



Rockdale Water Resources

## ***Overview of Technology Enhancements Implemented by RWR Customer Service***

***Beginning in 2009 through 2011 Rockdale Water Resources has implemented new and updated technology that has improve efficiency and also offered its customers more convenient ways to pay their water and sewer bills.***

**An Application Analyst** was hired to assist with software support and technical expertise in applications. This position has saved approximately \$146,000 based on projects that were originally slated to be outsourced combined with savings from projects implemented in-house.

**Six Credit Card Machines** were added to each customer service work station in order to decrease waiting time for customer using credit cards to pay their bills. We previously had 2 machines that were shared by all customer service employees which include credit card payments that were done over the phone, received by mail, billing/collections departments, and employees who wait on customer that visit our office to make payments.

**Implementation of a check scanner** was used to assist with posting 10,000 monthly payments through an automatic process rather than an employee entering all payments manually. This project has saved around \$10,000 in staffing support due a reduction of hours needed to post payments. Additionally, this new technology allows checks to be posted the same day they are received rather than 1-2 days that it previously took for one employee to complete.

**Implementation on-line bill-pay & pay by phone services** has reduced incoming calls by 20% in call center, thereby reducing callers wait time and abandoned calls. This new service has also allowed for the reallocation of employee hours to other areas that were previously not being address in an efficient manner. Customers using on-line bill pay & pay by phone services has increased from approximately 560 per month to 2,800 users per month since the project's implementation in September of 2011.

**An upgrade to our billing software** reduced posting time for the end of day closing by 1-1.5 hours per day which has saved the department \$14,000 annually based on overtime hours necessary to complete this task.

***We look forward to making additional improvements in the future to serve our customers better. Please visit our webpage at [www.rockdalecounty.org](http://www.rockdalecounty.org), for additional information about Rockdale Water Resources, and as always we welcome your feedback at [RWRFeedback@rockdalecounty.org](mailto:RWRFeedback@rockdalecounty.org) .***



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# Annual Water Quality Report for 2011

Este Informe contiene información muy importante – Favor de buscar ayuda de un amigo para que se lo interprete en Español.

## 2011 Annual Report Contains Important Information

Water Resources Newsletter contains valuable information about the water you consume, including where it comes from, what water quality tests indicate and what you should know about contaminants. We hope that you will take the time to read this report.

Rockdale Water Resources operators at the County's water treatment plant conduct more than 85,440 analyses per year to ensure the quality of water delivered to the customers tap.

If you have questions regarding water quality that are not addressed in this newsletter, please do not hesitate to contact the Rockdale Water Resources laboratory at 770-278-7484.

## Rockdale Water Resources' Big Haynes Creek Water Treatment Plant Outstanding Accomplishments

Rockdale Water Resources' Big Haynes Creek Water Treatment Plant is an award winning state of the art drinking water facility that supplies potable water to residents, industry, and commercial patrons of Rockdale County. In past years, the Plant has won numerous awards such as Gold Awards for 100% compliance, Best Tasting Water, CDC State Excellence Award for Fluoridation, and GAWP Plant of the Year.

Some past highlights and milestones of the facility were as follows:

- **Gold Award Winner for 100% Compliance in 2004, 2005, 2007, 2008, and 2009, 2010**
- **Drinking Water Best Taste Test Winner in 2006 and 2009**
- **GAWP Plant of the Year in 2009**

In 2011, the Water Treatment Plant continued to serve with excellence by the following achievements:

- **Gold Award Winner for 100% Compliance in 2011**
- **Platinum Award Winner for 5 Consecutive years of 100% Compliance in 2011**

The facility is staffed with 17 of the most competent employees in the water profession. They are all state board certified with 5 employees in possession of the highest-level license in the water industry, which is a Class I Water Treatment license. They operate the plant and distribution system 24 hours a day, 7 days a week, 365 days of the year.

**Congratulations are extended to:** Joseph Spann (Plant Manager), Tim Check, Vernoy Murray (Chief Operators), Holly Hughes, Andrew Churchwell, and Brian Moore (Class I Operators), Keith Fisher and Curtis Whitman (Class II Operators), Theo Demps (Distribution Coordinator), Jeff Cawley (Lab Tech II), Lonnie Hudson, Steve Cole (Class III Operators), Hugh Pannell (Maintenance Superintendent), Henry Thompson, Raymond Gonzales, Michael Collins (Distribution Operators) and Tiffany Shepard (Administrative).

## Important Notice to Residents of Thornwood Subdivision

Located in southeast Rockdale County, the Thornwood Subdivision is not connected to Rockdale's water system. Rockdale Water Resources purchases water from Newton County through a master meter, and water is resold to the residents of Thornwood. The sources are Lake Varner and the Alcovy River, which are both surface supplies.

## Local Outdoor Water Use Updates (Local Watering Restrictions)

The Georgia Water Stewardship Act went into affect statewide on June 2, 2010 and remains in affect currently. It allows daily outdoor watering for purposes of planting, growing, managing, or maintaining ground cover, trees, shrubs, or other plants only between the hours of 4 p.m. and 10 a.m. by anyone whose water is supplied by a water system permitted by the Environmental Protection Division.

