



MWA excels with six industry awards at GAWP Spring Conference

Whether honored for the outstanding performance of its people or its treatment plants, the Macon Water Authority (MWA) came away from the Georgia Association of Water Professionals (GAWP) Spring Conference in Macon as one of the most decorated water utilities in the state. The Authority received six highly coveted industry awards.



Ronnie Evans (right), a Class 1 Operator at the Amerson Water Treatment Plant, receives the District 5 Top Op Award from Gary McCoy, MWA Director of Water Operations who also serves as the District 5 Director of the Georgia American Water Works Association (GAWWA).

The headliner was the award for District 5 Top Operator given to Ronnie Evans, who is a Class 1 Operator at the Amerson Water Treatment Plant. As the Top Operator in the state's District 5, which consists of 23 counties, Evans qualifies for the Operator's Meritorious Award – the water industry's honor for the Top Operator in Georgia.

GAWP Gold Awards recognize treatment plants that operate an entire year without a permit violation, which is an accomplishment extremely difficult to attain, says Jack Dozier, Executive Advisor for GAWP, who replicated the awards presentation locally during the MWA May Board Meeting.

All three of the Authority's treatment facilities – the Amerson Water Treatment Plant, the Lower Poplar Water Reclamation (Wastewater Treatment) Plant, and the Rocky Creek Water Reclamation Plant – achieved this standard. In fact, the Rocky Creek Plant won the GAWP Platinum Award, which is given to those facilities with at least five consecutive years of operations without a permit violation. Rocky Creek's streak of 16 consecutive years without a permit violation places it among the most accomplished plants in Georgia.

Finally, this spring the Amerson Plant also won the

District 5 Best Tasting Tap Water contest, in addition to the Surface Plant High Achievement Award, which is an honorable mention to the Plant of the Year Award.



Larry Reynolds (left), MWA Director of Wastewater Operations, accepts the GAWP Platinum Award as a result of the Rocky Creek Water Reclamation Facility operating 16 consecutive years without a permit violation. This is a rare accomplishment within the water/sewer industry in Georgia, noted GAWP Executive Advisor Jack Dozier (right), who made award presentations at the MWA May Board Meeting.

MWA updating Wastewater Facilities Capital Improvement Plan

Not resting on the accolades of its two wastewater treatment plants, as both recently received industry awards for 100% permit compliance this past year, the Macon Water Authority (MWA) is updating its plan for capital improvements at these facilities to enhance the wastewater treatment services provided to MWA sewer customers.

During the Authority's May Meeting, the MWA Board of Directors approved a task order for engineering consultants at CH2M Hill to complete Phase 1 of a project to rehabilitate the Lower Poplar and Rocky Creek Water Reclamation Facilities.

While Phase 1 involves the update to the capital

improvement plan (CIP), additional phases yet to come will provide schematic design and contractor selection (during Phase 2), design development (during Phase 3), and construction and commissioning (during the final Phase 4).

The first task of Phase 1 in the rehab of the Lower Poplar and Rocky Creek Plants is to provide a preliminary list of capital improvement projects. From there, consultants will work with Authority officials to prioritize that list of identified capital improvement needs. Then, Phase 1 will entail the development of project concepts with cost estimates, followed by a final task to draft and develop a CIP Report.



The MWA Lower Poplar (pictured) and Rocky Creek Water Reclamation Facilities are the subjects of a Capital Improvement Plan (CIP) that kicked off recently with a task order approved by the MWA Board to identify rehabilitation project priorities at both facilities.

Surveys seek feedback on customer service

The Macon Water Authority is implementing three phases of customer surveys to obtain feedback on customer preferences, satisfaction, and suggestions on how we can improve customer service. Should you be selected among the sample of MWA customers asked to take part in any of the three phases of these surveys, we hope you will participate.

The first phase of the customer survey is being distributed to a random sample of all MWA customers. This survey seeks feedback on customer preferences for communications, billing and payment options, in addition to satisfaction with MWA operations.

The second phase of surveys will target specific MWA customers according to their interaction with

the Authority, whether in person, by phone, or by utilizing the Interactive Voice Response (IVR) self-service automated phone system. These Phase 2 surveys are measuring customer satisfaction with these respective interactions with the MWA Customer Care Department.

Finally, the third phase of the MWA customer feedback strategy will provide short surveys for customers as they exit the Customer Care Department at the Authority's headquarters to measure their immediate satisfaction with the customer service provided by the Authority's Customer Care Representatives.

For more information on MWA customer service surveys, contact Kris Vaughn at 478-464-5623 or kvaughn@maconwater.org.

Your Consumer Confidence Report is coming!

Macon Water Authority (MWA) customers will have access to the 2014 Consumer Confidence Report (CCR) by July 1, when this annual water quality data will be online at www.maconwater.org/ccr.pdf. Hard copies also will be available at the MWA headquarters at 790 Second Street upon request.

The annual CCR provides consumers with details of what is in MWA tap water and why. The water quality lab data collected from Jan. 1 to Dec. 31, 2014 offers empirical, scientific evidence that MWA customers enjoy some of the cleanest, safest, and highest quality drinking water possible.

