

2014 Annual Report

Board of Directors

Jim King, Chairman
Lake Gibson, Vice Chairman
Tony Kellar, Secretary
Deborah Stowers
Linda Townley

Mission

Etowah Water & Sewer Authority improves the quality of life for our customers, our community and environment through proper management of our water resources.

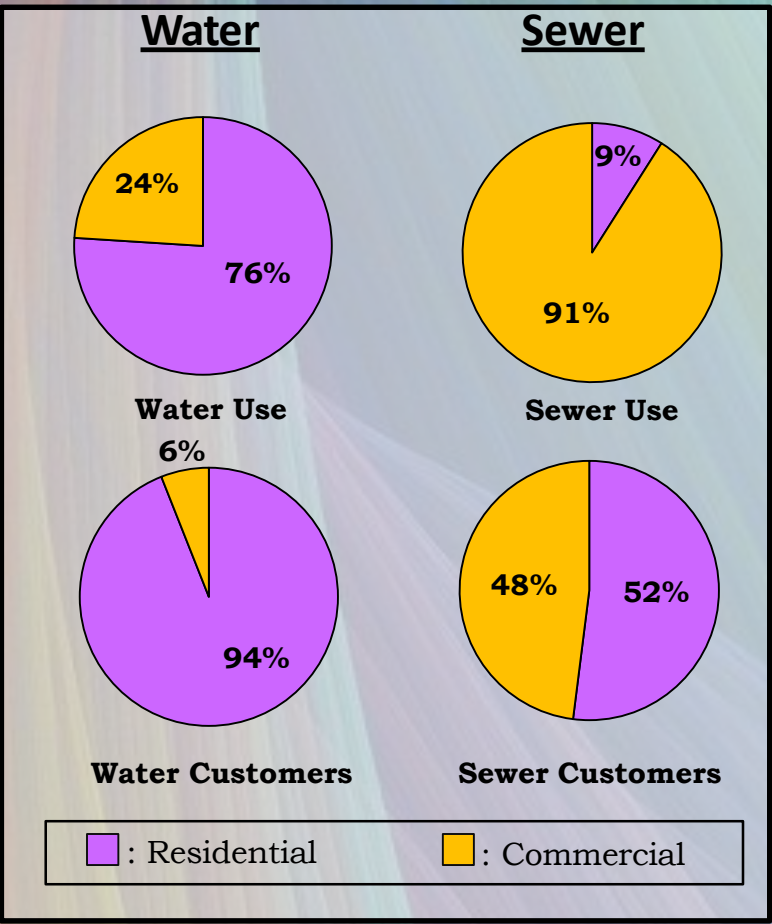
Vision

Etowah Water & Sewer Authority commits to support all of the citizens of Dawson County and economic development with water services.

Main Office Information

1162 Hwy. 53 East
Dawsonville, GA 30534
706-216-8474
www.etowahwater.org





Engineering & Construction

- Designed and bid the S.R. 400 at S.R. 53 Utilities Relocation Project to accommodate the continuous flow intersection being constructed by the DOT.
- Designed, bid, and managed the 2014 Water & Sewer System Improvements Projects.
- Successfully completed the first year of the Water Storage Tank Maintenance Program.

Customer Service

- Contacted all commercial customers to encourage auto draft and email billing, in an effort to go paperless.
- Prepared and processed 61,326 bills for customers in 2014.
- Educated customers on all online services offered by the Authority.
- Continued to manage Leak Adjustment Program to help customers avoid high water bills and conserve water.

Did You Know?

- Older toilets use between 3.5 and 7 gallons of water per flush. However, WaterSense labeled toilets use at least 60% less water.
- A leaky toilet can waste about 200 gallons of water every day.
- A bathroom faucet generally runs 2 gallons of water per minute. By turning off the tap while brushing your teeth or shaving, a person can save more than 200 gallons of water per month.
- High-efficiency washing machines use less than 27 gallons of water per load compared to 50 gallons or more of water per load used by a traditional washing machine. Using a high-efficiency washing machine can conserve large amounts of water.
- The average American household uses 320 gallons of water per day, about 30% of which is devoted to outdoor water use. More than half of that outdoor water is used for watering lawns and gardens. Nationwide, landscape irrigation is estimated to account for nearly one-third of all residential water use, totaling nearly 9 billion gallons per day.

Water Treatment

- Microbiology lab became certified by Georgia Environmental Protection Division.
- Performed plant tours for Dawson County High School students; and participated in career day for all Dawson County Elementary Schools students.
- Successfully managed the repainting of the 750,000 gallon clearwell both inside and out.



Finance

- The Certificate of Achievement for Excellence in Financial Reporting was awarded to the Authority for the 8th consecutive year by the Government Finance Officers Association (GFOA) for its comprehensive annual financial report (CAFR).
- The Authority sold 107 water meters in 2014.
- The Finance Department continued to meet Georgia Department of Audits and Accounts regulations and requirements in 2014 by successfully managing \$4,665,900 in operating revenue.

Treatment Capacity

- Hightower Water Treatment Facility - 5.5 MGD*
- Dawson Forest Water Reclamation Facility - 1.0 MGD*

(* MGD - million gallons per day)

GREEN CUSTOMER SERVICE EXPERIENCE

- Online Bill Payment
- Online Sign -up for Service
- Automated Phone System
- Optional Payment Methods:
 - Pay Online @ www.etowahwater.org
 - Pay by Phone 24/7 @ 1-866-530-1323



“Excellence in Every Drop”

Operations

- Began clearing cross country sewer easements.
- Replaced and upgraded all water sample sites.
- Completed 2,885 work orders in 2014.
- Completed 3,026 utility locates in 2014.

Administration

- Continued managing the Russell Creek Reservoir Project.
- Helped host a very successful Veteran’s Day Celebration feeding over 250 Veterans and their families.
- Supported Rotary Island by providing water for its operation at no cost.
- Assisted and supported all Departments in meeting goals and objectives.


Message from General Manager

Dear Customers,

Over the past year, we have seen an increase in development activity. New businesses are preparing to locate to Dawson County, and new homes are being constructed. We are grateful for this growth. We have seen a renewed hope and expectation for the future of our community. The Authority’s commitment to serve Dawson County is demonstrated in our award winning service to our customers. The Authority is also working to ensure water and wastewater services for the future of Dawson County.

The Authority has been working on Russell Creek Reservoir for the past several years. The reservoir is a drought contingency reservoir. It will allow us to store water during times of abundance and use it during times of need such as droughts. The reservoir is being permitted to supply the drinking water needs of Dawson County through 2063. While this 50 year planning horizon may seem like a long time, it is important not only to plan for our current generation but the next one as well.

We are committed to planning and providing for the future of Dawson County. We are dedicated to providing excellent drinking water, wastewater treatment, and service to you, our customers. We are grateful for you and honored to serve you.

Sincerely,

 Brooke Anderson, P.E.
 General Manager

Systems Summary

- 392 Sewer Customers
- 22.5 Miles of Sanitary Sewers
- 5,136 Water Customers
- 183 Miles of Water Mains
- 544 Million Gallons of Water Treated
- 97 Million Gallons of Wastewater Treated

Water Reclamation

- Dawson Forest Water Reclamation Facility was awarded the Platinum Award for wastewater plants by Georgia Association of Water Professionals.
- Treated 576,000 gallons of sludge for Hampton Wastewater Plant.
- Treated 212,000 gallons of sludge for the Polo Fields Wastewater Plant.
- Performed 7,813 tests on reclaimed water to protect the environment.