

About

The Polk County Water Authority (PCWA) supplies drinking water and sewer services to the unincorporated portion of Polk County, Georgia. We currently service approximately 9,000 residential and commercial accounts or approximately 27,000 customers county-wide. Offices are located at 1381 Rockmart Highway, Cedartown, Georgia, 30125.

The Authority consists of a staff of administrative and operations professionals, managed by our Office Manager and Field Superintendent, who report to our General Manager. This is accomplished with strategic oversight from the Authority's Board of Directors that guides and directs the organization for future growth and development.

The Authority manages day-to-day activities by subscribing to our Mission, Values, and Guiding Principles statement below.

Our Mission:

The mission of the Authority is to provide the safest, cleanest and most efficient water and sewer services possible to the Polk County community.

Our Values:

- Safe, clean and efficient water and sewer service is expected by the customer at all times and is a priority to our business.
- The Authority will treat each employee, customer, and supplier as a partner in conserving and protecting natural resources.
- We will strive each day to find and make improvements to our product, processes, and services.

Our Guiding Principles:

Our daily focus will be on high quality product, safety, and value-added services as we deal with customers, suppliers, and each other.

We will:

- treat the business as if it were our own
- focus on areas of the business where we can improve
- work to keep value up and costs down
- act as responsible corporate citizens within the clean water and sewer services community at the local, State, and Federal levels.

Our actions and words define us. We are to behave and communicate with a high level of professionalism, integrity and sensitivity to others.

As a practice, we are open to your thoughts and ideas to improve product and/or services. Our commitment remains to provide the highest quality product to our customers in the safest and most efficient way possible.

We proudly support the Polk County business community through service to our local [Chamber of Commerce](#).