

# Currents

AMERICA'S  
BEST-TASTING  
DRINKING  
water



NEWS AND DEVELOPMENTS FOR CUSTOMERS OF THE MACON WATER AUTHORITY

## MWA Upgrading Software to Improve Customer Service

The Macon Water Authority (MWA) has spent the better part of two years replacing its current Customer Information System (CIS) and Enterprise Resource Planning (ERP) Software with an improved integrated customer billing and financial software, known as Cayenta. The result will be improved service as well as account management and payment features for MWA customers.

The new Cayenta Software replaces the Authority's 30-year-old customer billing and financial software. It contains functions and features that MWA customers have been requesting, according to customer service research and feedback attained by the Authority. The new customer service software is highly configurable, interfaces well with other MWA technologies and systems, provides streamlined workflows and automation, and is designed specifically for public utilities.

One of the highlights of the Cayenta Software is a new online Customer Self-Service (CSS) portal, which will allow MWA customers to have access to their account information, including recent billing statements, quick and easy online or mobile payment



applications, and accessible records of their payment history. In addition, the new Cayenta CSS features will include historic water usage and multi-year consumption data, multiple payment storage methods, as well as online access to start and stop services through a registered user account.

The new Cayenta software also will allow MWA staff to track costs more precisely, manage budgets throughout the organization, generate detailed financial reporting and provide better communication with the utility's vendors through a vendor self-service portal.

The MWA plans to go live with the new Cayenta Software this fall, with a date set for early October. Stay tuned for more updates, as the MWA continues to improve operations and provide its customers with more convenient and efficient services through new innovations and technology.

## MWA Celebrates National Drinking Water Week

### Amerson Plant Open House makes an impression on guests

To celebrate National Drinking Water Week, which is recognized annually each May by the American Water Works Association (AWWA), the MWA hosted an Open House at its award-winning Frank C. Amerson, Jr. Water Treatment Plant.



MWA Amerson Plant Operator Chuck Mixon (far left) shows guests the technology that is used to oversee the entire MWA drinking water production and distribution system, from the perspective of a Water Plant Operator.

Approximately 100 guests enjoyed tours of the Amerson Plant, which is a five-time winner of the "Plant of the Year" in Georgia. Visitors learned how the MWA produces safe, clean drinking water, which was judged by AWWA as the "Best Tasting Drinking Water in North America" in 2009. Several came away impressed with the job the MWA does to provide affordable drinking water for more than 50,000 customers.

"I'm really impressed by the quality of operations and how much it takes to get a glass of water," says Peg Zoltak. "I didn't realize the treatment process was so involved."

Others noted the professionalism of MWA staff on hand to provide tours of the Amerson Plant and surrounding campus, from the intake at the Ocmulgee River and the raw water supply in Javors Lucas Lake, to chemical treatment and filtration, and finally pumps and finished drinking water distribution.

"I likewise, was impressed with the type of professionals on staff here, and the knowledge they were able to share during the tours," adds Frank Strickland.

One guest even noted that MWA should market itself as one of the best water utilities in the country.

"I'm originally from New York, and we are proud of the water produced up there," says Dr. Howard Borck, a retired professor. "I think this utility is as good as it gets, and we have real bragging rights here in Macon."



MWA Operator Kc Fluellen (right) informs Frank Strickland about how the MWA pumps water from the Ocmulgee River into Javors Lucas Lake for eventual treatment within the Amerson Plant.

## Smiles Indicate Success of MWA Fishing Derby

More than 100 kids participated in the 13th Annual MWA Kids Fishing Derby on June 3, as they enjoyed free fishing at Javors Lucas Lake and a chance to win some great prizes for the biggest catches of the day.

This event is held on one of the few days of the year that the Georgia Department of Natural Resources allows the public to fish without a license.

Congratulations to the following winners of the 2017 MWA Kids Fishing Derby:



Koreah Hill (left) reels in a fish with the help of his brother Tommy.

**Biggest Catch** – Grason Waddell (7.49-pound catfish)

### Age 3 to 5 Category:

- 1st place – Hutson Jackson
- 2nd place – Hannah Parkenson
- 3rd place – Brantley Visage

### Age 6 to 9 Category:

- 1st place – Garrett Green
- 2nd place – Jamaal Finney
- 3rd place – Maree Jackson

### Age 10 to 13 Category:

- 1st place – Mason Goodin
- 2nd place – David Martin
- 3rd place – Tayla Pertillo

### Age 14 to 16 Category:

- 1st place – Jybratt Thomas
- 2nd place – Casey Bennett
- 3rd place – Queze Fryer



Grason Waddell reeled in the Biggest Catch of the Day.

## Water Quality Report Coming July 1

Want to know what is in your drinking water and why? Then be sure to check out the 2017 MWA Water Quality Report, which will be posted on the Authority's website by July 1. The annual report lets MWA customers know that they are drinking the safest, cleanest tap water possible. This year's Report is located at [www.maconwater.org/ccr.pdf](http://www.maconwater.org/ccr.pdf).





