



HCWA Currents



Towaliga Water Plant Voted Best in Georgia

Following a year in which it was recognized with an honorable mention in the judging for best water plant in Georgia, the HCWA Towaliga Plant has won the big prize, being voted the "Plant of the Year" in the state by the Georgia Association of Water Professionals (GAWP).

The Plant of the Year Award was one of many the HCWA received at the GAWP 2019 Spring Conference, held April 23-24 in Columbus.

GAWP recognized the Towaliga Plant in the category of surface water plants with 15 to 25 million gallons per day (MGD) capacity. The Authority's Tussahaw Water Treatment Plant received a Certificate of Achievement within this same awards category.

Two HCWA employees have been honored with industry awards as well. Barry Brand, HCWA Operations Supervisor for the Tussahaw



Some of the staff at the award-winning Towaliga Plant include (right to left): Andy Young, Operations Supervisor, Matt Little, Class 2 Operator, Taylor Perry, Building & Grounds, Alan Leverette, Class 1 Operator, and Mike Curry, Class 1 Operator. Not pictured: Operators Chad Butterfield, David Bell, Bob Greer, Justin Dozier, Andrew Acosta, and Mark Skeen.

Plant, has been inducted into the GAWP Golden Hydrant Society. This award society, organized through the Georgia Section of the American Water Works Association (GAWWA), recognizes water professionals for outstanding service and achievement to advance the drinking water industry.

In addition, the Authority's Brandon Dubbs has been tabbed the Top Water Plant Operator in Georgia's District 3. Brandon is one of eight district "Top Op" winners who excelled in his duties and set an example for others in the profession.

Finally, the HCWA Towaliga and Tussahaw Water Treatment Plants both have received GAWP Platinum Awards for 100% permit compliance for 12 consecutive years. During this time, neither plant has been in violation of permits for pretreatment or treatment of drinking water.

Protect the Source: HCWA Celebrates Drinking Water Week 2019



The first full week in May each year is designated in the water industry as national Drinking Water Week. During this time, water utilities across the country – and the communities they serve – celebrate the vital role water plays in our daily lives.

This year, Drinking Water Week is designated as May 5-11, 2019. In Georgia, thanks to a resolution passed by the State Legislature a few years ago, each Monday of Drinking Water Week (May 6) is designated as Water Professionals Appreciation Day.

"We estimate that at least 10,000 people in Georgia are involved in the water industry," says Pam Burnett, Executive Director of the Georgia Association of Water Professionals. "In many communities in Georgia, the public water system is one of the largest employers and the backbone of the local economy."

Since 1988, Drinking Water Week has been an annual celebration facilitated by the American Water Works Association (AWWA). The week-long observance was declared via a joint U.S. Congressional Resolution signed by then President Ronald Reagan.

To celebrate Drinking Water Week this year, the HCWA will be partnering with Henry County Stormwater in the annual Children's Water Festival of the Metropolitan North Georgia Water Planning District and GAWP on Friday May 10, at the Shamrock-Blalock Community

Use Building in Jonesboro for 147 students from Tussahaw Elementary School.

During the event, the HCWA will host the FOG (fats, oils and grease) Relays (pictured below), truck demos by the Sewer Maintenance Department, and activities on watersheds and protecting wildlife.



Outdoor Watering Schedule for Spring

HCWA customers can enjoy outdoor watering daily this Spring, prior to 10:00 a.m. and after 4:00 p.m. This "Non-Drought" schedule is in effect until further notice. The Georgia Environmental Protection Division (EPD) determines outdoor water use according to statewide drought indicators and triggers, including water supply conditions, which the regulatory agency monitors.

The HCWA is in excellent shape in terms of water supply, as the Authority has its own independent network of five reservoirs, with approximately 18 billion gallons of surface water in storage.

The Georgia Water Stewardship Act, passed by the State Legislature in 2010, established practices, programs, policies, regulations, and the Drought Management Rules, to encourage voluntary water conservation, while enhancing the State's water supply.

Updates on the Outdoor Water Schedule and tips on Wise Water Use are available online at www.epd.georgia.gov/water-conservation.



Payment Options Offer Customers Convenience

HCWA customer service reflects a mission to provide convenience and peace of mind to customers whenever possible, which is reflected in the various payment options the Authority offers its customers.

Among the most convenient and efficient methods to pay your monthly bill is to go paperless.

HCWA customers can sign up online to view and pay their bill, using the "Pay Your Bill" portal on the Authority's website at www.hcwa.com.

Traditionally, the majority of HCWA customers have paid their bill in person at the Authority headquarters or by mailing in a check or money order. In addition to accepting payments at the HCWA customer service counter, the Authority has a drive-thru window, a drive-up kiosk and night depository, located beside lane 1 of the drive-thru, for paying after hours. (Please do not leave cash in the HCWA Night Depository.)

Payments also can be made by phone by calling 404-341-9689 or toll-free at 1-855-985-1136, using a VISA or MasterCard. (A \$2.50 convenience fee, with a limit of \$300 per transaction, will apply to those payments using credit/debit cards.) Payments made online require a credit/debit card or an

e-check for use through the Authority's website portal.

Finally, HCWA customers can pay their water/sewer bill by automated draft, either through their own financial institution or by setting up this

service through the Authority. Customers can access their accounts online and make a direct draft from their bank account via the bill pay link on the HCWA website.

For assistance setting up or carrying out any of these HCWA payment methods, contact our Customer Service Department at 770-957-6659.



