

TOWNS COUNTY WATER & SEWERAGE AUTHORITY BUSINESS PLAN

Towns County Water and Sewerage Authority was created and established in 1972 by an Act of the General Assembly of Georgia. The Towns County Water and Sewerage Authority is not a County affiliated office therefore, we do not receive tax revenue from the citizens of Towns County. The Authority is operated solely by billing revenue from our customers. During the years that Towns County Water and Sewerage (TCWSA) has existed many changes have come about in Towns County. One of the most important is that users have the assurance that a safe and quality water supply will always be available for their consumption. Now, as in the past, TCWSA's team of dedicated employees and board members are working tirelessly to advance the effectiveness of the system and to provide clean, safe, and reliable drinking water.

At this present time, the water system has over 400 miles of water main distribution lines and 9 storage tanks which have approximately a 1.6 million gallon capacity to serve over 11,000 customers. Our water is drawn from surface water on Lake Chatuge, which is supplied by the Hiwassee and Hightower Rivers and their tributaries. The City of Hiwassee and Towns County Water are in joint ownership of the Treatment Plant. The City of Hiwassee owns 55% and Towns County Water owns 45%. We purchase our finished water from the City of Hiwassee each month. Meter reading is performed monthly and begins around the third week of the month. It takes approximately 2 days to read the entire system. Bills are transmitted around the 3rd of each month. Billing is software generated on a local computer. The software, FileMaker Pro Advanced is maintained by Bill Driskel and Associates out of Blairsville, GA. Monthly consumption information is maintained on each customer from the date of their connection and can be utilized by the software for payment review, billing history, disconnect records, annual income and consumption projections.

TCWSA is staffed by six employees: two of which work in the office and four who work in the field. The staff is strongly encouraged to participate in continuing education programs and to pursue additional certification credentials when possible. Visual inspection of the distribution system occurs monthly during meter reading. Pump station operations are reviewed with pressure recorders that are placed at alternate locations throughout the month. Total system water losses are reviewed monthly. Work orders are maintained on file at the water office and are reviewed on an annual basis to determine significant problem areas.

An annual water quality report is prepared to provide information that enables users to make educated health related decisions concerning the consumption of their drinking water. As stated in the latest report, the system is free of monitoring violations. Management is working closely with their engineers, The Environmental Protection Agency, and Georgia Rural Water Association to evaluate the latest monitoring technology to prevent any problems before they occur. TCWSA maintains a SCADA system on all storage tanks and booster pumps. This system provides an accurate and timely means of monitoring the system.

The Board of Directors and Management continually endeavor to provide the staff with the latest training and tools to perform their jobs. Our entire system is equipped with radio read meters which allows for faster and more accurate reading of water meters. This allows our staff the necessary time for maintaining TCWSA's ever- expanding water system.

Towns County Water and Sewerage Authority is operated by a five-member Board of Directors which meet on the 3rd Tuesday of each month. For more information about the system or this Business Plan, please contact the Towns County Water Office at (706) 896-4372.