# SECOND FRONT

## MWA and Macon Water Alliance Engaged in Public Outreach

### Earth Day Celebration

The MWA joined many local agencies and entrepreneurs on April 19th to celebrate Earth Day at Tattnall Square Park. This annual event, hosted by Macon-Bibb County Government, provided residents of all ages an opportunity to enjoy local produce and good food, along with the Best Tasting Drinking Water in North America, supplied by the MWA, of course.



Children participating in the 2017 Macon-Bibb County Earth Day Celebration at Tattnall Square Park on April 19th cool off thanks to the Best Tasting Drinking Water in North America, provided by the MWA.

In addition, families were entertained with live music, games, and face painting, prior to taking home educational materials on the importance of environmental stewardship and protection. The Earth Day event also introduced the new Macon-Bibb County Recycling Program to the public.

For more information on this year's Earth Day Celebration, check out coverage at <http://www.maconbibb.us/earthday2017>.

### Macon Rebuilding Day

The MWA partnered with Rebuilding Macon, Inc. to celebrate the 25th Annual Macon Rebuilding Day on April 29th.

With nine homes scheduled for rehabilitation during this day of public outreach, MWA employees from the Water Distribution Department accepted the challenge to successfully restore the plumbing and water service to one of these targeted Macon residences.

A special 'thank you' goes out to those MWA Water Distribution Department employees who volunteered their time and dedicated their day off on Saturday to provide their talents and

professional expertise to get a local resident's water – figuratively and literally – up and running again!

Through contributions to the Macon Water Alliance provided by MWA employees, the Authority is partnering with Rebuilding Macon, Inc. to assist with repairs to the plumbing of MWA customers in owner occupied homes who do not have the financial wherewithal to make the essential repairs that are necessary for them to enjoy basic water and/or sewer service at their home.



MWA Employees at Macon Rebuilding Day included (L to R): Chad Willis, Jon-Michal Lamb, Homeowner Romero Minor, Herbert Dennard, Tony Everette, Paul Cumbess, and Roy Rogers. Not pictured: Willie Sidney.

## MWA Director of Water Operators Wins State Diversity Award

Gary McCoy, MWA Director of Water Operations, has received the 2017 Champion of Diversity Award from the Georgia Section of the American Water Works Association (GAWWA). McCoy will receive this honor among his peers at the Georgia Association of Water Professionals Annual Conference & Expo in July.

The Champion of Diversity Award recognizes an individual, group, or organization that has created, promoted, and maintained diversity by establishing an environment that recognizes, encourages, and effectively utilizes an individual's talents.

GAWWA recognizes the role of diversity as being essential to the growth, structure, and continued success of any organization. Diversity should be an inherent trait of any organization and is manifested by an organization's ability to attract people from a variety of

backgrounds, perspectives, values, and beliefs.

According to GAWWA officials, the Champion of Diversity Award is not given to McCoy because of who he is, but is awarded in recognition of his achievements and accomplishments.

McCoy served as Director-at-Large of the AWWA Board of Directors and is a former recipient of the GAWWA Operators Meritorious Service Award, which is given to the top Water Plant Operator in the state of Georgia. In addition, McCoy is a former recipient of the Industry's Joseph Fuller and William J. Green, Jr. Awards, respectively.

McCoy currently serves as the GAWP District 3 Director, with more than 30 years of professional experience. He is a Lifetime Member of GAWP, which is the highest honor bestowed upon any water professional in the state of Georgia.



## Help Prevent Illnesses Spread by Mosquitos and Ticks

Clean drinking water, thanks to the rainfall that makes it possible, is a good thing. But water left standing outdoors can be a breeding ground for mosquitos.

This summer, the MWA – in concurrence with health organizations such as the CDC, the Georgia Department of Public Health, and the Macon-Bibb Health Department – encourages its customers to prevent viruses and diseases that can be spread through mosquitos and ticks, by taking precautionary measures around their homes.

Georgia's Tip 'n Toss Campaign encourages residents to empty, scrub, turn over, cover, or throw away items that hold water – such as tires,

buckets, planters, toys, baby pools, birdbaths, flower pots, or trash containers.

For those MWA customers who have a septic tank, be sure to repair cracks or gaps, and cover open vents or plumbing pipes using wire mesh with holes smaller than adult mosquitos.

Also, keep mosquitos out of your home by installing or repairing screens on windows and doors, and use air conditioning when available.

For personal protection against mosquito and tick bites, use insect repellent with one of the following active



ingredients: DEET, Picaridin or KBR 3023, Bayrepel, incaridin, IR3535, Oil of lemon eucalyptus (OLE) or para-menthane-diol (PMD).

In addition, check for ticks on pets and children daily, finding and removing them immediately. Bathe or shower after coming indoors, and wash clothes with hot water and tumble dry on high heat.

Finally, treat boots, pants, socks, tents and other gear with permethrin, and/or purchase permethrin-treated clothing.

For more information on the prevention of mosquito-borne and tick-borne diseases, visit the CDC's website at [www.cdc.gov](http://www.cdc.gov).

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