



CURRENTS

MWA COMMITMENT TO THE COMMUNITY



Dear MWA Customers,

As concerns grow over the spread of the COVID-19 virus, the Macon Water Authority (MWA) would like to assure you that public health is our priority. We are committed to providing you continuous access to safe, clean water and wastewater

services.

It is our sincere hope that MWA Customers understand and trust that we will continue – as always – to operate with a staff of dedicated water professionals 24 hours a day, 7 days a week, 365 days a

year, in order to provide these vital services to the customers and communities we serve.

If you have any questions or concerns, please contact us at (478) 464-5600.

MWA OUT IN FRONT OF COVID-19 PANDEMIC

The Macon Water Authority (MWA), as most customers are aware, has been at the forefront of the Coronavirus outbreak and COVID-19 pandemic, by implementing proactive and responsive policies that are aligned with our Coronavirus (COVID-19) Pandemic Continuity of Operations Plan. This plan was enacted to ensure continuous delivery of quality water and wastewater services to our customers as we “keep the water running” during this pandemic.

MWA measures implemented on behalf of our customer and employees during the COVID-19 pandemic:

- *Temporary suspension of service disconnections, late fees and penalties, to ensure all customers have reliable drinking water and wastewater services; however, customers are encouraged to pay their bill using all available payment methods to keep their accounts manageable during the crisis. If you are experiencing financial hardship as a result of COVID-19 and are unable to make a payment, please contact our office at 478-464-5600 to discuss various payment options available through agency assistance.*
- *Temporary closure of the Customer Service Lobby, to reduce the risk of exposure to the novel Coronavirus. However, the MWA began a gradual, phased reopening of the Customer Service Lobby during the week of May 18, to assist customers with billing concerns, change of services and other customer-direct transactions. Access to the drive-thru window is available as well, to assist customers with their payments.*
- *Creation of a Virtual Customer Call Center Unit to continuously address the concerns of customers.*
- *Implementation of reduction-in-force employee work schedules and teleworking measures, in order to meet social distancing guidelines recommended by the CDC, which ensure employee safety and help to prevent the spread of COVID-19 in the workplace and community.*
- *Temporary suspension of the Public Fishing Season at Javors Lucas Lake on March 27, pursuant to the Shelter-in-Place Orders; reopening Javors Lucas Lake on May 1, with social distancing and other precautions.*

MWA policies regarding the current pandemic are subject to change, since this is a fluid situation, so updates will be posted on the Authority's Facebook page or at www.maconwater.org.

“QUICK PAY PROCESS” OFFERS ADDITIONAL PAYMENT OPTIONS

For those MWA customers on the go, who may want to save a trip to the Macon Water Authority to pay their bill, we have joined forces with Authorized Payment Locations (APL) in the area to offer a “Quick Pay” payment option.



Eight Wal-Mart and eight Kroger stores – located throughout Macon-Bibb, Houston and Monroe Counties – can now accept MWA water/sewer bill payments and post them securely to your account, for just a \$1.50 service fee. In addition, Macon Check Cashing and Discount Check Cashier of Macon also have this capability, for a \$2.50 service fee.

These APL's require just three items for you to make convenient MWA payments at their respective stores – (1) your MWA Account Number, (2) the MWA Office Zip Code of 31202-0108, and (3) payment of the \$1.50 or \$2.50 service fee.

For more information and the complete list of MWA Authorized Payment Locations now offering MWA payment options, check out our Facebook page or visit our website at www.maconwater.org.

IS MY WATER SAFE TO DRINK?

Among the many questions asked by MWA customers during the current COVID-19 pandemic: Is My Water Safe to Drink? Absolutely!

The MWA has the professional experience, treatment processes and technologies, as well as regulatory oversight to assure customers that they are drinking the highest quality water possible.

According to the U.S. Centers for Disease Control and Prevention (CDC), conventional water treatment, such as what is provided by the MWA, uses filtration and chlorine disinfection that removes pathogens such as the Coronavirus that causes COVID-19.

In addition, the World Health Organization adds that

detected in drinking water supplies. Furthermore, there is no evidence that the virus is present in public drinking water systems.

MWA SHOWS APPRECIATION FOR EMPLOYEES DURING DRINKING WATER WEEK

The Macon Water Authority (MWA) celebrated Water Professionals Appreciation Day by providing lunch for 131 employees working in the field during the pandemic, while also recognizing the outstanding service of another 100 or so employees teleworking from home.

