



Planning Today for a Better Tomorrow

Investing in Our Future



2025 REPORT TO THE COMMUNITY



Columbus
Water
Works

*Serving our Community
Protecting the Environment*



Jeremy Cummings, President and CEO

Dear Friends and Neighbors

At Columbus Water Works, we believe that planning today is the foundation for a better tomorrow. Each year brings new challenges and opportunities, and our responsibility is to ensure that the decisions we make now strengthen our community for generations to come.

Water is one of our most precious resources, and its stewardship carries significant responsibility. We operate in a highly regulated environment, where compliance with federal, state, and local standards is essential to protecting public health and the environment. Through advanced monitoring, ongoing staff training, and proactive planning, our team works diligently to ensure our operations remain resilient and responsive as requirements continue to evolve.

Our infrastructure is the backbone of reliable water and wastewater services. From treatment facilities to pipelines, pumps, and reservoirs, these systems must be maintained and modernized to meet the needs of a growing community. We are committed to thoughtful investments that improve efficiency, enhance sustainability, and prepare our system for future demand, recognizing that infrastructure planning today is critical to uninterrupted service tomorrow.

The strong foundation we have today is the result of leadership from those who came before us. Their foresight laid the groundwork by building trusted systems and fostering a culture of responsibility that continues to guide our organization. Today, our leadership team is building on that foundation by embracing innovation, strengthening partnerships, and preparing for the challenges ahead with the same dedication that has defined Columbus Water Works for decades.

Every drop of water we deliver reflects our commitment to the people we serve. Water is more than a utility. It supports daily life, economic growth, and opportunity. By planning with care and foresight, we are ensuring that future generations inherit a system that is strong, sustainable, and ready to meet their needs.

As we look ahead, I am confident that Columbus Water Works will continue to serve as a trusted steward of our community's water resources. With the support of our employees, partners, and customers, we remain focused on providing clean, reliable water as a cornerstone of our community's success.

Jeremy Cummings
President, Columbus Water Works

BOARD OF WATER COMMISSIONERS



*(Seated left to right) Honorable Mayor Skip Henderson; Nick Smith, Chair
(Standing left to right) Oz Roberts; Jennifer Upshaw, Vice Chair; Brooks Yancey*

EXECUTIVE TEAM



*(Seated left to right) Brittany Brossett, Chief of Staff; Jeremy Cummings, President and Chief Executive Officer
(Standing left to right) Gwen Ruff, Chief of Strategy; John Peebles, Chief of Water Resource Operations; Vic Burchfield, Executive Vice President and Chief Compliance Officer; Vickie Clark, Chief of Finance*



Setting Direction through Strategic Planning

Strategic planning at Columbus Water Works sets our direction and shapes our future. For more than 30 years, we have maintained a disciplined planning program that helps us anticipate challenges, adapt to change, and remain a premier water and wastewater utility. Our mission extends beyond delivering clean, reliable water; it is rooted in leading with integrity and innovation while building a resilient and sustainable future for the communities we serve.

Our five-year Strategic Plan is guided by 23 strategic goals focused on operational excellence, environmental stewardship, financial responsibility, equity, and meaningful community engagement. These goals are organized around five priority areas that align and strengthen our work across the organization: championing environmental responsibility, strengthening financial stewardship, advancing infrastructure excellence and innovation, deepening community and customer impact, and unlocking potential to drive workforce success. Supported by cross-functional Agility teams, this approach promotes collaboration, accountability, and action—helping Columbus Water Works continue to serve the Chattahoochee Valley with purpose, resilience, and long-term vision.

PLANNING TODAY FOR TOMORROW'S CHALLENGES



Keeping Your Water Service Safe and Secure

Protecting water and wastewater systems is essential to safeguarding public health and maintaining the trust our community places in Columbus Water Works. This year, we completed targeted security enhancements that strengthen the protection and monitoring of our systems, while continuing to invest in ongoing physical and cybersecurity measures that support reliable service each day.

While much of this work occurs behind the scenes, it plays an important role in reducing risk and ensuring we are prepared to respond quickly if issues arise. These efforts reflect our continued commitment to responsible stewardship, system reliability, and protecting the essential services our community relies on every day.

Resilience and Emergency Preparedness

Just as protecting our digital systems is essential to reliable service, safeguarding physical infrastructure is critical to daily life. Columbus Water Works plans ahead to protect water and wastewater service during emergencies. In 2025, CWW completed a pilot test to bypass the Raw Water Pump Station at Lake Oliver using temporary piping and rental pumps, demonstrating the ability to restore limited water service within days if the station were lost due to a natural disaster or other unforeseen event.

CWW also updated its Emergency Response Plan and strengthened coordination with Fort Benning and regional partners through joint preparedness planning. Together, these efforts reinforce system resilience, protect public health, and support reliable service under challenging conditions.