Outdoor water use for the following is permitted daily, at any time of day:

- ◆ Commercial agricultural use
- ◆ Irrigation for personal gardens
- ◆ Drip irrigation, soaker hoses, or hand watering with a hose with automatic cutoff or handheld container
- ◆ Irrigation of new or replanted plant, seed or turf in landscapes, golf courses, or sports turf fields for during and 30 days after installation.
- ◆ Irrigation of athletic fields, golf courses, or public turf grass recreational areas.

Outdoor water use for any purposes other than water plants, such as power washing or washing cars, is still restricted to the current odd/even watering schedule:

- ◆ Odd-numbered addresses can water on Tuesdays, Thursdays and Sundays
- ◆ Even-numbered and unnumbered addresses are allowed to water on Mondays, Wednesdays and Saturdays.

For a complete list of restrictions, exemptions and other information regarding outdoor watering, please visit:

[www.gaepd.org](http://www.gaepd.org)

Please send us your feedback at [RWRFeedback@rockdalecounty.org](mailto:RWRFeedback@rockdalecounty.org)

# Rockdale Water Resources



## How to Read This Report

ACRONYM	DEFINITION
<b>PPM and PPB</b>	PPM is <b>parts per million</b> and PPB is <b>parts per billion</b> . PPM corresponds to one penny in \$10,000 or one minute in two years. PPB corresponds to one penny in \$10,000,000 or one minute in 2,000 years.
<b>MCLG</b>	<b>Maximum Contaminant Level Goal</b> – The level of a known contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
<b>MCL</b>	<b>Maximum Contaminant Level</b> – The highest level of contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
<b>AL</b>	<b>Action Level</b> – The concentration of a contaminant, which, if exceeded, triggers a treatment or other requirement, which a water system must follow.
<b>NTU</b>	<b>Nephelometric Turbidity Units</b> – A measure of suspended material in water. Turbidity is measured by shining a beam of light through water and measuring the angle at which the light is scattered by the suspended material. An instrument called a Turbidimeter is used for this purpose.
<b>TT</b>	<b>Treatment Technique</b> – A requirement process intended to reduce the level of a contaminant in drinking water.

## Notes About Contaminants . . .

The sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include the following:

**Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

**Inorganic contaminants**, such as salts and metals, which can be naturally occurring or result from urban storm runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

**Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

**Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also, come from gas stations, urban stormwater runoff, and septic systems.

**Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

**Contaminants and Health Risk . . .** Drinking Water, including bottled water, may contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791).

**Important Health Information . . .** Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their

health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline.

**What is Cryptosporidium?** *Cryptosporidium* (Crypto) is a one-celled parasitic protozoan, which is often found in water sources that receive runoff from animal waste. Crypto can infect humans and have severe impacts on certain people including organ transplant recipients, immunocompromised persons, young children and persons undergoing cancer treatment. Rockdale uses "Ozone" to address this concern.

**A Note About Lead . . .** Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in your community as a result of materials used in your homes plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested. You may also flush your tap water for 30 seconds to two minutes before using it. Additional information is available from the Safe Drinking Water Hotline. In order to ensure that tap water is safe to drink, the EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems.

Rockdale Water Resources  
 Detected Contaminants Table for Year 2011

Water System ID# 2470000 – Surface Water Sources; Big Haynes Creek, Randy Poynter Lake, Little Haynes Creek

<b>Detected Inorganic Contaminants</b>						
<b>Parameter</b>	<b>Units</b>	<b>MCL</b>	<b>MCLG</b>	<b>Detected Range</b>	<b>Violation</b>	<b>Typical Source</b>
Fluoride	PPM	4.0	4.0	0.70 – .83	No	Additive/Naturally Occurring
Nitrate/Nitrite	PPM	10.0	0	0- 0.37	No	Runoff from Fertilizer
Iron*	PPM	0.30	0	0- 0.06	No	Naturally Occurring
Manganese*	PPM	0.05	0	0.002- 0.031	No	Naturally Occurring
Lead	PPB	AL 15	0	0- 2.5	No	Corrosion of household plumbing systems
Copper	PPB	AL 1300	0	0- 150	No	Corrosion of household plumbing systems

\*Secondary Contaminant (Aesthetic Issue Only)

<b>Microbiological Contaminants</b>							
<b>Parameter</b>	<b>Units</b>	<b>MCL</b>	<b>MCLG</b>	<b>Highest % or exceeding limits</b>	<b>Lowest % of samples meeting limits</b>	<b>Violation</b>	<b>Health Effects Language or Typical Source</b>
Total Coliforms	P/A	5% of monthly samples tested as positive	0	0	100	No	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other; potentially-harmful, bacteria may be present.
Fecal Coliforms	P/A	0	0	0	100	No	Human and Animal Waste
Turbidity	NTU	TT	N/A	Highest value 0.17	100	No	Soil Runoff

"Turbidity is a good measurement of the cloudiness of water. We monitor turbidity because it is a good indicator of the effectiveness of the filtration system."

<b>Disinfection By-Products</b>							
<b>Parameter</b>	<b>Units</b>	<b>MCL</b>	<b>MCLG</b>	<b>Average</b>	<b>Range of Detected Values</b>	<b>Violation</b>	<b>Typical Source</b>
Total Trihalomethanes (TTHM)	PPB	80	0	13.86	8.56 – 21.61	No	By-Product of drinking water chlorination
Total Haloacetic Acids (THAA)	PPB	60	0	7.30	4.30 – 9.80	No	By-Product of drinking water chlorination