As many organizations are learning to adapt to new business continuity measures, teleworking has become the new normal for the MWA, which is evident through a recent employee “reduction-in-force” measure the Authority adopted to reduce the risk of exposure to the Coronavirus for employees and their families.

The MWA has made a commitment to “keep the water running” at this time of crisis, an accomplishment that can be attributed to the dedication of 230 MWA water professionals who go to great lengths to provide clean, safe drinking water and wastewater services.

During the pandemic, MWA tap water has provided customers water necessary for everything from washing hands to cooking and cleaning, while also supplying water for health care facilities, industries, and other businesses in Macon-Bibb County and surrounding communities. If you have never considered the essential role a water professional plays in the health and safety of our community, we recommend thinking about it for 20 seconds each time you wash your hands or prepare a meal. Water Professionals Appreciation Day recognizes approximately 10,000 water professionals in Georgia who ensure that tap water is safe to drink and that water resources are protected and properly managed. This statewide day of celebration kicks off the water industry’s National Drinking Water Week, which is held annually during the first week in May, to celebrate the vital role water plays in our daily lives and that water is “there when you need it,” thanks to utilities like the MWA.

CORONAVIRUS CLOGS:

Fats, Oils and Grease are Problematic During the Pandemic

One of the unintended consequences of the Shelter-in-Place Orders during the COVID-19 pandemic is the additional amount of fats, oils, and grease (FOG) entering the MWA sewer system.

While customers are spending more time cooking at home, the resulting FOG can have damaging effects when poured down the sink. FOG can clog residential plumbing and MWA sewer lines, causing backups as well as sewer spills and overflows.

Rather than pour grease down the drain, let it cool and pour it into a container to be thrown away. The MWA has free, reusable grease can covers available to make this easier for you. In addition, please scrape food from plates and wipe dishes and cookware clean prior to washing.

For more information on grease education, check out our website at www.maconwater.org, as well as the YouTube demonstration at <https://bit.ly/3cQGd03>.

Please Remember, the Toilet is not a Trashcan

Wet wipes, Clorox wipes, rags, and other non-dispersible items (those things that do not break down naturally) are troublemakers for plumbing and sewer lines, too.

With the increased use of wipes during the COVID-19 pandemic, there is a rise in the number of sewer spills and overflows attributed to these items being flushed and entering the MWA sewer system. Wet wipes, Clorox wipes, rags and the like not only clog sewer lines, but they can damage equipment and processes at the MWA Water Reclamation Facilities.

Please do not flush these non-dispersible items down the toilet. Remember, the Toilet is not a Trashcan!

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



MWA KIDS FISHING DERBY IS A HUGE SUCCESS

MWA 2020 Fishing Season

Approximately 400 people took part in this year’s MWA Kids Fishing Derby, held on Saturday, March 7, at Javors Lucas Lake, prior to the peak of the COVID-19 pandemic. Parents, guests, and MWA volunteers joined over 200 kids participating, for an event that featured an opportunity to catch rainbow trout. To make this day of fun possible, sponsors donated \$2,150 to cover the cost of prizes, refreshments, and other expenses associated with the free event.

Congratulations to the 2020 MWA Kids Fishing Derby Winners:

- Biggest Catch of the Day – Hannah Parkerson, with a 6.59 lb. catfish
- Biggest Trout of the Day – Ben Dziadul, with a 2.99 lb. rainbow trout
- Age 3-6 winners – Mattie Grace (1st), Kylee Evans (2nd), and E'Moni Hill (3rd)
- Age 6-9 winners – Hannah Parkerson (1st), Jamarian Little (2nd), and Jaylen Tripp (3rd)
- Age 10-13 winners – Anthony Pageant (1st), Ben Dziadul (2nd), and Jaylen Patterson (3rd)
- Age 14-16 winners – Cade Kingerski (1st), Jordan Ussery (2nd), and Sam Dziadul (3rd)
- Adult Winner of a \$329 Pit Boss BBQ Grill – Samuel Adkins

A special thanks to our Sponsors:

- MWA and the Macon Water Alliance
- Hays Service, LLC
- Elliott Machine Shop, Inc.
- Pyles Plumbing
- Cherokee Brick
- GeoTechnical & Environmental Consultants (GEC)
- Capital City Bank

Don't forget, Javors Lucas Lake is open for public fishing. Be sure to check out the 2020 fishing season schedule, as well as the photo galleries from the 15th Annual MWA Kids Fishing Derby, on our website at www.maconwater.org.

