



# HCWA Currents



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

VOLUME 20, ISSUE 4 ♦ FALL 2020

## Additional Drive-Thru Lane Coming to HQ

In an effort to continually improve its customer service experience, the HCWA will be adding a lane to the existing drive-thru at the Authority Headquarters at 1695 Highway 20 West in McDonough.

The Kiosk is being removed, due to its low use, to accommodate the new drive-thru lane, and Authority officials hope the renovation will be completed by the first of the year.

"COVID protocol has increased our traffic in the drive-thru, so we are trying to ease the wait time and congestion," says Darlene Johnson, HCWA Customer Service Manager. "This should be of great benefit to our customers."

In addition to paying your bill via the drive-thru lanes, customers can come into the



**The HCWA will be converting Lane 2 of its Drive Thru at the Headquarters Building from a Kiosk to a second customer service lane.**

HCWA Headquarters Building, but a mask is required.

Additional payment options include the use of the "Pay Your Bill" portal on the HCWA Website ([www.hcwa.com](http://www.hcwa.com)). Plus, customers can pay by phone by calling 404-341-9689, or toll-free at 1-855-985-1136. (There is a convenience fee added when paying by credit card.)

Finally, customers can pay their bill by direct draft, either through their financial institution or by setting up this service through the Authority. This auto bill pay option does not incur a fee, making HCWA direct pay both convenient and cost effective.

For assistance with any of these HCWA payment options, contact our Customer Service Department at 770-957-6659.

## HCWA Hosting 2nd Annual Art Contest for Imagine A Day Without Water

The HCWA is hosting its 2nd Annual "Imagine a Day Without Water" Art Contest for Henry County students, grades K-12. Art teachers throughout the county were notified of the contest in September.

Cash prizes of \$100 will be mailed to winners in four age group categories, in addition to a gift card for a teacher selected via a drawing. The winners will be recognized on the HCWA website, on social media platforms, and in the next issue of this HCWA *Currents* customer newsletter.



**This drawing created by Stella McClellan, a 10th grader at the Academy for Advanced Students last year, won first place in the inaugural Imagine a Day Without Water Art Contest, High School Division.**

Imagine a Day Without Water, recognized this year on Oct. 21, is a national education initiative organized by the Value of Water Campaign of the U.S. Water Alliance, which includes the American Water Works Association (AWWA) and Water Environmental Federation (WEF), among other utility and industry partners.

The event brings together diverse stakeholders to highlight how water is essential and invaluable to everyday life, and in need of investment in its infrastructure.

Imagine a Day Without Water to drink, to cook, to wash your hands with, or to use for showering, doing laundry or flushing the toilet! Hospitals would close without water! Fire fighters couldn't put out fires, and farmers couldn't water their crops! Disease would spread, even worse during the current pandemic!

For more information on Imagine a Day Without Water, including the annual HCWA Art Contest, check out this page within the Community & Education section of our website at [www.hcwa.com](http://www.hcwa.com).

## Henry County, Georgia Model Water Tower Competition Going Virtual

This year's annual Georgia Model Water Tower Competition at the HCWA will be a little different than in past years due to the COVID-19 pandemic impacting Henry County Schools, but it will be no less challenging or exciting for local students.

The Henry County, Georgia Model Water Tower Competition judging will take place virtually on Friday Nov. 6. Students will conduct virtual interviews that day to explain the details of their water towers to a panel of judges from the HCWA, while additional HCWA water professionals evaluate and test these fully functioning model water towers. The student model water towers are judged based on three criteria – structural efficiency, hydraulic efficiency, and design ingenuity.

The Georgia Model Water Tower Competition challenges Middle School students to design and build water towers, with specific size and height requirements, from any materials. However, students are rewarded for using creative designs and recycled, everyday household items.

The Georgia Model Water Tower Competition is organized by the Georgia Section of the American Water Works Association (GAWWA) and the Georgia Association of Water Professionals (GAWP).

The objective of this event is to make students more aware of the importance of reliable drinking water, while introducing them to rewarding (career) opportunities available in the water profession.

The winners of the 2020 Henry County, Georgia Model Water Tower Competition will be revealed in the next issue (Winter 2021) of this *Currents* customer newsletter, as well as on our website at [www.hcwa.com](http://www.hcwa.com).

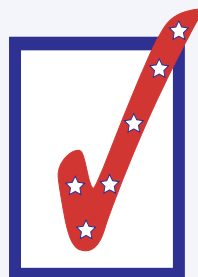


**While students won't be able to gather together like these pictured last year, this year's Georgia Model Water Tower Competition will be held virtually, with judging on Nov. 6, based on each tower's structural and hydraulic efficiency, as well as design ingenuity.**

## Election 2020: Don't Forget to Vote!

Election Day 2020 is Tuesday November 3rd! So, don't forget to vote! You even can vote early, since Henry County is providing several advanced voting sites – three in Stockbridge, and one in McDonough, Hampton, and Locust Grove – available from October 12, up to Election Day.

However, if you choose to vote on Election Day, Tuesday November 3, make sure you know your polling locations, because some have



# ELECTION Vote 2020

changed this year. If you'd like to print out a precinct card and sample ballot, please check online at [www.mvp.sos.ga.gov](http://www.mvp.sos.ga.gov).

More details, including the dates, times, and locations for advanced voting, are available on the Henry County Government website at <https://www.co.henry.ga.us/Departments/D-L/Elections-Registration>. You also can contact the Election and Voter Registration Office at 770-288-6448 for more information.



