



HCWA Currents



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

VOLUME 21, ISSUE 2 ♦ SPRING 2021

HCWA Honored for Excellent Programming and Operations

From the operations at the treatment facilities to the public education in the community, the HCWA has received four major industry awards from the Georgia Association of Water Professionals (GAWP) for outstanding performances this past year. HCWA officials received these top honors during the virtual program of the GAWP Spring Conference in April. Those accolades included:

- The Education Program of Excellence Award for Water Systems.
- Platinum Awards for both the Towaliga and Tussahaw Water Treatment Facilities for achieving a minimum of five consecutive years of 100% permit compliance. Both water plants have 14



Lindy Farmer (foreground), HCWA General Manager, with staff from the Towaliga and Tussahaw Water Treatment Plants, celebrating the 2021 GAWP Platinum Awards won by both facilities.

consecutive years of operating without a permit violation.

Finally, the Gold Award for 100% permit compliance for the Bear Creek Land Application System (LAS).

“We are very excited and honored to receive these industry awards from GAWP, because they reflect the hard work of our employees as highly respected water professionals,” says Lindy Farmer, HCWA General Manager. “The judging for each of these four awards is very intense, made even more challenging during the pandemic. We also received valuable feedback from this peer review, which we hope will make us an even stronger utility in the future.”

HCWA Distributes “Pots of Gold” to Celebrate National Fix A Leak Week

Gift bags offer items for Water Conservation and Customer Appreciation



Anita Brooks (front) and Maliyah Harps receive a gift bag featuring water saving items for Fix A Leak Week.



Desmond Graham is all smiles after receiving his gift bag on Customer Appreciation Day during Fix A Leak Week.



Judy King won a 1.28 gallon per flush Water Efficiency Toilet donated by The Home Depot of McDonough.

The HCWA distributed more than 200 “Pots of Gold” during national Fix A Leak Week to encourage customers to find and fix household leaks to save water and money on their monthly bills.

These gift bags also offered a token of thanks for the Authority’s Annual Customer Appreciation Day on March 17.

Included in the “Pots of Gold” gift bags were tips on leak detection, as well as a Water Efficiency Kit featuring water efficient faucet/shower heads and die tablets for detecting toilet leaks. Customers also received a water conservation coloring book for kids, St. Patrick’s Day candy, and information about the HCWA Charitable Assistance Program.

In addition, Judy King was the lucky winner of this year’s Fix A Leak Week grand prize – a 1.28 gallon per flush Water Efficient Toilet donated by The Home Depot of McDonough.

For more information on finding and fixing water leaks, as well as wise water use, please visit us at www.hcwa.com/community-education/how-to-fix-a-leak.cms.

Customers Providing Charitable Assistance

Since the beginning of March, our Customer Service employees have been promoting the Charitable Assistance Program (CAP) to customers calling and visiting the Authority Headquarters in McDonough. The results thus far – 817 new enrollees in the CAP.

HCWA customers can elect to participate in the CAP by having their monthly bill rounded up to the next

dollar, and those cents will be donated to the Authority’s Charitable Assistance Fund for future distribution to customers needing help with their utility bills.

If you’d like to participate in the CAP, please call our customer service department at 770-957-6659, or complete the form below and return it to the Authority. Thank you for your consideration!

Henry County Water Authority

Customer Name: _____

Account Number: (if known) _____

Service Address: _____

I authorize the Henry County Water Authority to round up my utility bill to benefit the Charitable Assistance Program. I understand that my bill will continue to be rounded up on a monthly basis unless I notify the Henry County Water Authority, in writing, that I wish to discontinue the program.

Signature: _____ Date: _____

Mail to: HCWA-Customer Service
1695 Highway 20 West
McDonough, GA 30253

Email to: customer.care@hcwa.com

First Week in May is National Drinking Water Week

The American Water Works Association (AWWA) designates the first week in May as National Drinking Water Week. Drinking Water Week recognizes the vital role water plays in our daily lives. This year’s celebration was May 2-8, 2021.

In the state of Georgia, the water industry also recognizes the first Monday of Drinking

Water Week (May 3) as Water Professionals Appreciation Day. This year’s recognition was additionally special, since water professionals are among those essential workers providing a public service during the pandemic.

If you see any HCWA employees in the field, please thank them for the services they provide our community!

Check Us Out on Facebook!