Preparedness efforts help ensure essential water services remain available during unexpected events.

Strengthening System Resilience

Planning
Update Emergency Response Plan

Testing
Successful system resilience testing

Coordination
Regional and Fort Benning collaboration

Outcome
Reliable service during emergencies

Planning for PFAS Compliance

Protecting public health and preparing for future regulatory requirements are central to how Columbus Water Works plans and operates. New drinking water regulations established by the Environmental Protection Agency require utilities to remove per- and polyfluoroalkyl substances (PFAS) at extremely low levels, measured in parts per trillion, with compliance required by 2031.

Over recent years, Columbus Water Works has conducted extensive testing to evaluate treatment technologies capable of addressing PFAS and other contaminants. This testing, which began proactively in 2023, was completed in 2025 and provides the foundation for the planning and implementation required to meet future regulatory standards. Meeting these standards will require advanced treatment processes and significant investment, estimated at approximately **\$50 million for the Fort Benning facility** and **\$150 million for the North Columbus facility**.

This proactive approach reflects a continued commitment to responsible planning, sound investment, and ensuring the community continues to receive the highest-quality water services possible.

OUR PFAS COMPLIANCE JOURNEY

2023



Pilot Testing
Begins

2025



Pilot Testing
Complete

2026



NCWRF Testing
Begins

2026-2029



Design
& Build

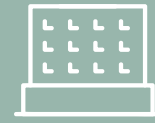
2031



In
Compliance

Technologies
evaluated also
address future
regulated
contaminants

PFAS COMPLIANCE INVESTMENT



~\$50M
Fort Benning



~\$150M
North Columbus

POSITIONING COLUMBUS FOR CONTINUED EXCELLENCE

A Long-term Wastewater Treatment Solution

Columbus Water Works' existing wastewater treatment facility was constructed in 1964, with secondary treatment added in 1974, and has served the community for over 60 years. Today, the facility is approaching its capacity limits and nearing the end of its useful life.

As this infrastructure has aged, regulatory requirements have continued to evolve. The Georgia Environmental Protection Division is planning to lower nutrient limits for wastewater discharges along the Chattahoochee River, reflecting broader efforts to protect water quality throughout the basin. The current facility would require significant upgrades, estimated at more than \$250 million, to meet these future standards.

Columbus Water Works is approaching this challenge with innovation, focusing on a solution designed to serve the community's future needs. Instead of investing heavily in an aging facility nearing capacity and located in a floodplain, we are planning a new wastewater treatment facility. This facility will be designed to meet future regulatory requirements, provide additional capacity, and support continued economic growth.

This strategic investment, estimated at approximately **\$750 million**, reflects a commitment to the region's long-term growth and resilience. A modern wastewater treatment facility will protect public health, safeguard water quality, and represent the most responsible long-term financial investment for our community.



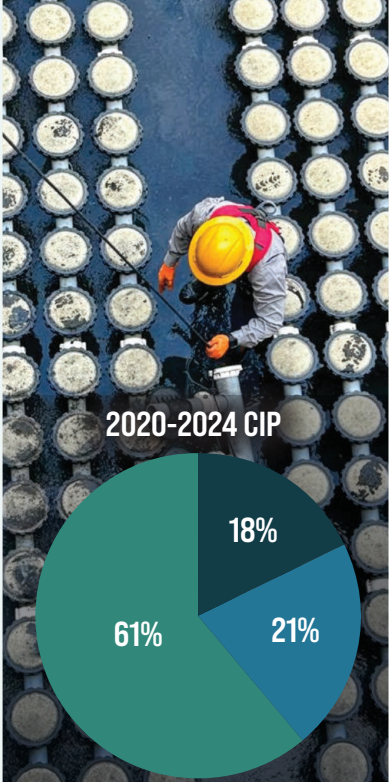
NEW FACILITY WILL:

- ✓ Meet New Standards
- ✓ Provide More Capacity
- ✓ Support Growth & Resilience

Investing in Infrastructure for Long-Term Reliability

Columbus Water Works takes a long-term, planned approach to maintaining and strengthening the infrastructure that supports our water and wastewater systems. Guided by our Strategic Plan, Asset Management Program, and master planning efforts, our Capital Improvement Program prioritizes projects that replace aging assets, improve reliability, and reduce service interruptions to ensure continued protection of public health and dependable service for our community.

Between 2020 and 2024, Columbus Water Works invested more than **\$101 million** in critical infrastructure improvements. This investment includes **\$17.7 million** in completed projects already improving system performance, **\$62.2 million** in projects currently under construction, and **\$21.5 million** in projects in design to address future system needs. Through disciplined planning and responsible investment, we continue to support regional growth while delivering reliable, high-quality service to our customers.



