

CCWSA Caring for Customers During Coronavirus

In an attempt to “Slow the Spread” and protect the safety and well-being of customers, employees and the community amidst the COVID-19 pandemic, the Cherokee County Water and Authority (CCWSA) has implemented actions to address the current Coronavirus crisis.

Closing Customer Service Lobby, Ensuring Redundancies in Staff and Operations

This first action involved limited public access for customers to reduce interactions with each other and with utility employees. In addition, CCWSA redundancy planning provides for continuity at water production and wastewater treatment facilities, while ensuring there is redundancy in staffing crews to repair any broken water lines or sewage blockages that may occur during this time.

The first action was to close CCWSA facilities to the public, including the customer service lobby at its main office at 140 W. Main St. Canton. However, the “drive-thru” window has remained open. CCWSA customers also can pay their bill online.

Redundancy and Consistent Coverage

CCWSA business continuity and redundancy plans involves the Authority providing redundancy in operations and consistent coverage. The Authority has identified essential operations and employees to make sure there is continual coverage of their critical functions, which primarily include customer service, water treatment and wastewater treatment. CCWSA employees have been separated to reduce potential exposure and to ensure coverage of critical functions. The action of reducing the employee population in any CCWSA building by 50% helps protect the employees and meet the needs of the customers.

Is My Water Safe to Drink? Absolutely.

According to the U.S. Centers for Disease Control and Prevention (CDC), conventional water treatment like that of the CCWSA uses filtration and disinfection that removes or inactivates the virus that causes COVID-19. In addition, the World Health Organization adds that the presence of the COVID-19 virus has not been detected in drinking water supplies.

Please Remember: The Toilet is Not a Trash Can!

While CCCWSA customers are confined to their homes during the COVID-19 pandemic, the Authority has had to deal with the unintended and likely unintentional consequences of a higher volume of wet wipes and grease entering its sewer lines.

To maintain the integrity of the CCWSA sewage collections system, Authority officials are requesting that customers refrain from flushing any type of “flushable” or “non-flushable” wet wipes down the toilet, which are likely to clog CCWSA sewer lines and cause sewer spills and overflows, which threaten the environment and water quality. As the saying goes: “the toilet is not a trash can!”

In addition, Authority officials note the similarly damaging effects of excessive fats, oils and grease (FOG) to sewage collections and conveyance, when customers dispose of these items down the sink. Customer compliance with proper wet wipe and grease disposal – in the trash – will help the CCWSA continually maintain a fully functioning sewer system, especially during this current crisis.

For updates and more information on CCWSA operations during the COVID-19 pandemic, citizens can contact the Authority at 770-479-1813, or refer to news and announcements on this website (www.ccwsa.com).

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