

Currents



NEWS AND DEVELOPMENTS FOR CUSTOMERS OF THE MACON WATER AUTHORITY

MWA Welcomes Amazon as Newest Corporate Citizen

The Macon Water Authority (MWA) joined the Macon-Bibb County Industrial Authority and Macon-Bibb County Commission recently in welcoming Amazon as the newest corporate citizen to the community.

Gov. Nathan Deal made the announcement on Oct. 31, noting that Amazon's fulfillment center in Macon-Bibb County will be the company's fourth in Georgia. As a result, Amazon will be bringing more than 500 jobs and an economic impact in excess of \$90 million to the region.

The arrival of Amazon to Macon-Bibb County is yet another example of the positive economic development results from MWA investments in "ready to go" industrial sites.

Amazon will be leasing a 96-acre site on Sardis Church Road and Skipper Road in south Bibb County, which will include a 1 million square foot



Amazon has announced it will locate a fulfillment center in Macon-Bibb County.

facility to house its fulfillment center, which is expected to be completed by late 2018.

The MWA, in partnership with the Industrial Authority, purchased this site with its 704 funds. The

Authority invests \$704,000 annually into a special revolving fund for the development of industrial sites - from land acquisition to construction and installation of utilities and related infrastructure - to attract corporate citizens such as Amazon.

MWA Chairman Sam Hart notes that it is rewarding to know that the Authority's investment in economic development continues to pay dividends for the community by creating more jobs, growing the tax base, and ultimately growing the customer base of the MWA.

"The Macon Water Authority is pleased to welcome Amazon as our community's newest corporate citizen," says Hart. "We are proud to play a supporting role in attracting Amazon to Macon-Bibb County, by partnering with the Macon-Bibb County Industrial Authority to assist in developing industrial sites."

MWA honored for excellence in water and sewer operations

As 2017 comes to a close, the MWA will celebrate the New Year with the distinction of having one of the highest rated water and sewer



The MWA received the 2017 GAWP Collection System Platinum Award and Distribution System Gold Award for achieving an industry grade of 95 or higher on the annual review of its sewer and water systems, respectively.

systems in the state.

During the recent Fall Conference of the Georgia Association of Water Professionals (GAWP), the MWA received the Collection System Platinum Award for achieving a grade of 95 or higher for at least five consecutive years on its annual review of operations by industry judges. The Authority was one of only nine sewer utilities in the state to receive the highest system rating possible.

In addition, the MWA received the 2017 GAWP Water Distribution System Gold Award for achieving a quantitative score of 95 or higher this past year on the annual review of its water utility operations by industry judges. The MWA was one of only eight water utilities in Georgia to receive this Gold Award distinction.

Finally, the MWA Frank C. Amerson, Jr. Water Treatment Plant received the annual Safety Award from the Georgia Section of the American Water

Works Association (GAWWA).

For more information on MWA Awards, log onto our website at www.maconwater.org.



Director of Water Treatment Gary McCoy (center) receives the GAWWA Safety Award for the Amerson Water Treatment Plant on behalf of the Authority.

MWA Sponsors Science Fair Winner

As a part of the Macon Water Authority's longstanding commitment and investment in Environmental Education within the community, the Laboratory & Environmental Compliance Department recently sponsored and advised Rutland Middle School Seventh Grader Joshua Moore on his science project. This was a winning partnership for both Joshua and the Authority.



On Dec. 2, as a result of Joshua's hard work and dedication, he received the Seventh Grade "Best in Show" Award at the Bibb County School District Science Fair. Joshua now advances on to the Regional Science & Engineering Fair, which will be held at Georgia

College & State University (GCSU) in Milledgeville in February 2018.

Congratulations Joshua, and good luck at the Regional Competition!

New Software to Enhance Customer Service

It won't be long before MWA customers will reap the benefits of the Authority's investment in an improved and fully integrated customer billing and financial software system. This new "Cayenta" system is set to replace the 30-year-old MWA customer service software.

A highlight of the new Cayenta customer service software is a customer self-service portal, which offers improved service and online account management and payment features for MWA customers to access 24 hours a day.

Through the enhanced account management portal, MWA customers can check real-time information on their account, such as consumption patterns and historic water usage. In addition, new and existing customers will be able to more

easily start, stop, or transfer water or sewer service. And of course, the new Cayenta system will make paying bills easier and more convenient for all MWA customers.