THE FOUNDATION THAT SUPPORTS WHAT COMES NEXT

FROM INFRASTRUCTURE MAINTENANCE TO WATER QUALITY TESTING, THIS WORK SUPPORTS EVERYTHING WE DO.

Water Lines [miles]	Sewer Lines [miles]	# of Fire Hydrants	# of Booster Pump Stations	# of Lift Stations	# of Water Tanks
1,468	1,178	9,555	17	85	23

Enhancing the Customer Experience

Providing reliable water service means more than maintaining infrastructure. It's about how we show up for our customers every day. Over the past year, Columbus Water Works focused on strengthening the customer experience by improving responsiveness, communication, and how easy it is to do business with us.

These efforts led to a six percent reduction in call wait times and improved response times by eight percent. Ongoing staff training and regular review of customer feedback continue to guide improvements that support faster service, clearer information, and a positive customer experience.



Building Trust Through Community Partnerships

Columbus Water Works is intentional in strengthening public trust and supporting economic prosperity across our region through community partnerships and public engagement. By collaborating with local schools, colleges, and workforce partners, we help support learning, innovation, and opportunities throughout the community. Partnerships with Columbus State University, Oxbow Meadows, Columbus Technical College, and the Muscogee County School District reflect this shared commitment to workforce development and community learning.

That same collaborative approach extends to the broader economic landscape. Through partnerships with the Chamber of Commerce, Choose Columbus, and Fort Benning, Columbus Water Works supports business growth, economic development, and regional vitality. Our partnership with the United Way of the Chattahoochee Valley further aligns with our commitment to community well-being and long-term sustainability for the region. Together, these relationships help reinforce confidence in the essential services we provide and support a strong foundation for long-term economic success.

This work also includes caring for the natural resources that sustain our community. By partnering with the Keep Columbus Beautiful Commission, Dragonfly Trails, Community Foundation of the Chattahoochee Valley, Chattahoochee Riverkeeper, Chattahoochee River Conservancy, and other environmental leaders and organizations, Columbus Water Works supports programs that protect the Chattahoochee River and preserve our region's natural resources. Through continued service and meaningful engagement, these partnerships reinforce our role as a trusted steward of both water resources and the community we serve.

STRENGTHENING COMMUNITY CONNECTIONS

Workforce Partnerships in Action

Developing the next generation of water professionals is an important part of how Columbus Water Works serves the community. Through two focused workforce partnership programs, we help people build meaningful careers in the water and wastewater industry by connecting service, education, and opportunity. Through the Career Skills Program, we partner with Fort Benning to support transitioning service members by providing hands-on training and clear pathways from military service into civilian roles. Our college internship partnerships complement this work by connecting students with real-world experience in a mission-driven utility. Together, these programs strengthen our workforce while supporting individuals who are committed to serving the community now and into the future.



2025 AWARDS

NATIONAL AWARDS

GWEF Arthur Sidney Bedell Award
Jeremy Cummings

WEF Volunteer Service Award
John Peebles

Trimble Asset Lifecycle Management Award in Excellence

STATE AWARDS

GAWP Plant of the Year
Fort Benning Water Treatment Plant
Camp Darby Range

GAWP Platinum Compliance Awards
3 Plants; 9 wells

GAWP Platinum System Excellence Award
Collection System
Distribution System

GAWP Platinum QA/QC Laboratory
Water
Wastewater

GAWP Top Op Water Plant
Dalton Milner

GAWP President's Volunteer Service Award – Bronze Level

GAWP Lifetime Achievement Award
John Peebles

LOCAL AWARDS

Chamber of Commerce Partner in Education Award
Partner at Large

KCBC 2025 Star Community Partner Award

KCBC Over and Beyond Award
Rod Kimbrough

GAWP: Georgia Association of Water Professionals
GWEF: Georgia Section, Water Environment Federation
WEF: Water Environment Federation
KCBC: Keep Columbus Beautiful Commission

CONDENSED STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET POSITION

For FY ended June 25,	2024	2025	\$ Change	% Change
Operating Revenues				
Water Sales	\$33,573,227	\$36,941,190	\$3,367,963	10.03%
Sewer Charges	33,636,754	36,328,201	2,691,447	8.00%
Fort Benning Water and Sewer Charges	9,435,668	9,435,968	300	0.00%
Fort Benning CM100 O&M Services	8,145,863	8,479,160	333,297	4.09%
Tapping, CSO Fees and Miscellaneous Charges	5,435,347	5,281,516	(153,831)	-2.83%
Total Operating Revenue	90,226,859	96,466,035	6,239,176	6.91%
Total Operating Expenses	87,024,035	89,184,963	2,160,928	2.48%
Operating Income	3,202,824	7,281,072	4,078,248	127.33%
Total Non-Operating Revenue (expenses)	948,559	(4,865,577)	(5,814,136)	-612.94%
Income Before Capital Grants and Contributions	4,151,383	2,415,495	(1,735,888)	-41.81%
Capital Grants and Contributions	2,813,294	3,744,816	931,522	33.11%
Change in Net Position	6,964,677	6,160,311	(804,366)	-11.55%
Net Position at Beginning of Year	444,620,470	451,585,147	6,964,677	1.57%
Ending Net Position	\$451,585,147	\$457,745,458	\$6,160,311	1.36%

