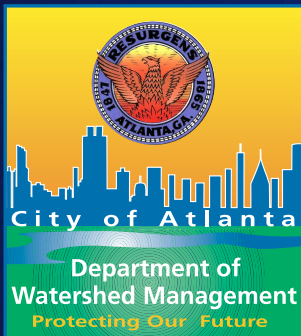


2005
Department of
WATERSHED MANAGEMENT
Accomplishments





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MAYOR

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DEPARTMENT OF
WATERSHED MANAGEMENT
ROBERT J. HUNTER
COMMISSIONER

April 5, 2006

Dear Watershed Customer or Interested Resident,

The Department of Watershed Management had a busy and productive 2005, and we would like to take this opportunity to thank you for your support and your patience during numerous projects that we know created disruptions in your daily lives. We also wanted to share with you some of our 2005 success stories.

Sewer Capacity Relief

On the last day of 2005, we reached a major milestone in our progress toward Consent Decree compliance when we completed construction of the 8.5-mile-long Nancy Creek Tunnel and Pump Station. The 16-foot-diameter tunnel will dramatically reduce sanitary sewer overflows in the Nancy Creek Basin. We project that the annual volume of sewer overflows in the City will be reduced by 45 percent as a result of the completion of this project.



The City also has, thus far, completed 11 sewer improvement projects at a cost of \$90 million and is in the process of designing relief projects in all sewer basins.

The capacity relief program is on schedule for completion by 2012, two years ahead of the Consent Decree compliance deadline.



Construction on the Nancy Creek Tunnel (above) was completed on New Year's Eve, prompting a celebratory gala. In attendance were Councilmember Howard Shook, Mayor Shirley Franklin, Commissioner Rob Hunter and Councilmembers Clair Muller and Mary Norwood. The Greensferry sewer separation project broke ground in November.

Sewer System Evaluation and Rehabilitation

In addition, we made significant progress on our Sewer System Evaluation Survey, the goal of which is to inspect every inch of the City's sewer system to identify structural deficiencies, eliminate leaks and address capacity issues. Thus far, the City has inspected more than 560 miles of sewers or 35 percent of the system, removing 1,050 tons of debris and completing more than 300 point repairs. The sewer evaluation program is on schedule for completion by 2011, one year ahead of the Consent Decree compliance deadline.

To date, we also have completed rehabilitation of 167 miles (26 percent) of the planned rehab of the sewers identified in the SSES as needing repairs and are on schedule to complete the rehabilitation program one and a half years ahead of the Consent Decree compliance deadline.

Ongoing sewer repairs and the Nancy Creek Tunnel add desperately needed sewer capacity in high-growth communities throughout the city. In 2005, the City's sewer capacity certification program authorized 1,600 applications for sewer connections, representing more than 8,000 residential units and 180 commercial projects.

Combined Sewer Projects

The City has begun construction of the West Area Tunnel and Treatment Plant, which will significantly decrease pollution in the Chattahoochee River and its tributaries. The 26-foot-diameter tunnel will be able to store 150 million gallons of combined sewage and stormwater for transport to the new treatment plant, reducing the number of combined sewer overflows in the City from 100 per year to an average of four per year at each of the remaining four CSO facilities.

Separation of the combined (sewage and stormwater) systems in the Greensferry and McDaniel sewer basins and the Stockade sub-basin also got under way in 2005. Separation of those systems means that 90 percent of the City's sewer system will be separated completely. These projects will allow for decommissioning of two CSO facilities and eliminate combined sewer overflows in these basins.

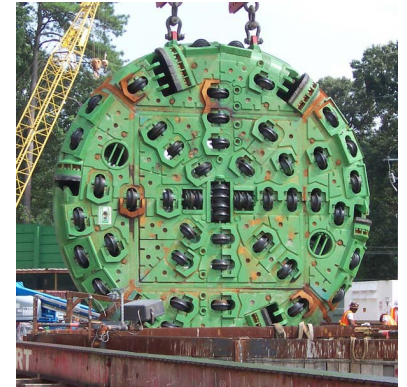
Finally, the City has completed construction of dechlorination facilities at the three remaining west side CSOs and the Custer Avenue facility in East Atlanta. The facilities will remove the chlorine that is used to kill bacteria in combined sewer overflows before the flows are discharged back into streams.



Excavation is proceeding on the Custer Avenue Storage and Dechlorination Facility.



Where possible, the City is using trenchless methods of sewer rehabilitation to lessen the inconvenience to our customers.



Two 28-foot tunnel boring machines, named Rocky and Rocksanne, are excavating the West Area combined sewer tunnel.

Final design of all nine CSO projects was completed by the end of the first quarter of 2005, and construction on all projects was under way by the end of the third quarter. The entire CSO program is currently under budget and on schedule for completion by the Consent Decree deadline of November 2007.



