



HCWA Currents



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

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HCWA Charitable Assistance Program shows early signs of success

The Henry County Water Authority's (HCWA) Charitable Assistance Program (CAP) is designed to assist those qualifying HCWA customers who have experienced financial distress with the payment of their water bill.

What to know:

To donate to the HCWA Charitable Assistance Program, complete and return the contribution form in your water/sewer bill or online at www.hcwsa.com.

For the Water Authority customers who choose to donate to this program, their monthly water bills are rounded up to the nearest dollar, with that extra money being deposited into the CAP fund for disbursement by Samaritans Together of Henry County.

HCWA Secretary/Treasurer Carlotta Harrell and her

fellow Board Members presented the first CAP check of approximately \$3,500 to Nola Love, President of Samaritans Together and the Henry County Food Bank, during the Authority's March Board Meeting.

Samaritans Together, a local non-profit, is the Authority's partnering agency charged with administering the program and disbursing CAP funds on behalf of the HCWA and its contributing customers. As a result of no administrative fees being charged by either organization, 100% of the contributions by HCWA customers go to the CAP.

"I would like to thank all of the Authority customers who signed up for the roundup program, and I'd like to encourage others to do the same," says Harrell. "This program goes to show you that we have great residents in this County who care about others."

For more information, a contribution form, and this complete news feature on the CAP, check out our website at www.hcwsa.com.



The HCWA Board of Directors presented the first check from the Charitable Assistance Program to Samaritans Together for disbursement to water utility customers in need. Pictured at the check presentation are (left to right): HCWA Chairman Jimmy Carter, HCWA Secretary/Treasurer Carlotta Harrell, Samaritans Together President Nola Love, HCWA Vice-Chairman Rick Jeffares, and HCWA Board Member Harold Jenkins. Not pictured: HCWA Board Member Mike Barr.

Fix a Leak Week spreads the word on how you can save money through wise water use

HCWA employees share expertise at The Home Depot and Lowe's in McDonough

One by one, customers stopped by the Henry County Water Authority (HCWA) booths at The Home Depot and Lowe's in McDonough during national Fix a Leak Week, to learn about how to find and fix household leaks, saving money and this valuable natural resource.

During these Fix a Leak Week in-store events, volunteers from the HCWA shared their expertise and provided demonstrations of how utility customers can conduct tests or make observations to determine if their toilets, faucets, appliances, sprinkler systems, or any other devices around the house may be leaking.

HCWA employees also brought with them samples of the utility's standard water meters, leak detection technology, and even an enlarged mock-up of a water bill to reveal how spikes in monthly water consumption and charges could reflect potential household leaks. Authority employees handed out plenty of dye tablets for customers to test for toilet leaks, in addition to distributing educational materials on water saving tips and how to properly dispose of fats, oils, and grease (FOG).



HCWA employee Gary May (right) shares valuable information on wise water use and money saving tips with Jim Lehr and his wife Nelley during Fix a Leak Week.

"Fix a Leak Week is great because it provides us an opportunity to give our customers valuable information and increase their knowledge about the most efficient use of water and the importance of saving water," says the Authority's Alarric Hughey.

For more information on National Fix a Leak Week and water saving tips that can save you money, log onto the EPA's WaterSense website at www.epa.gov/watersense.



HCWA employees taking part in Fix a Leak Week events at The Home Depot and Lowe's in McDonough included (left to right): Ronny Powell, Brock Biles, Gary May, Lesa Walker, Tara Brown, Jennifer Matos, and Alarric Hughey.

Cubihatcha Center expands 2015 Season for Outdoor Recreation

Whether your interest is fishing, hunting, canoeing, hiking, or just enjoying the outdoors, the Henry County Water Authority (HCWA) likely has the programs and/or public facilities for you!

The Authority's 2015 Outdoor Recreation Season is well underway, under the direction of the HCWA Cubihatcha Center. Cubihatcha, which is Native American for "land between the lakes," is the focal point for the activities of the Henry County Outdoor Education Partnership. This local non-profit of the Authority, Henry County Board of Education, Board of Commissioners and others, provides outdoor education programming for local citizens, especially students in Henry County Schools.

The 2015 hunting season on HCWA properties kicked off with a Youth Turkey Hunt on April 18. The Cubihatcha staff is making preparations to

host fall deer and waterfowl hunts as well. In addition, the HCWA public fishing season at select reservoirs opened the first weekend in March and extends through the last weekend in November.

Access to HCWA reservoirs and public use areas requires a Reservoir/Public Use Permit, which is available to Henry County property owners, residents, and HCWA customers for \$45 at the Authority's headquarters.

For more information, contact the Cubihatcha staff at 678-583-3930, or Jeff Scott at jeffrey.scott@hcwsa.com.



Blake Daniel (second from left) and his brother Chris (far right) with their sons Christopher (far left) and John Baker, respectively, during the HCWA Waterfowl Fundraiser Hunt last fall, which raised money for the non-profit Henry County Outdoor Education Partnership.

What to know:

Fishing season is offered from March through November. Select reservoirs are open to those with permits on Wednesdays, Fridays, Saturdays, and Sundays, from 7:00 a.m. to 7:00 p.m.