Tests to determine MWA water quality are taken continuously at the source (Javors Lucas Lake and the Ocmulgee River), as well as at

the Frank C. Amerson, Jr. Water Treatment Plant and within the distribution system.

"The Authority goes above and beyond the minimum regulatory requirements for water quality testing," says Gary McCoy, MWA Director of Water Operations. Those cumulative test results conclude that MWA drinking water met all required regulatory limits for detected levels of inorganic contaminants, organic substances, micro-biological contaminants, disinfectants, and disinfectant by-products, with no issues of non-compliance of any kind during the 2014 calendar year.

For more information, contact MWA Water Treatment Operations at 478-464-5650.

SECOND FRONT

Hundreds tour and trek the Amerson Plant to celebrate Drinking Water Week

Hundreds of customers and Macon-Bibb County citizens toured the Frank C. Amerson, Jr. Water Treatment Plant or trekked a 5K course through its campus to celebrate this year's national Drinking Water Week, which was recognized within the water industry during the week of May 3-9, 2015.

The Macon Water Authority celebrated Drinking



MWA Operator Bill Maine (black shirt, center) leads a tour of the Amerson Water Treatment Plant during the Open House on May 7, to celebrate national Drinking Water Week.

Water Week 2015 with two special events at the Amerson Plant. The first was the Authority's annual Open House, which featured public tours for approximately 125 guests on Thursday May 7. Guests included MWA board members, customers, members of the Amerson family, officials from U.S. Representative Sanford Bishop's office, Georgia Power, State Bank, and students from Mount de Sales Academy.

Drinking Water Week also included the first "Running Water 5K" at the Amerson Plant on Saturday May 9. Josh Thompson was the overall winner of the 5K, which included 110 registered participants. The road race raised \$2,750 for the purchase and installation of (reusable) water bottle filling stations at area high schools. The Mount de Sales Academy Environmental Club organized the event as a part of their "Ban the Bottle" efforts in Middle Georgia.

Finally, this year featured the first Water Professionals Appreciation Day in Georgia, held on Monday May 4, to kick off Drinking Water Week 2015, statewide. As a result of Senate Bill 119 being adopted into law this past legislative session, the first Monday in May henceforth will be

recognized as Water Professionals Appreciation Day in Georgia.

For more photos and highlights of Drinking Water Week 2015 at the Macon Water Authority, check out our Facebook page at www.facebook.com/MaconWaterAuthority or website at www.maconwater.org.



Participants take part in the first "Running Water 5K" at the Amerson Water Treatment Plant on Saturday May 9, to conclude the MWA celebration of national Drinking Water Week.

Authority offers tips for customers to attain irrigation efficiency

Since MWA District 3 Board Member Dwight Jones took office a year ago, the majority of calls he receives from ratepayers include questions about water usage and MWA consumption charges. While customer consumption typically increases this time of year because of outdoor watering, Jones encourages MWA customers to make sure their irrigation systems are operating properly.

Here are tips that might help:

- Check the meter box and monitor it to see if metered consumption reflects water use/activity.
- Check irrigation systems zone by zone.
- Look for puddles from underground water lines that might be leaking.



- Consider upgrading irrigation systems with more efficient sprinkler heads.
- Water outdoors for longer durations, and during the early morning and/or late evening.
- For pool owners, make sure leaks aren't coming from the pool line.
- Remember to use drought resistant plants as much as possible when landscaping.
- Finally, heavy water users should consider investing in an MWA irrigation meter.

For more information, check out the WaterSense website

at <http://www.epa.gov/watersense>, and for the complete feature on irrigation by Dwight Jones, log onto our website at www.maconwater.org.

MWA shows off its tools of the trade

Just a few days after the conclusion of national Drinking



Willie Sidney (left), Assistant Manager of Water Distribution, and MWA employees participated in the Morgan Elementary School Career Day on May 11, teaching students about MWA operations such as leak detection and maintenance.

Water Week, Macon Water Authority (MWA) employees were back in the field teaching local students about the tools of their trade.

The Authority participated in the Morgan Elementary School Career Day on May 11, when employees showed students the utility's Closed Circuit Television (CCTV) truck and Emergency Response Unit, teaching them about leak detection and the technology used to televise sewer lines for maintenance and locate valves in the event of system leaks.

Check out additional photos from Career Day and similar events on our Facebook page at www.Facebook.com/MaconWaterAuthority.

Consider the convenience and consistency of E-billing

By taking advantage of our convenient and consistent e-bill service, you can eliminate the regular mailing of your monthly MWA bill.

Signing up for e-bill service is quick and easy. With your account number handy, link to the "Check Your Account (Online Bill Inquiry)" page of the "Customer Care" section of the Authority's website at www.maconwater.org. (There also is a "Check Your Balance and E-Billing" direct link in the top right corner of the website.)

When on the Billing Inquiry page, enter your account number in the spaces provided and click "submit" to view your billing history. From here, you can access the direct link

to sign up for E-billing. But make sure your email address and customer contact information are accurate so e-bills can be distributed to you properly.

For further assistance, contact a Customer Care Representative at 478-464-5600.



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