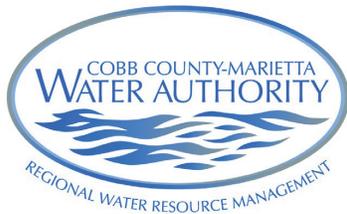


**COBB COUNTY-MARIETTA  
WATER AUTHORITY**

# Level of Service Goals



The Cobb County-Marietta Water Authority (CCMWA) is a regional public utility dedicated to providing sustainable and reliable drinking water and fire protection. As one of the largest wholesale water providers in Georgia, CCMWA serves more than 900,000 residents through its network of wholesale customers. With 183 miles of pipeline and two treatment plants, CCMWA ensures a consistent, high-quality water supply.

## Service Goals History

Since 2012, CCMWA has used Level of Service Goals (LOGS) to evaluate its infrastructure, focusing on design, reliability, and hydraulic performance. These goals, last updated in 2016, guide capital improvement planning in conjunction with results from the hydraulic model of the system.

In 2023, CCMWA's Strategic Plan emphasized stakeholder engagement and called for an update to the LOGS, with a redevelopment plan focused on engaging both current and potential future wholesale customers. CCMWA began the engagement process in late 2024, and completed the updated LOGS in 2025.

# CCMWA

## Level of Service Goals

*These level of service goals do not replace or overwrite specific requirements within CCMWA's agreements with its wholesale customers.*

### Water Supply

#### System Demand

Be able to meet maximum day water demand (150% of average daily demand) with all facilities in service (treatment, intakes, tanks, and pump stations).

#### Permitted Capacity

Plan to maintain Water Treatment Plant capacity and permitted raw water supply such that maximum day demand projections are 90% or less of permitted capacity.

### Water Quality

#### Primary and Secondary MCL

Comply with federal regulations for primary Maximum Contaminant Levels (MCL). Finished water daily average water quality results below secondary MCLs 95% of the time. Engage with wholesale customers as needed to support evaluations of water quality concerns.

#### Raw Water Quality

Design facilities to meet primary MCLs at average daily demand during major raw water quality events (e.g., upstream spills or other events outside CCMWA's control).

#### Taste and Odor - Geosmin and MIB

Maintain treatment capability to reduce 12 parts per trillion (PPT) of 2-Methylisoborneol (MIB) or Geosmin in the raw water to less than 7 ppt or less than 10 ppt, respectively, in the finished water at each treatment plant operating at 50% of its permitted capacity during the primary taste and odor event months of May through October.

### Communications

#### Planning

Publish the 5-year Capital Improvement Plan (CIP) budget document on the CCMWA website.

#### Events

Respond to wholesale customer complaints within one business day. Notify stakeholders of major events, including pressure loss, within three hours. Provide technical assistance to wholesale customers to determine affected areas when needed.

#### Wholesale Customer Outreach

Meet with wholesale customers at least annually and on an as-needed or as-requested basis.

#### Wholesale Customer Service

Engage with wholesale customers as needed to provide technical assistance.

### Redundancy / Reliability

#### Storage Tank Redundancy

Have the ability to take any single transmission system storage tank out of service and maintain system pressure during routine operations, while also being able to take a second tank out of service for a short duration (< 3 days) and maintain system pressure at average day demand.

#### Water Treatment Plant Redundancy

Design future treatment facilities to supply design capacity with any single process component (e.g., filter, valve, pump) out of service.

#### Transmission System Redundancy - Electrical

Be able to supply average day demand with generators at pump stations for 24 hours.

#### Transmission System Redundancy - WTP Conveyance

The transmission system will have hydraulic capacity to accommodate one plant producing water at permitted capacity while the other plant is offline.

#### Transmission System Redundancy - Pipeline

Be able to supply maximum day demand to over 90 percent of the system with any single pipe out of service.

### Transmission

#### Storage Tank Volume

Maintain total storage volume equal to 50% of average day water demand, excluding clearwells.

#### Storage Tank Drafting

Have the ability to refill tanks over a 24-hour period, maintain tank levels above 1 ft, and draft 33% of tank volume each day.

#### Hydraulic Grade Line in System\*

Provide a minimum Hydraulic Grade Line (HGL) of 1225 ft during routine operations within CCMWA transmission mains for the majority of the main pressure zone service area. Exception: HGL of 1210 ft in the area around Factory Shoals Tank where lower ground elevations do not require a higher HGL.

### Planning

#### Integrated Planning - Frequency and Scale

Comply with Metropolitan North Georgia Water Planning District (MNGWPD) requirements and update Water Master Plan every 5 years.

#### Integrated Planning - Coordination

Provide opportunities for wholesale customers to give input on assumptions regarding future water demands as part of the 5-year master planning process.