers Alive is designed to create awareness of and involvement in the preservation of Georgia’s public waters.

Imagine A Day Without Water

Imagine A Day Without Water is a national event that will be recognized on Oct. 21, 2021. The HCWA will be

participating by hosting an art contest for Henry County students, grades K-12.

Winners will be awarded in four age group categories. For more information, email Lindsey.Sanders@hcwa.com, or check out our website at www.hcwa.com or the Imagine A Day Without Water website at www.imagineadaywithoutwater.org.

Georgia Model Water Tower Competition

The annual Georgia Model Water Tower Competition for Henry County Middle School students will be held on Nov. 19, 2021. This engineering competition challenges students to design and build functioning model water towers from household materials according to specifications. The towers will be judged by HCWA Water Professionals based on three criteria – structural efficiency, hydraulic efficiency, and design ingenuity. For more information, please visit our website at www.hcwa.com.

HCWA Hunting Season

The HCWA will be hosting two Youth Deer Hunts this season on Saturday, Oct. 23, and Saturday, Nov. 6, 2021. Applications are available on the HCWA website at www.hcwa.com, from now until Friday, Sept. 17, 2021. Participants will be selected according to a blind draw and will have to take part in a safety orientation and briefing on logistics to be held prior to each event.



The annual Georgia Model Water Tower Competition for Henry County Middle School students will be held on Nov. 19, 2021.

The Pandemic Has Impacted Payment Preferences

In an effort to continually improve customer service while ensuring the safety of the public in the wake of the pandemic, the HCWA has adjusted to how customers prefer to do business with us.

First, the HCWA has opened a Second Drive-Thru Lane at the Authority Headquarters, which has significantly reduced the wait time for customers. The HCWA sees an average of about 1,500 customers per month at its Drive-Thru Windows. The utility’s Drop Box also is a payment option (no cash, please), located near the Drive-Thru Lanes.

The Authority also has seen an increase of about 6% in the number of customers who are paying their bill online, which partly explains why the average number of monthly walk-in

customers is about one third of what it was prior to the pandemic.

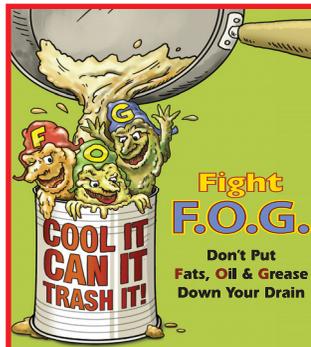
In addition, you can pay your bill using our Interactive Voice Response (IVR) phone system by calling 404-341-9689, or toll-free at 1-855-985-1136. Or, call our headquarters during office hours and use our “Payments Only” phone line.

Finally, HCWA customers can pay their bill via direct draft, either through their financial institution or by setting up this service through the Authority. Of course, you always can pay the old-fashioned way – by check sent through the mail.

For more information on HCWA payment methods, please check out our website at www.hcwa.com, or call us at 770-957-6659.



By adding a second Drive-Thru Lane at its Headquarters, the HCWA has reduced the wait time for customers who use this popular payment method.



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Henry County Water Authority
1695 Highway 20 West ■ McDonough, GA 30253
(770) 957-6659 ■ www.hcwa.com