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For Immediate Release:

Officials Lift Boil Water Advisory

December 30, 2022

8:30 p.m.

Clayton County Water Authority (CCWA) officials announce the boil water advisory has been lifted for customers who have experienced low pressure this week. All test samples came back negative of any harmful bacteria, and the water has been deemed safe to drink and use.

Some customers will continue to experience fluctuations in pressure as we work to fully restore pressure levels. CCWA crews continue repairing leaks on our side of the system. Crews have repaired 21 water main breaks this week. CCWA's Call Center staff and Social Media Care Team will be working this holiday weekend to respond to any calls while maintenance staff will also be working.

"We appreciate our customers' assistance with reporting leaks on the customer side as we work to identify and repair leaks on our side of the system. Working together on this has been a tremendous help in getting our system restored," says CCWA General Manager H. Bernard Franks.

The boil water advisory was put into effect December 25 after freezing temps that hit Metro Atlanta over the holiday weekend resulting in frozen pipes and main breaks causing low pressure and water outages for some parts of our county, particularly in Forest Park, Ellenwood and Riverdale.

Once system pressure drops below 20 psi, all water providers are required by Georgia Environmental Protection Division (EPD) to issue a boil water advisory as a precaution for affected areas.

Georgia Environmental Protection Division (EPD) was notified immediately of the issue. Customers affected were notified via email and outbound calls. Information and updates were sent to local media, posted on www.ccwa.us and on CCWA's Facebook page: @ClaytonCountyWater.

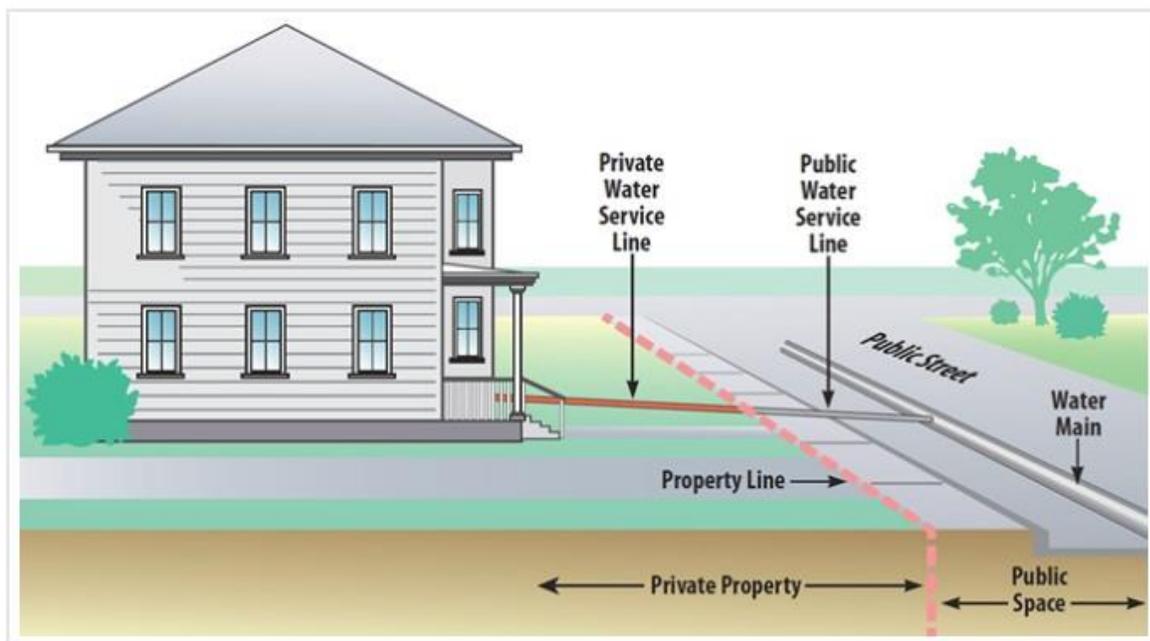
Checking for Leaks

As pressure continues to increase, customers should have water service. If a residential customer (not living in an apartment complex or mobile home park) still does not have service, they should check for leaks on their side of the meter using these steps:

- Check for leaks in the yard between the meter to the house
- Open your meter box lid and see if the meter dial is spinning
- Check around the exterior of your home
- Check for any leaks inside the home
- If you find a leak on your side of the meter, you need to call a professional
- You can use your shut off valve to or call CCWA and request to have your service cut off until repairs can be made

If there is a leak on our side of the meter, which is on the street side, it is a leak on our side of the system. Please call us at 770-960-5200 so we can send out a troubleshooter.

This graphic shows how a typical distribution system is designed.



Customers who had low pressure or no water may find they have leaks once pressure restored to normal levels. If they have leaks, they should contact a professional as soon as possible. As customers see improvements in pressure, they will probably experience air in their lines and discoloration issues. Typically running cold water for a few minutes clears this up.

Bottled Water Distribution

CCWA is providing bottled water Saturday, December 31, rain or shine, from 10 a.m. – 3 p.m. or until supplies last. One case will be provided per vehicle. CCWA is not requiring ID for pick up.

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