Improving customer service even more, the Cayenta software will allow the MWA to implement daily billing of customer accounts, providing MWA customers with more consistent and timely bills, since invoices will be generated immediately following meter readings.

Finally, once all of the Cayenta software features are up and running, MWA customers will be able to access a Live Chat to communicate with MWA Customer Care Representatives online, from the convenience of their own computer, tablet, smart phone or mobile device.



SECOND FRONT

MWA Adopts New Customer Rates for 2018

With the arrival of 2018, the MWA will enter year 2 of its five-year rate study and plan for adoption of water and sewer rates. As a result, MWA customers will experience a slight increase in water and sewer consumption rates, beginning Jan. 1, 2018.

The new rates for MWA customers in 2018 will include a 10-cent increase in consumption charges, which also are referred to as volumetric or usage rates, for water and sewer. This is a slight increase in cost for the amount of customer water/sewer use. However, once again there will be no increase in the base fees charged to MWA water or sewer customers.

More specifically, MWA water customers will pay \$2.30 per CCF for consumption from 0 to 3 CCF, and \$2.40 per CCF for their consumption from 3 CCF and above. (Note, the MWA uses CCF, or 100



cubic feet, as a measure of one unit of water consumption. One unit, or one CCF, is equal to approximately 748 gallons.)

MWA customers who also receive sewer services will pay \$2.56 per CCF for usage between 0 and 3

CCF, and then pay \$2.66 for consumption from 3 CCF and above. Sewer consumption charges, however, are billed according to only 80% of a customer's water usage. The MWA is unique among water/sewer utilities in that it does not charge sewer consumption according to 100% of metered water use on that account.

Thus, typical MWA residential water and sewer customers should see their monthly bill increase by approximately 2.5%. Even with the slight increase in water and sewer volume/consumption rates for 2018, the MWA will maintain some of the most competitive water and sewer rates among public utilities in Georgia.

For more information on 2018 MWA customer rates, fees and charges, including sample rate calculations, refer to the Customer Care pages of our website at www.maconwater.org.

Tis the season... to beware of utility scams

MWA customers, especially elderly citizens who could be more vulnerable to fraud, may be targeted by scams that seek fictitious and unauthorized payments of delinquent bills, and/or related scams to come up with a way to obtain customer financial information.

The MWA has strict guidelines regarding how we make contact with our customers, and even with the Authority's implementation of new customer service software, those policies protecting your privacy and account information have not changed.

For example, MWA personnel will never require



customers to make payments over the phone or via email with a credit or prepaid card. We cannot and do not make outbound calls asking for a customer's credit card or bank account information. Also, the MWA does not and would not have a policy in place that would warrant our calling and demanding payment on your account, especially accompanied with the threat of disconnecting your water or sewer services.

If you have any doubts about the legitimacy of any call, email, or visit from someone claiming to be from the MWA, call or email us directly at 478-464-5600 or csting@maconwater.org.

Holiday recipes with the proper disposal of FOG

While the Holidays are a time for celebrations that often include home cooked meals, don't spoil these special events by pouring fats, oils and grease (FOG) down the sink. At the MWA, a Happy Holiday is a FOG-free Holiday!

Well over half of sewer spills and overflows are caused when harmful FOG is poured down the sink. These items can clog your home's plumbing and the MWA sewer system, not to mention negatively impacting the environment as a result of those sewer spills and overflows.

While pouring FOG down the sink may seem harmless enough, these substances harden and eventually clog sewer lines. As a result, "FOG clogs" create sewer spills and overflows that can release untreated wastewater into our creeks, rivers, streams and lakes. Not only does that harm our environment, it can affect the rivers and lakes that provide us with our drinking water.

Please help protect your home's plumbing, our sewer system, and the environment, by not pouring FOG down your drain. Instead, let grease cool, pour it into a sealed container, and throw it in the trash. Also, wipe dishes and utensils clean before placing them in the dish washer or prior to washing them in the sink.

To help us in the fight against FOG, the MWA

has a limited number of free, reusable grease can covers available at our headquarters to make it easier for you to discard household cooking grease. Consider it a Christmas gift to protect you and your family from FOG clogs - and sewer backups!

For more information, check out the grease education page of our website at <http://www.maconwater.org/grease-education>.



It's a Toilet, not a Trashcan!

Please do not flush:

- Paper Towels
- Facial Tissues
- Wet Wipes
- Rags/Cloths
- Cotton Swabs
- Dental Floss
- Cat Litter
- Tampons



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