

# Water Lines

MOUNT PLEASANT WATERWORKS

MountPleasantWaterworks.com



January-February 2013

## Moving Forward with Asset Management *Planning for tomorrow... TODAY*

All water and wastewater systems are made up of assets. An "asset" is a component of a facility with an independent physical and functional identity and age. Assets can include: pipe, valves, tanks, pumps, wells, hydrants, treatment facilities, and any other components that make up the system. Mount Pleasant Waterworks (MPW) assets include: four reverse osmosis water treatment plants, two wastewater treatment plants, 520 miles of water lines, 460 miles of wastewater lines, over 3,000 fire hydrants, and 158 wastewater pump stations.

It is projected that the cost to replace all of our assets would exceed \$1 billion.

To efficiently manage this important part of our utility, MPW has implemented an Asset Management Program. Asset Management involves meeting a required level of service in the most cost-effective way through the creation, acquisition, operation, maintenance, rehabilitation, and disposal of assets to provide for present and future customers.

MPW is responsible for managing its assets in a cost effective manner for several reasons 1) these types of assets represent major public or private investment; 2) well-run infrastructure is important in economic development; 3) proper operation and maintenance of a utility is essential for public health and safety; 4) utility assets provide essential customer service; and 5) asset management promotes efficiency and innovation in the operation of the system.

As we move forward with our Asset Management Program and begin to repair and replace the assets within our service area our goal is to educate and inform our customers about the need for the projects taking place around our community. In the coming months the Old Village will be a busy area. MPW will be kicking off several asset replacement and renewal projects within the Old Village. Those projects include:

### Center Street Wastewater Treatment Plant Capacity Enhancement Project

The Center Street Wastewater Treatment Plant (CSWWTP) was constructed in 1969 and in 1986 an upgrade/expansion to its current capacity of 3.7 million gallons per day (mgd). Due to the age and condition of the existing equipment, the \$27.3 million capacity enhancement project, will upgrade the CSWWTP to meet more stringent discharge limits while achieving a 20% reduction in energy consumption by replacing outdated equipment and processes.

### Wastewater Collection System Rehabilitation Project

MPW's wastewater system began operating in 1942 with an untreated discharge to the Charleston Harbor and while the overall collection system is in good shape, the Old Village area contains the oldest wastewater lines in Mount Pleasant. The wastewater lines are generally over 50 years old and are primarily vitrified clay pipe, not the

modern plastic pipe materials. Due to cracks, breaks, and sags many of the pipes are not functioning properly. In 2010, MPW developed a 10-year Rehabilitation Master Plan to address deficiencies in the gravity wastewater system. In an effort to continue to provide our customers with high quality wastewater service, MPW will be rehabilitating the wastewater collection system in the Old Village area over the next few years. The two major initiatives that will be part of the Wastewater Collection System Rehabilitation Project will be the Capacity Management, Operations, and Maintenance Projects (CMOM) and the Trenchless Rehabilitation Projects.

The CMOM Projects are wastewater line replacement projects that require excavation. The CMOM projects repair those wastewater lines that cannot be lined with cured-in-place pipe lining (CIPP) under the Trenchless Rehabilitation Projects due to severe sewer system defect, such as severe sags in the lines and flat or reverse slopes. Typically, the CMOM work is used to repair wastewater lines that have previously backed up.

The CMOM Projects will cost \$1.8 million.

The Trenchless Rehabilitation Projects have been performed by MPW for numerous years. The Trenchless Rehabilitation projects restore the structural integrity of the wastewater collection pipes by lining them with a new cured-in-place lining. The new liner creates a pipe inside a pipe that is as good as new.

The rehabilitation projects will cost \$2.8 million.

### Waterline Replacement Project

The water system serving the Old Village area was installed in the 1930's and 1940's. Some waterlines do not provide adequate fire flow protection and lines have lost capacity due to tuberculation. In 2007, MPW developed a Master Plan to replace old undersized metal pipes in the Old Village area that have become tuberculated, resulting in discolored water and low water pressure. MPW has reinvested \$4,862,784 in the replacement of these assets to date. \$2,500,000 is budgeted in Fiscal Year 2013- 2014 to complete this project.

