

# Water Lines

MountPleasantWaterworks.com



MOUNT PLEASANT WATERWORKS

December 2011 - January 2012

## Waterworks Works While Customers Sleep

Equipment, cones, and pipes, oh my... in case you have not noticed the Johnnie Dodds Boulevard Improvement Project and Highway 17 North roadwork has taken over the Town and pipes are going everywhere! Most work is being done while most folks are sleeping.



Major road improvements of this nature require utility lines, such as water and wastewater lines, to be relocated prior to the actual roadwork beginning.

MPW's Project Manager, Jim Glennon, along with Chandler Construction's Superintendent Matt Bares have mounted tremendous amount of effort toward coordinating and overseeing these line relocations. MPW staff works around the clock to prepare



and complete the needed work. Communication with our customers is key, and MPW is using the Automated Outbound Notification System to call customers to keep them informed of outages. Once staff coordinates the work, outbound phone

calls and emails are sent to customers being affected by planned outages. In addition, MPW staff visits commercial properties to discuss work being conducted and to determine the best time to complete it. MPW's overall goal is to complete the needed relocations on time, in budget and with minimal effect to our customers. This might sound like an "easy" task, but dealing with a project of this nature requires a significant amount of coordination and preparation that must take place with various agencies and contractors; which makes achieving the overall goal more difficult.



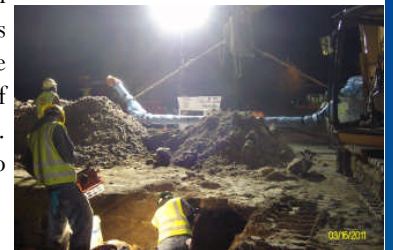
Before these planning efforts began, MPW staff and Commissioners focused on funding for this necessary work. Currently, MPW customers are paying a \$3.00 per Residential Equivalent Unit (REU) per month special assessment. This special assessment

will end once the all the roadwork is complete.

In addition to completing relocations directly related to the Johnnie Dodds Boulevard, MPW is taking this opportunity to plan and prepare for the future. A new 16 inch water transmission line is being installed from Von Kolnitz Drive to Mathis Ferry Road. This line is intended to become the "backbone" of MPW's future water distribution system and provide greater water volumes at proper pressures to the Patriots Point area and western limits of the Town of Mount Pleasant. This new line will also provide improved service and greater fire flows to support the planned development in this area.

MPW found it would benefit both our employees and customers to move forward with installation of this new line now to eliminate future disruption to Johnnie Dodds Boulevard and the lives of our customers.

Additionally, MPW staff found that moving forward with installation of this 16 inch line is a financial benefit to our customers. Staff negotiated with contractors and local banks and were able to complete those negotiations with a savings of \$2.7 million over 15 years. This is a substantial savings to MPW customers.



Engineers, Water and Wastewater staff, and Inspectors contractors have been working tirelessly as the majority of this work is being completed at night; which is more hazardous to our employees and contractors. After hours service outages have to be planned and executed flawlessly in order to avoid repeat work and additional outages.

### Stay Up To Date

Visit our website:

[www.mountpleasantwaterworks.com](http://www.mountpleasantwaterworks.com)

For up to date information on the Round Up program please visit our website.

## Operations Challenge 2011: Mount Pleasant Waterworks' Team, Liquid Force, Takes 6th at National Competition

Now in its 24th year, Operations Challenge is conducted each year in conjunction with Water Environment Federation's (WEF) Technical Exhibition and Conference. This year's Challenge included teams from the US, Canada and Argentina. It was held October 17-19, 2011 in Los Angeles and showcased the skills of some of the best wastewater collection and



treatment personnel in the world. There were thirty teams sponsored by their respective WEF Member Association or recognized Operator Association. Sponsored by the Water Environment Association of South Carolina was state champion Mount Pleasant Waterworks' Liquid Force. This was the first year EVER that South Carolina had a team represented in the Division One competition.

The competition combines five equally weighted skill tests (events) required for the operation and maintenance of wastewater treatment facilities, their collection systems and laboratories—all vital to the protection of public health and the environment.

South Carolina and Mount Pleasant Waterworks were represented well and finished in Sixth Place overall. Mount Pleasant Waterworks Team, Liquid Force, is coached by David Niese and include members Greg Hill, Troy Newton, Tom Kohler, and Allan Clum. The team looks forward to competing in the 2012 State Competition in March.

The MPW Commission Newsletter, Water Lines, is produced in-house and mailed to customers bi-monthly with bills and statements. Current and past issues can also be viewed and downloaded from our website.

## Mount Pleasant Waterworks makes changes to the Security Deposit Policy

On October 18, 2011 Commissioners approved changes to the Security Deposit Policy. These changes were made in an effort to reduce bad debt left to be paid for by good paying customers. Mount Pleasant Waterworks (MPW) has a number of customers move out with unpaid water bills each year.

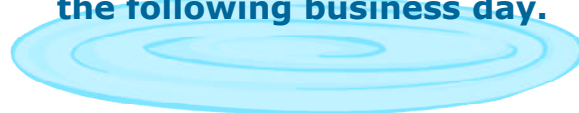
Currently, customers who have a residential and irrigation meter are required to pay two security deposits. The changed policy now requires those customers to pay one security deposit. In addition, homeowners who go 12 consecutive months without being charged any late or delinquent charges will automatically have their deposit credited back to their account. In the past customers had to request a refund of their deposit.

Also, included in the changed policy is that homeowners who open an account at additional service addresses will have their security deposit waived to multiple accounts only when they have had service for 12 months at a previous location and have had no delinquency; returned checks or ACH transactions and/or broken payment arrangements. This does **NOT include commercial accounts.**

The final change to the policy indicates that any homeowner who has had their security deposit credited to their account or waived and then has service disconnected twice due to non-payment will have a permanent security deposit applied to their account. This deposit will be added to their account and must be paid in full with their next regular monthly bill. At the close of their account this deposit will be applied to the final bill; if it exceeds the amount of a customer's final bill the customer will receive a refund check. Managers discretion will be utilized when a permanent deposit needs to be applied to a low-to-moderate income customer's account who have never been assessed a security deposit.

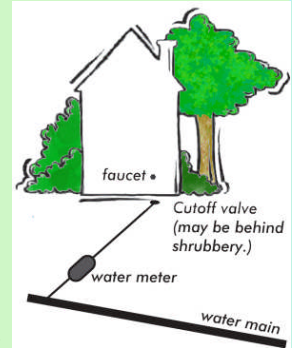
To review the Security Deposit in full please visit [www.mountpleasantwaterworks.com](http://www.mountpleasantwaterworks.com).

**MPW Operations Center**  
**1619 Rifle Range Road**  
**Monday-Friday 8 a.m.-5 p.m.**  
**884-9626 (phone)**  
**customerservice@mpwonline.com**  
**Email requests will be processed**  
**the following business day.**



## Do you know how to turn off your water service?

If you leave your home for any length of time during winter months, you should shut off the water supply to your house in the event of freezing weather.



Your water can be shut off at the cutoff valve, a wheel-type valve normally located under

the water faucet outside, 18 inches below the ground and 2 feet from the house. It will usually be in line with your water meter (located near the edge of your property line near the street).

### *The MPW Operations Center will be closed*

*For Christmas  
December 23 and 26, 2011*

*For New Year's Day  
January 2, 2012*

*And*

*For Martin Luther King Jr. Day  
January 16, 2012*

*On call personnel are available in  
case of emergency. Please call  
843-884-9626.*

*We wish you and yours a festive and  
happy holiday season from all of us*

*at*

*Mount Pleasant  
Waterworks.*

