



CARROLL COUNTY WATER AUTHORITY

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For Immediate Release

March 16, 2020

Access to safe, clean drinking water and sanitary sewer systems are cornerstones to maintaining the health and wellness of everyone in our community, particularly now as it relates to the COVID-19 virus. As we navigate through these uncertain times, Carroll County Water Authority has implemented actions to ensure delivery of essential water and wastewater services and to protect the safety and wellbeing of our customers and employees.

Public health officials continue to advise that social distancing is the most effective strategy to prevent the spread of COVID-19. As such, effective March 16, the CCWA administrative office and lobby are closed to the public until further notice. CCWA's administrative office drive-through window will remain open during normal business hours (Monday through Friday from 8:00 a.m. to 5:00 p.m.). CCWA urges customers to make payments from home by accessing our website at www.ccwageorgia.com or automated phone payment system by calling 770-832-1277 and selecting Option 1. CCWA customers may also mail payments to P.O. Box 739, Carrollton, GA 30112. As always, customer service representatives are available by phone to activate and terminate service and to assist customers that may have questions or concerns.

CCWA's water and wastewater treatment facilities and field operations department will continue to operate 24/7, and we remain committed to providing the same level of service that you have come to expect.

The situation around COVID-19 is dynamic and changing frequently. CCWA continues to monitor the situation closely and will adjust operations as necessary. CCWA encourages you to take prudent actions to protection yourself and loved ones from COVID-19. For additional information related to COVID-19 and future CCWA updates, please visit www.ccwageorgia.com. If you have questions or concerns during this time, please contact us at 770-832-1277.