

Water Lines

MOUNT PLEASANT WATERWORKS

March -April 2014



Help is available!

Have you encountered difficult financial times that are making it hard to pay your utility bills? Are you living on a fixed income? Is your water bill due before your pay date? If you answered yes to any of these questions, help is available.

Mount Pleasant Waterworks offers a variety of options that may prevent you from unnecessary delinquent charges or service interruption. All you have to do is call Mount Pleasant Waterworks prior to your due date.

What are some of your options? For customers who have are experiencing difficult financial times, MPW works with a number of local organization, such as East Cooper Community Outreach, who may be able to help you. Many MPW customers contribute to the Round Up Program, these funds are donated to East Cooper Community Outreach and then used to assist MPW customers who are unable to pay their monthly bill.

You can't pay your bill by the due date this month? MPW can set-up a payment arrangement. Many customers who are on fixed income receive their monthly check after their water bill is due. For those customers, we are happy to defer your due date until after your check is received which eliminates you from paying unnecessary delinquent charges.



Mount Pleasant Waterworks is open Monday—Friday from 8:00 a.m.—5:00 p.m. Customers can visit our lobby, contact a Customer Service Specialist at 843.884.9626, or email us at customerservice@mpwonline.com prior to your bill due date and we will be here to help.

There are many resources available to help you—you just need to reach out.

Contact a Customer Service Specialist Today

843.884.9626

customerservice@mpwonline.com



www.facebook.com/mpwsocial

Fiscal Year 2015 Budget Meeting Schedule

March 18, 2014 - Developmental Impact Fee Public Hearing, 5:30 p.m., Immediately Followed By Regular Commission Meeting, Presentation of Draft Budget

April 2, 2014 - Committee Meetings

April 21, 2014 - Public Hearing on Cost Recovery Changes, 5:30 p.m., Immediately Followed by Regular Commission Meeting

May 7, 2014 - Committee Meetings

May 19, 2014 - Regular Commission meeting, Request Approval of Draft Budget 6:00 p.m.

June 2, 2014 - Public Hearing on Proposed Operating and Capital Budgets and Fy2015 Rates, Fees and Charges, 5:30 p.m.

June 4, 2014 - Committee Meetings

June 30, 2014 - Annual Commission Meeting to Adopt FY2015 Budget and Rates and Approve Annual Budget Document

Poster Contest



Calling all Children from Kindergarten through 8th grade!

MPW's Annual Poster Contest is underway. 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.

Annual Town of Mount Pleasant Blessing of the Fleet

Join the fun and festivities on Sunday, April 27th at the Memorial Waterfront Park. Overlooking the beautiful Charleston Harbor, this seafood festival celebrates the historical Mount Pleasant shrimping industry with majesty of the ceremonial Blessing of the Fleet and a host of other family activities. Parking and admission are free for this fun family event. Proceeds from the event help support the shrimping community as well as East Cooper charities.



Be sure to stop by Mount Pleasant Waterworks' H2O2GO for a cold drink of water.

Spring Irrigation Check-Up

Springtime's colors are already peeking out as local lawns and gardens begin their transformation from winter to the early growing season.

This is the perfect time to make sure your outdoor irrigation system is in good working condition. Here are a few helpful tips that could make your system more efficient.

Preventive Maintenance

Check and clean your irrigation hardware including sprinkler heads and all connectors. Rust and dirt deposits can clog systems if left unchecked.

Position broadcast sprinkler heads to avoid paved surfaces.

Check your timer. If your system uses an automatic timer, make sure it's working properly by timing the system with a separate watch. Replace the batteries to preserve your timer settings.

Capital Improvement Plan

On Monday, February 17th, Mount Pleasant Waterworks (MPW) hosted a Capital Improvement Plan Public Hearing. This Public Hearing provided an opportunity for the public to request and comment on upcoming projects scheduled for water and wastewater service in the MPW planning area.

The Capital Improvement Plan (CIP) is a major public infrastructure planning tool for utilities. The CIP reflects the philosophy of how a utility manages the infrastructure serving its community. MPW's CIP is a proactive plan for meeting our community's needs, renewing infrastructure, and providing infrastructure for growth and development.

A major component of the CIP is our Asset Management Program. All water and wastewater systems are made up of assets. Assets include: pipes, valves, tanks, pumps, wells, hydrants, treatment facilities, trucks, buildings, computers, and many other components that make up the system. Mount Pleasant Waterworks (MPW) major 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. But that is just the tip of the iceberg. Most of MPW's assets were installed many years ago. Although their original value was around \$370 million; it is projected that if MPW had to replace all system assets today the costs would exceed \$1.5 billion. In order to maintain these aging assets, MPW has developed an Asset Management Program that is fed into the Capital Improvement Plan and helps MPW maintain our current assets, replace assets as needed, and install new assets to provide service to our growing community. MPW must manage the operations and functionality of over 260,000 discrete assets.

When you hear MPW talk about the Capital Improvement Plan it is important to understand the effect this plan has today and for future generations. Through the CIP, MPW will maintain, renew, replace, repair, and install the components needed to provide safe clean drinking water all while protecting the environment through proper wastewater treatment.


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

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 the Customer Service tab on the navigation bar, then ROUND-UP on the dropdown menu.



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 to be viewed. 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.

