

Water Lines

MOUNT PLEASANT WATERWORKS

January—February 2014

MountPleasantWaterworks.com



Important Notice To Our Customers **Changes In January and February**

In order to streamline operations and make water meter routes more efficient, many customers will experience a change from their present read, bill and due date.

During the transition about 8,000 customers will not have a meter reading within the month of January. These customers will receive January bills that include basic facility charges and other miscellaneous charges, but no usage. The meter will then be read on the new route and put on the February bill.

Some customers will receive bills that include more days than in the past so it may be higher than normal for the month of the change (February) only. After the February billing, the number of days billed will return to the normal 28-31 day range.

If your bill exceeds the normal number of days and you require payment assistance, please contact us.

If you are an auto-draft customer your balance will be withdrawn from your account or charged to your credit card on your new due date. Please be sure to pay close attention to your bill.

In order to remind customers of this change, those being affected will receive an automated reminder call. In order to keep you updated on this change, MPW will need to have your current contact information. Be sure to contact our Customer Communications Department at 843.884.9626 or customerservice@mpwonline.com to update your information.

It is our goal to provide excellent customer service at the lowest cost and this change will help us continue to fulfill our goal of improving our operational efficiency.

To learn more visit mountpleasantwaterworks.com or www.tompsc.com.

MPW Commissioners Elected to Serve

Customers are encouraged to communicate with Mount Pleasant Waterworks (MPW) and one of the best ways to interact is through your elected Commissioners.

Your Commissioners are dedicated to providing safe, clean drinking water and providing environmentally acceptable wastewater treatment at affordable rates. There are seven MPW Commissioners. Five are elected at-large for six year terms while the Town of Mount Pleasant's Mayor and the Chairman of the Town's Water Supply Committee serve as ex-officio members with full voting rights.

Commissioners provide vital input into the operations, management and planning decisions of MPW. Decisions include a lengthy budget process, long-range capital improvement (and Asset Management), and setting rates that affect your monthly water and wastewater bill.

Meet Your Commissioners



Attorney David Jennings and Commissioner John Burn

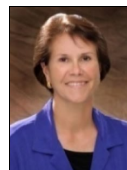
Attorney David Jennings, Commission Chair Rick Crosby and Marie Crosby



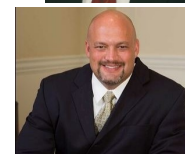
Susan I. Mellichamp



Mac Jenkinson



Diane D. Lauritsen



*Mark Smith
Town Council,
Water
Supply
Committee Chair*



Mayor Linda Page

Poster Contest

Calling all Children from Kindergarten through 8th grade!

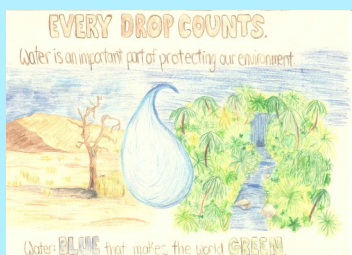
**Submit Your Poster
Deadline March 28h**

MPW's Annual Poster Contest is just around the corner. The contest is open to all students public, private, or home-schooled. The winners in each category will be presented with checks for \$100 (1st Place), \$75 (2nd Place), and \$50 (3rd Place).

Posters should be a celebration of our most precious natural resource-WATER. So get out your markers, crayons, or paints and be creative (all mediums are acceptable, there are no restrictions to your creativity). Poster size submissions should be 11" x 17".

PLUS, winning posters and artists will be photographed and published in the Moultrie News during Drinking Water Week, May 4-10, 2014.

All entries must be received by the end of the business day Friday March 28, 2014. For more information contact Dionna Ebeling at 843-375-5462 or debeling@mpwonline.com.



Responding to Our Customers

In May, Mount Pleasant Waterworks (MPW) changed the layout of the monthly bill and dates that delinquent charges were applied to past due accounts. Following that change customers provided input regarding the time delinquent charges were applied. Commissioners and staff reviewed the comments received and the collections process and costs. On November 18th, the Commissioners voted to remove the \$5.00 Penalty Charge. By removing the Penalty Charge customers will have an additional six days to pay their monthly bill before a Late Charge is applied.

The late payment charges will be added to past due accounts on the following days:

| | |
|----------------------|----------------------------------|
| Bill Due | day 20 |
| Late | \$20.00 charged on day 27 |
| Non-Payment | \$55.00 charged on day 43 |
| Disconnection | on or after day 43 |

"We appreciate the comments received from our customers. After reviewing the cost of collections with staff, we determined that the full cost of collections could be recovered through the Late and Non-Payment Charges. Our main goal is to make sure that the customers who pay their bill on time are not financially responsible for services to customers who do not pay on time," stated Rick Crosby, Commission Chair.

MPW offers a number of options for payments to be made. Customers can make their payments 24-hours a day 7 days-a-week through the Automated Telephone Payment System or the Online Account Management System. To learn more, review the information located on the back of your monthly bill. In addition, MPW's Customer Service Specialists are available to assist customers who may be struggling to make their monthly payment on-time. Customers simply need to call before their payment is due. Customers can also avoid penalty charges by signing up for the Easy Pay Plan and having your monthly bill automatically withdrawn from your credit card, checking or savings account.

To learn more visit www.mountpleasantwaterworks.com or call 843.884.9626.

**MPW Operations Center
1619 Rifle Range Road
Monday-Friday 8 a.m.-5 p.m.
843-884-9626 (phone)
customerservice@mpwonline.com
Email requests will be processed**

The Mount Pleasant Waterworks Operations Center will be closed on Monday, January 20, 2014 for Martin Luther King Jr. Day. Please call 843-884-9626 in case of a water or wastewater emergency and on-call personnel will assist you.



The January Commission meeting will be held at 6:00 p.m. on Tuesday, January 21, 2014 due to the holiday.

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.



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.