Second Front

Youth Leadership Henry Visits HCWA Campus

The Henry County Water Authority (HCWA) continued its support of Youth Leadership Henry (YLH) when 27 Henry County students visited the utility's campus for an overview of operations, a tour of facilities, and a class service project.

"When the students came to discover more about the Water Authority and how they can be more environmentally responsible, they embraced the day with excitement and eagerness to learn," says Lindsey Sanders, HCWA Environmental Compliance Coordinator.

The Youth Leadership Henry students began their morning by visiting the HCWA Headquarters and Engineering Complex, where Sanders and other Authority staff provided an overview of the role of the Authority in the community.

After the morning orientation, the students toured the HCWA Towaliga Water Treatment Plant, which was honored this Spring as the "Plant of the Year" in Georgia (see lead story on page 1).

Finally, after touring the Towaliga Plant, students ventured to a site near the



The HCWA recently hosted students from this year's Youth Leadership Henry.

HCWA Gardner Reservoir for their service project, which was a river/reservoir cleanup affiliated with the statewide Rivers Alive campaign.

"Our visit to the Henry County Water Authority helped open the eyes of our students to the behind the scenes activities that they take for granted when they turn on their water faucet," says Don Dunlap, Chairman of Youth Leadership Henry.

Youth Leadership Henry is a leadership program for high school sophomores sponsored by the Henry County Chamber of Commerce. The purpose of Youth Leadership Henry is to identify emerging leaders, to bring them together in an atmosphere conducive to the free exchange of ideas, and to provide them with an enlightening educational experience.

Susan Howington, who is the Henry County Cooperative Extension Coordinator and a Leadership Henry alum, helped to create Youth Leadership Henry more than 20 years ago. The first YLH graduating class was in 1998.

"This was a great opportunity for Youth Leadership Henry to partner with the Henry County Water Authority so our future leaders would actually know how our water is managed," says Howington.

WaterSense Homes Save Water, Energy, and Money

The HCWA is an advocate for customers saving water, energy and money, evident in the Authority serving as an EPA WaterSense Promotional Partner.

You might want to look into the benefits of a WaterSense labeled home, either by converting your current residence into one, which could create more resale value, or inquiring about WaterSense labeled homes for your next purchase.

WaterSense labeled homes allow families to enjoy all the comforts of home, while using less water and energy and spending less money on utility bills.

Some of the features of WaterSense labeled homes include faster hot water service, savings from more efficient plumbing fixtures and appliances, high-performing landscapes that are low maintenance and water efficient, and peace of mind from having a water and energy efficient home.

There are basic criteria necessary for a WaterSense labeled home.

Indoor Criteria:

- ✓ No visible leaks. It's essential to find and fix leaks.
- ✓ Your service pressure should be 60 psi or less.
- ✓ Hot water delivery should come faster and more efficiently, including a 10-degree temperature change observed at 0.6 gallons of use or less.
- ✓ WaterSense labeled plumbing fixtures must be present, such as more efficient toilets, bathroom sink faucets, and showerheads.
- ✓ Finally, Energy Star certified dishwashers and washing machines are necessary, too.

Outdoor Criteria:

- ✓ Landscape designs that comply with WaterSense's water-smart design.
- ✓ WaterSense labeled irrigation systems installed, and they must be audited by a certified irrigation professional.
- ✓ Pools and spas must be covered.

For more information, log onto www.epa.gov/watersense-labeled-homes; or, check out our website at www.hcwa.com.



Customer Appreciation Caps Off Successful Fix-A-Leak Week

The Henry County Water Authority (HCWA) capped off a very successful Fix-A-Leak Week with a Customer Appreciation event that included a cookout and promotional items for guests.

The major benefit to customers from Fix-A-Leak Week were the water conservation kits and leak detection tips given to those stopping by the HCWA Headquarters that week.

HCWA employees also demonstrated how to check your water meter to determine if your

home/property has a water leak. HCWA customers also learned valuable insights on how to read their water bill to identify consumption spikes that may be due to leaks. In addition, the Authority advised customers on the benefits of water efficient/WaterSense appliances and products, such as more efficient, low flow toilets and showerheads.

Fix-A-Leak Week is a national event of the U.S. Environmental Protection Agency's (EPA) WaterSense Program, which is a brand to promote water efficiency and wise water use among consumers. This year, Fix-A-Leak Week was recognized nationally within the water industry during the week of March 18-24, 2019.

EPA has designated the HCWA as a WaterSense Promotional Partner. By promoting the value of water, the WaterSense Program helps consumers make wise choices regarding their water use and the availability of water-efficient products.

Some of the common sources of household leaks include: Toilets, Shower Heads, Faucets, Outdoor Spigots, Sprinkler/Irrigation Systems, Water Lines, and Appliances.

While Fix-A-Leak Week is designed to raise awareness on how to find and fix household water leaks, HCWA customers can do so at any time.

For more information, contact the Authority or check out www.epd.gov/watersense.



Water Efficient Landscapes Conserve Water, Save Money

If you are interested in saving water and money on your monthly water utility bills, consider developing a water-smart landscape for your home.

Creating a WaterSense water-smart landscape requires choosing the right plants that are more drought resistant, supporting soil health, and providing proper maintenance. WaterSense water-smart landscapes conserve water and are easy to maintain, without sacrificing curb appeal.

For water efficient landscape tips and a WaterSense water-smart landscape guide, log onto www.epa.gov/watersense/landscaping-tips; or, check out our website at www.hcwa.com.



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