CITY OF ATLANTA

Shirley Franklin
Mayor

City Council

Lisa M. Borders
Council President

Carla Smith

Kwanza Hall

Ivory Lee Young, Jr.

Cleta Winslow

Natalyn Mosby Archibong

Anne Fauver

Howard Shook

Clair Muller

Felicia Moore

C.T. Martin

Jim Maddox

Joyce Sheperd

Cesar C. Mitchell

Mary Norwood

H. Lamar Willis

Operation Clean Sewer

In 2002, the City put Operation Clean Sewer, an aggressive preventive maintenance program, into action with the goal of inspecting 12.5 percent, cleaning 25 percent and rehabilitating 2 percent of the system every year. The program also includes an ambitious grease management component, under which restaurants and other commercial food establishments must install grease traps and comply with strict inspection and enforcement. Performance on all goals is running well ahead of schedule. For example, our goal was to clean 1,200 miles of sewer from 2002 to 2005, and, through December 2005, we had cleaned 1,774 miles.



Water main replacement projects, like the Garden Hills project (completed in 2004) are under way across the City.

Drinking Water System Improvements

On the drinking water side, we completed major renovations and upgrades at the Chattahoochee and Hemphill Water Treatment Plants, and we replaced water mains along Spring Street and in the Capitol View community. We also are replacing water mains in the Greensferry and McDaniel neighborhoods in conjunction with the sewer separation projects, and have begun the extensive Virginia-Highland main replacement project. In 2006 we will also begin replacing water mains in Midtown, southwest and southeast Atlanta.

Water/Sewer Rate Increase Lowered

Revenue from the voter-approved Municipal Option Sales Tax allowed the City to reduce the projected increase in rates, requiring only a 1 percent increase in 2005 and a 10 percent increase for the 2006 and 2007 fiscal years. Despite the effort to keep rates at a minimum, we recognize the burden rising rates place on low-income residents and have worked to provide a safety net for those who can least afford the rate increases. More than 4,738 low-income senior citizens are receiving a 30 percent discount on their water and sewer bills, and in 2005 we increased the amount of money in our Care & Conserve fund, which provides one-time payment assistance and money for plumbing repairs to qualifying individuals, by \$122,000 through grants and public donations.



Mayor Franklin accepts a check for the Care & Conserve program with proceeds from collections at houses of worship around Atlanta.



Watershed Management is adding customer service representatives to cut down on wait and hold times.

Customer Service Initiatives

New customer service initiatives are improving our ability to meet the needs of our customers. You can now pay your water and sewer bills online and at several neighborhood locations. By the fourth quarter of 2006, DWM will have implemented a new billing system that will give customer service representatives instant access to account history and enable them to update information quickly and easily, improving our ability to respond to customers' billing issues. By mid-year, installation of an automated meter reading system that will enhance accuracy and efficiency of customer billing will be under way.

Volunteer Team & NPU Ambassador Outreach

We are acutely aware that as members of the Atlanta community, we are responsible for doing our part to ensure that the community prospers. To that end, we have created the WOW (for “Wonders of Water”) Team, a volunteer group of DWM employees who participate in stream cleanups and charity walks and who regularly undertake projects focused on schoolchildren, seniors and the homeless. We also have started a Neighborhood Planning Unit (NPU) Ambassador program, and DWM employees regularly attend NPU meetings to offer information on projects and other Department efforts, to handle customer complaints and to generally give the Department a human face.



Mayor Franklin helps the Department’s WOW Team during a March stream cleanup project.

Thank You for Your Support



Commissioner Robert Hunter

We in the Department consider ourselves fortunate to have customers and other interest groups who understand the need for system improvements and a Mayor who wants to make the overhaul of the City’s water and sewer infrastructure one of her legacies. The City is under considerable pressure to meet Consent Decree deadlines, and Mayor Franklin is making sure that our response to that pressure is timely, efficient and effective. Completed projects have come in on time and on budget, and we expect that to continue to be the case with present and future projects. In fact, we like to say that we are moving “full stream ahead.”

At DWM, “every day is an opening day” as we break ground and complete projects that will provide clean, safe, affordable drinking water for Atlantans, their children and grandchildren, and our downstream neighbors.

Sincerely,
Robert J. Hunter



Progress at a Glance

- ✓ Inspected 568 miles of sewers to date (*1,600 total miles of sewers in Atlanta*)
- ✓ Eliminated an estimated 7 (148,000 gallons) sanitary sewer overflows since January because of the Nancy Creek Tunnel
- ✓ Inspected 25,899 grease traps from 2002-2005, 54% more than projected (16,800)
- ✓ Reduced number of sewer spills from about 1,000 to 600, a 54% reduction
- ✓ Collected 100% of water/sewer bills in 2005, compared to 91.3% in 2004
- ✓ All CSO Consent Decree projects now under construction