CONDENSED STATEMENTS OF NET POSITION

FISCAL YEAR 2024 TO 2025 COMPARISON

For FY ended June 25,	2024	2025	\$ Change	% Change
ASSETS				
Current Assets And Other Assets	\$130,687,193	\$129,826,066	\$(861,127)	-0.66%
Capital Assets	536,264,126	544,398,970	8,134,844	1.52%
TOTAL ASSETS	666,951,319	674,225,036	7,273,717	1.09%
DEFERRED OUTFLOWS				
Deferred amount of bond refunding	2,599,332	2,068,747	(530,585)	-20.41%
Deferred amount from pensions and post retirement benefits	21,304,446	12,986,611	(8,317,835)	-39.04%
TOTAL DEFERRED OUTFLOWS	23,903,778	15,055,358	(8,848,420)	-37.02%
LIABILITIES				
Other Liabilities	27,578,557	28,430,110	851,553	3.09%
Long-Term Liabilities	191,597,498	177,671,527	(13,925,971)	-7.27%
TOTAL LIABILITIES	219,176,055	206,101,637	(13,074,418)	-5.97%
DEFERRED INFLOWS				
Total Deferred Inflows	20,093,895	25,433,299	5,339,404	26.57%
NET POSITION				
Net Investments In Capital Assets	385,574,286	393,606,682	8,032,396	2.08%
Restricted For Capital Activities and Debt Service	46,059,672	46,594,015	534,343	1.16%
Unrestricted	19,951,189	17,544,761	(2,406,428)	-12.06%
TOTAL NET POSITION	\$451,585,147	\$457,745,458	\$6,160,311	1.36%

FINANCIAL SUMMARY

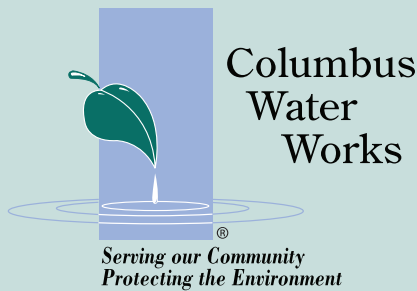
The Columbus Water Works financial condition remained strong at year-end with reliable plants and systems to meet demands. A solid liquidity position, conservative budgeting, and annual rate reviews continue. Projected rate adjustments over the next five years are expected to remain below the national average. Columbus Water Works maintains one of the lowest rates among Southeast cities.

Total combined Columbus and Fort Benning operating revenues were \$96.5 million, an increase from Fiscal Year 2024 of \$6.2 million.

Operating expenses before depreciation and amortization increased by \$840.5 thousand compared to Fiscal Year 2024. For the years ended June 25, 2025, and 2024, Columbus Water Works recognized Other Postemployment Benefits expense of \$902,595 and \$1,956,406, respectively. Operating revenue for the year was \$7.3 million as compared to \$3.2 million for Fiscal Year 2024.

Total assets at year-end were \$674 million. Reserves were maintained within established goals of 90 to 120 days for operational needs and coverage of capital improvements and depreciation for capital reserves.

The 2025 Report to the Community is a condensed version of what may be found in our Annual Comprehensive Financial Report (ACFR), which is located on our website at www.cwwga.org.



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Vision

To lead the Chattahoochee Valley to health and prosperity by operating a first-class water utility.

Mission

To serve our community; to provide safe, reliable water; to protect public health and our watershed; and to leave a legacy of financial and environmental stewardship.

Values

At Columbus Water Works we believe our values drive our behaviors, our behaviors drive our culture, and our culture drives our performance.

Our Core Values

S Service First: We approach every task with a can-do attitude, focusing on solutions, empathy, and customer-oriented service.

E Ethics and Integrity: We act honestly and sincerely in all our dealings, building trust through transparency and open communication.

R Respect for All: We ensure inclusion, fairness, and a strong awareness of the differences that make our community unique.

V Value Excellence: We hold ourselves accountable, continuously training and developing our team to excel in every aspect of our work.

E Environmental and Economic Stewardship: We practice sustainability and resilience, with a commitment to fiscally and environmentally sound practices that protect our resources.

Thank you for trusting us with the future of Columbus