The HCWA has expanded its presence on social media with the recent addition of an Authority Facebook page. We will be posting educational items, consumer tips, photos from events in the community, and more. If you’re on Facebook, come take a look!



Second Front

As Outdoor Watering Increases, Please Use Water Wisely

With warmer, dryer weather coming this spring and summer, HCWA customers are reminded to use water wisely and follow the state's non-drought outdoor watering schedule.

According to the Georgia Water Stewardship Act that went into effect in 2010, during a period of non-drought (what we are experiencing in Georgia at present), **daily outdoor watering is permitted only between the hours of 4:00 p.m. to 10:00 a.m.**

The evening and morning hours are the best times to water your lawn, regardless, because evaporation is more prevalent during the heat of the midday.

This outdoor watering schedule, however, is subject to change in the event of a drought, so be sure to stay tuned to our website for updates.

For more information on outdoor water use, check out our website at www.hcwa.com/customer-care/outdoor.water.use.cms.



Your Better Yard: Water-Saving Landscaping Tips

As an EPA WaterSense Promotional Partner, the HCWA is encouraging its customers to consider water-saving landscaping tips as a part of the WaterSense "Your Better Yard" initiative.

If you would like to maintain a beautiful yard while also saving water, consider the following tips for Your Better Yard:

- ★ Plant flowers that are native to the region, drought tolerant, and that don't require extra watering.
- ★ Group plants in hydro zones, or place plants with similar watering needs together.

- ★ Consider installing a micro irrigation system that delivers water slowly over a long period of time.
- ★ Use a WaterSense labeled weather-based irrigation controller that will tailor your watering schedule based on local rainfall and landscape conditions.
- ★ Have a certified landscape irrigation professional conduct an audit of your irrigation system to find ways to improve its efficiency.

For more information on water conservation and wise water use, refer to our website at www.hcwa.com/community-education/residential-water-conservation.cms.

HCWA recognizes winner of Metro Water District Essay Contest



Strong Rock Middle School student Brody Spann was a Metro Water District Essay Contest winner.

The Metro Water District recently challenged middle school students throughout its 15-county region to write a 300-500-word essay addressing the theme: "Water is Essential."

Among those 15 county winners of this essay contest for the 2020-21 school year is Strong Rock Middle School student Brody Spann, who was recognized as the Henry County winner.

Brody's winning essay was titled: "Water Machinist," which was one of more than 650 entries in the contest.

For the complete feature on Brody and his winning essay, please go to our website at www.hcwa.com.

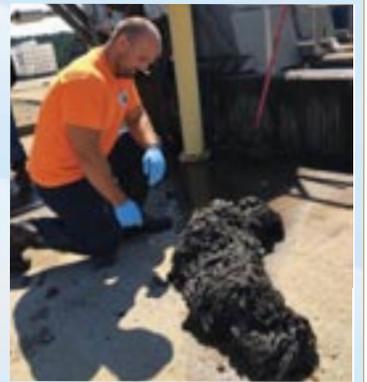
Don't Believe the Hype! You Can't Flush Wet Wipes!

You know those wet wipes that say they're flushable? Well, don't believe the hype! Wet wipes of any kind are not designed to break down in our sewer system.

With the increased use of wet wipes during the pandemic, HCWA sewer line maintenance crews have seen a subsequent increase in clogs

and maintenance issues due to these wipes and similar things.

So please, do not flush wet wipes and other non-dispersible items. For a complete list of items not to flush, please visit our website at www.hcwa.com/community-education/stop-dont-flush-that.cms.



HCWA sewer line maintenance crews recently pulled out this collection of wet wipes and rags from the sewer system. Please don't flush even "flushable" wet wipes.

Youth Leadership Henry Visits the Cubihatcha Center

The HCWA recently hosted this year's Youth Leadership Henry (YLH) class at the Cubihatcha Outdoor Education Center.

The HCWA staff provided an overview of how the Authority provides clean, safe drinking water/sewer services, while discussing career opportunities in the water industry.

In addition, the YLH students received insights on nature's watersheds, the importance of

wise water use, the protection of water quality, and how they could help preserve natural resources.

Finally, students painted Gourds white to protect them and keep them cool for migrating Purple Martins, before installing decorated Bluebird Boxes around the Cubihatcha Center.

For the complete YLH feature and photo gallery, please visit us at www.hcwa.com.



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