

2013 Annual Report

Board of Directors

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



Operations

- ◆ Evaluated all water & sewer easements and developed a maintenance program for them.
- ◆ Completed inventory tracking system for parts used by the department.
- ◆ Completed 2,248 work orders in 2013.
- ◆ Completed change-out of all 2-inch and larger water meters

Customer Service

- ◆ Completed scanning all active and in-active customer files, in an effort to go paperless and be better stewards to the environment.
- ◆ Developed and created a new Leak Adjustment Policy for our customers.
- ◆ Prepared and processed 60,793 bills for customers in 2013.
- ◆ Implemented "New Service Application" online.

Administration

- ◆ Brought all asset depreciation management in house.
- ◆ Helped host a very successful Chick-fil-A Leadercast program.
- ◆ Donated bottled water for various community events and civic organizations.
- ◆ Assisted and supported all Departments in meeting goals and objectives.

Water Reclamation

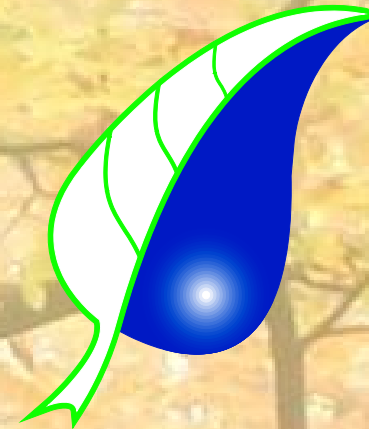
- ◆ Dawson Forest Water Reclamation Facility was Awarded the Platinum Award for Wastewater Plants (for NPDES permit compliance) given by Georgia Association of Water Professionals.
- ◆ An Operator won Top Operator of the Year by Georgia Association of Water Professionals.
- ◆ Treated 376,000 gallons of sludge for Hampton Wastewater Plant.

Systems Summary

- ◆ **373 Sewer Customers**
- ◆ **22.5 Miles of Sanitary Sewers**
- ◆ **5,094 Water Customers**
- ◆ **183 Miles of Water Mains**
- ◆ **470 Million Gallons of Water Treated**
- ◆ **98 Million Gallons of Wastewater Treated**

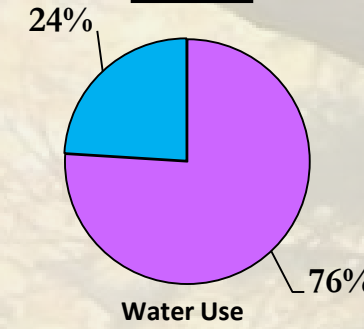
GREEN CUSTOMER SERVICE EXPERIENCE

- ◆ *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*

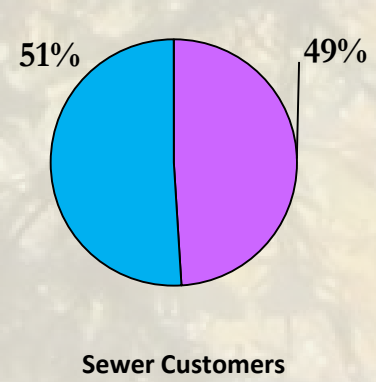
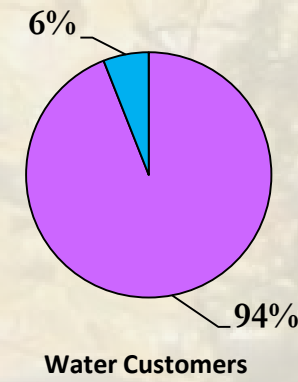
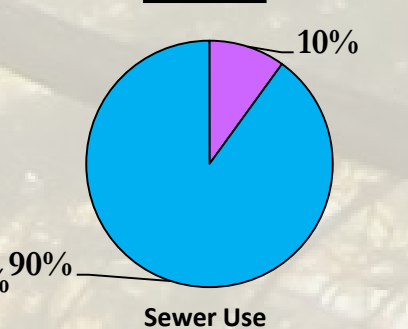


"Excellence in Every Drop"

Water



Sewer



■ : Residential ■ : Commercial

Message from General Manager

Dear Customers,

Rain, rain, rain...we have been blessed with an abundance of water in 2013. In times of plenty, it is important to save for a time of need. Etowah Water & Sewer Authority has been working on the Russell Creek Reservoir for the past several years. This 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. This 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 to not only 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.

Brooke Anderson, P.E.
General Manager

Did You Know?

- ◆ A leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons per year. That's the amount of water needed to take more than 180 showers!
- ◆ The average household's water leaks can account for more than 10,000 gallons of water loss every year, or the amount needed to wash 270 loads of laundry.
- ◆ Fixing easily corrected household leaks can save a homeowner about 10 percent on their water bill.
- ◆ A good method to check for leaks is to examine your winter water usage. It is likely that a family of four has a serious leak if its winter water use exceeds 12,000 gallons per month.

Finance

- ◆ Awarded the Comprehensive Annual Financial Report (CAFR) by the Governmental Financial Officers Associations' (GFOA) for the 6th consecutive year.
- ◆ Created and implemented procedures to comply with the EVerify program.
- ◆ The Finance Department was responsible for managing \$4,194,000 in operating revenue in 2013.

Water Treatment

- ◆ Hightower Water Treatment Facility has a 5.5 million gallon per day treatment capacity.
- ◆ Removed all vegetation from fence around plant and improved the preventive maintenance program.
- ◆ Renovated an existing structure to provide needed training, office, and laboratory space.

Engineering & Construction

- ◆ Designed and Managed the 2014 Water Main Improvements Projects.
- ◆ Designed and bid Carlisle Rd. water main relocation project along Dawson County's road widening project.
- ◆ Developed and managed the bid process for the Water Distribution Storage Tanks Maintenance Program.