As you can see, our Asset Management Program is in full effect. MPW staff along with contractors will be working diligently over the next several years to renew our aging infrastructure.

The map below displays the areas within the Old Village that will be impacted by these projects. If you have questions concerning projects please contact our Operations Center at 884-9626 or send an email to [engineering@mpwonline.com](mailto:engineering@mpwonline.com).

# New!

## Automated Payment System

For customers who typically call to make their payment over the phone, paying your bill with MPW is about to become as easy as 1-2-3. Beginning in 2013, MPW will implement an automated payment system.

The dual purpose of the automated payment system is to make it possible for phone payments 24-hours a day seven days a week and to further protect the privacy of our customers personal information.

The automated payment system will allow customers to check balances and make payments without holding or providing personal information to a representative.

Customer Service Specialist will continue to provide customers with exceptional customer service. The automated payment system is expected to reduce the number of payment calls these specialists take; which will allow additional time to assist customers who may be calling with a water or wastewater emergency, intricate financial or billing problems, or other issues.

The automated payment system will be implemented in the early months of 2013.

If you have questions or experience difficulty utilizing this system, please speak with a Customer Service Specialist.

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.

## OSMO's TIPS

### Learn to Be Water Wise



#### Reduce Hot Water Use

You can lower your water heating costs by using and wasting less hot water in your home.

#### Lower the thermostat on your water heater.

- For each 10° reduction in water temperature, you can save between 3%-5% in energy costs.
- Although some manufacturers set water heater thermostats at 140°F, most households usually only require them set at 120°F. Water heated at 140°F also poses a scalding safety hazard.
- Reducing your water temperature to 120°F also slows mineral buildup and corrosion in your water heater and pipes. This helps your water heater last longer and operate at its maximum efficiency. (Flush the water heater every six to twelve months to remove sediment from the bottom of the tank.)

#### Other Water and Energy Savers

- Insulate the water heater, as well as, the hot-water pipes within a foot or so from the tank.
- Switch off the hot-water system when going away for more than two weeks.
- Install a timer and use off-peak power for an electric water heater. You can save on energy by installing a timer that turns it off at night when you don't use hot water and/or during your utility's peak demand times.

### GO PAPERLESS,

#### Sign Up For Electronic Billing This Month

Want to reduce your incoming mail and help keep your water bill at an affordable rate? Electronic billing through Mount Pleasant Waterworks' Easy Pay system is easy to use. After you sign up, you will receive a monthly email when your bill is available for viewing. Electronic billing saves MPW money and that keeps your water and wastewater bill the second lowest in the tri-county area.

To go paperless today, visit our website and sign up for Easy Pay Online.



**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.**

## FISCAL YEAR 2013 BUDGET MEETING SCHEDULE

February 18, 2013—Public Hearing on Proposed Capital Improvement Plan at 5:00 p.m.

March 18, 2013—Regular Commission Meeting; Presentation of Draft Budget—Review of preliminary rates, fees and charges for FY2014

April 15, 2013—Budget Workshop at 5:00 p.m.; Regular Commission Meeting at 6:00 p.m. Presentation of Draft Budget, including proposed rates, fees and charges for FY2014 and proposed policy adjustments.

May 20, 2013—Budget Workshop at 5:00 p.m., and Regular Commission Meeting at 6:00 p.m. Authorization to advertise FY2014 proposed rates, fees and charges. Approval of Draft budget to go to public.

June 24, 2013—Annual Commission Meeting to Adopt FY2014 Budget and Rates and Approve Annual Budget Document

## Help a Neighbor!

Turn your pennies into DOLLARS to benefit East Cooper Community Outreach (ECCO) or Water Missions International (WMI). Just call 884-9626 and tell us you want to ROUND-UP your next bill payment to the next highest dollar and request the change go to either ECCO or WMI.

You can also sign up online by clicking New or Existing Customers in the Customer Service section of the MPW Website Home Page, then ROUND-UP on the dropdown menu.