Second Front

HCWA awarded both Water and Wastewater Plants of the Year in Georgia

Just weeks prior to celebrating the state's first Water Professionals Appreciation Day, Henry County Water Authority (HCWA) employees received additional recognition from the Georgia Association of Water Professionals (GAWP), which honored the utility with both the Water and Wastewater Best Operated Plants of the Year Awards.

The HCWA Walnut Creek Wastewater Treatment Plant is the winner of the GAWP Best Operated Wastewater Plant of the Year for 2015, among facilities with up to 10 million gallons of capacity. This year marks the fifth year in a row – and six out of the last seven – that one of the Authority's three wastewater treatment facilities has received the state's Plant of the Year honor.

In addition, the HCWA Towaliga Water Treatment Plant



This aerial photo of the HCWA Walnut Creek Wastewater Treatment Facility shows the full campus of the 2015 GAWP Best Operated Wastewater Plant of the Year in Georgia. The Authority's Towaliga Water Treatment Plant won the Best Operated Water Plant of the Year Award as well.

has won the 2015 GAWP Best Operated Water Plant of the Year Award, among facilities with 15 to 50 million gallons of capacity. The Authority's second water treatment facility – the Tussahaw Plant – is a past GAWP Best Operated

Plant Award winner as well, receiving this designation in 2011.

As a result, all five of the HCWA Water and Wastewater Treatment Facilities have won the industry's coveted Plant of the Year Awards in Georgia.

State designates Appreciation Day for Water Professionals

As professionals who provide some of the most vital public services impacting our economic development and quality of life, those in the water profession in Georgia, such as employees of the HCWA, are receiving their due.

The Georgia General Assembly passed Senate Bill 119 during this most recent legislative session, which designates the first Monday in May each year as Water Professionals Appreciation Day. The bill, which was introduced by Henry County's Senator Rick Jeffares at the request of the Georgia Association of Water Professionals (GAWP), will bring recognition each year to the water professionals who serve communities all across the state.

Water Professionals Appreciation Day in Georgia, which was scheduled for Monday May 4 this year, coincides with national Drinking Water Week (May 3-9, 2015), which is a celebration organized by the American Water Works Association (AWWA) to recognize the vital role drinking water plays in our everyday lives.

"HCWA Cares" about mentoring students and donating to local charities

When Tony Carnell sat down to interview and mentor students about water industry career opportunities at the Henry County High School Job Fair, he could have been looking in the mirror from 25 years ago, when he was graduating in 1990.

"I could not have been more proud of my alma mater and the quality of students that I interviewed during the Job Fair," says Carnell, Deputy Manager of the Henry County Water Authority.

Participating in local high school job fairs is but one avenue of public outreach involving volunteers from the HCWA.

"Student participation in science, technology, engineering, and mathematics (STEM curricular) is critical to cultivating future water professionals," notes Carnell, when explaining the Authority's participation in local events such as student job fairs.

While assisting local students at job fairs, career days, and vocational events such as "Taste of Tech" with Henry County Schools, HCWA employees have volunteered to mentor students in other life skills as well. Volunteers from Henry County Water also have served as science fair judges, hosted school tours of HCWA facilities, and provided expertise to assist teachers

with content for school curricula. The Authority has even sponsored student interns, providing them with valuable real world experience.

In addition to volunteering their time and talents, HCWA employees also donate their money as well. Through the "HCWA Cares" initiative – the Authority's workplace giving program – these water professionals make payroll deductions or annual contributions to select charities.



Tony Carnell (right), Deputy Manager for the Henry County Water Authority, interviews DeVaughnte Moseley (far left), during the Henry County High School Job Fair. Carnell returned to his alma mater to offer career advice to Henry County students, one of many avenues in which Authority employees are involved in volunteer work.

Customer service includes offering you convenient payment options

HCWA customer service includes providing you with several convenient and efficient options to pay your monthly water/sewer bill, such as these secure payment methods:

Pay by Automated Draft

Have your payment automatically debited from your bank account. Applications for automated bank draft service are available on our website at www.hcwsa.com or by calling our Customer Service Department at 770-957-6659.

Pay Online

You also can pay your bill online when registering and logging onto your account on our website (www.hcwsa.com), which then allows you to check your balance and pay by credit card (MasterCard/Visa or debit card). This method is secure, in addition to being convenient.

Pay by Phone

Call our Customer Service Department at 770-957-6659 to pay by credit card (MasterCard/Visa or debit card) over the phone.

Pay by Mail (Check or Money Order)

You can pay your bill by regular mail, using a check or money order. Place your check or money order and the payment portion of the bill in the return envelope provided. Be sure to include your telephone number, with area code, on your check to ensure prompt and accurate posting of your payment.

Pay in Person

Finally, you can pay your bill in person at the HCWA headquarters at 1695 Highway 20 West in McDonough, during our business hours of 8:00 a.m. to 4:30 p.m. Be sure to bring your bill for prompt and accurate posting of your payment. Payments are accepted at the customer service counter, at our drive-thru window, or via our night depository. (Please, no cash payments in the night drop box.)



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