# Second Front

## HCWA Employees Support A Friend's House

Employees from the HCWA Engineering Division are providing continual support for A Friend's House, Henry County's shelter for children in crisis. On Friday Sept. 18, the employees gathered and delivered their most recent collection of food for current residents, who have the added stress of the COVID pandemic to navigate.

A Friend's House is dedicated to meeting the emotional and physical needs of children who have experienced child abuse, neglect or abandonment. According to data from the Henry County Department of Family and Children Services (DFCS), Henry County averages over 300 of these cases each month.

Since opening in 1998, A Friend's House has served over 2,000 children, locally. HCWA employees are among many local partners of A



The Employees at the HCWA – such as (pictured left to right) Melissa Collum, Lindsey Sanders, Wendy Johnson, and Keith Hyde – are collecting food to donate to A Friend's House in Henry County.

Friend's House. The annual "Taste of Henry" fundraiser is one of the signature events benefitting the local non-profit.

"The people at A Friend's House are always grateful for food donations for their residents, so we decided it would be a great idea to start collecting in our office, and we plan to continue providing assistance indefinitely," says Lindsey Sanders, HCWA Environmental Compliance Coordinator. "So, we welcome any non-perishable goods from our employees or customers; there is a donation box in the Engineering Building (on the HCWA headquarters campus)."

If you might be interested in assisting A Friend's House further, check out their website at [www.afreindshouse.org](http://www.afreindshouse.org) for more information.

## AMS Joins HCWA for Henry County Rivers Alive

Volunteers from the Atlanta Motor Speedway (AMS) are joining employees from the HCWA, the Authority's Cubihatcha Outdoor Education Center, and Henry County Storm Water, for this year's Henry County Rivers Alive cleanup on Nov 9th. The group will clean areas around the Gardner Reservoir.

Rivers Alive is Georgia's annual waterway cleanup, which targets all water bodies in the state, including creeks, streams, rivers, lakes, beaches and wetlands. The Gardner Reservoir is one of five drinking water reservoirs owned and operated by the HCWA,

which provide clean, safe drinking water to approximately 60,000 residential and commercial customer accounts.

The mission of Rivers Alive is to create awareness of and involvement in the preservation of Georgia's water resources. Rivers Alive is an Outreach Program of the Georgia Environmental Protection Division (EPD).

Any individual or group interested in organizing or participating in a Henry County Rivers Alive event can contact Lindsey Sanders, HCWA Environmental Compliance Coordinator, at 678-583-3809 or [lindsey.sanders@hcwa.com](mailto:lindsey.sanders@hcwa.com).



Employees from Atlanta Motor Speedway, pictured here at last year's Henry County Rivers Alive event, are conducting another waterway cleanup on Nov 9th, at the HCWA Gardner Reservoir.

## Help Protect Water Quality With Proper Septic Tank Maintenance

Since the U.S. EPA designated this past Sept. 14-18 as "Septic Smart Week," we thought it might be a good time to remind the nearly 60% of our customers who are not connected to our sewer system to be mindful of how to properly maintain your septic tank (system).

The most serious documented problems from faulty septic systems involve contamination of surface waters and ground water with disease-causing pathogens and nitrates.

Like any potential source of pollution, if a faulty septic system is not operating properly, area streams, rivers and lakes, including the raw water in our reservoirs used for drinking water production, can be impacted.



Thus, if you are our water customer, but a septic tank owner, here are some tips for how to properly maintain your septic system:

- Have your septic tank/system inspected every three years.

- Have it pumped when needed, typically every three to five years.
- Avoid putting harsh products (fats, oils, grease, chemicals, paints, medications, etc.) down your drain.
- Dispose of non-degradable products (wet wipes, dental floss, cat litter, etc.) in the trash, rather than by flushing them.

For more information, including additional Septic Smart tips, visit the EPA's website at [www.epa.gov/septicsmart](http://www.epa.gov/septicsmart).

## Winterize Your Water Lines to Prevent Leaks and Pipe Bursts

This is a good time to weatherize your home, to prevent potential water leaks or pipe bursts – and subsequent water loss and property damage – caused by frozen water lines during the winter.

The HCWA offers the following winterization tips to help:

- Insulate water lines (with wraps or tape) that run outdoors or in unheated areas.
- Consider insulating water heaters as well.
- Drain irrigation systems completely.
- Drain and disconnect garden hoses from outdoor faucets.
- Place covers or insulation over outdoor water spigots.
- Drain water lines that feed outdoor faucets.



- Remove window air conditioning units and insulate those areas.
- Clean gutters, so winter rains and melting snow can drain.
- When leaving your home for an extended period, set your thermostat to 55 degrees – rather than turning the heat off completely.
- Should a pipe burst due to freezing or under any other circumstances, always know how to shut off the main water line servicing your home.

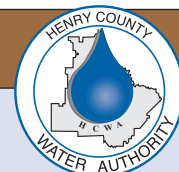
For more information on winterizing your home, contact the HCWA at 770-957-6659, or log onto our website at [www.hcwa.com](http://www.hcwa.com).

## ADMINISTRATION AND LEADERSHIP

Jimmy Carter  
Warren Holder  
Carlotta Harrell  
Cletonya LaGrand Stidom  
Zuwena Poole

Chairman  
Vice Chairman  
Secretary/Treasurer  
Member  
Member

Lindy D. Farmer, Jr.  
General Manager  
  
Kimberly Turner  
Osborne  
Clerk



Henry County Water Authority  
1695 Highway 20 West ■ McDonough, GA 30253  
(770) 957-6659 ■ [www.hcwa.com](http://www.hcwa.com)