

# Water Lines

MOUNT PLEASANT WATERWORKS

May 2013

CLEAN  
WATER

MountPleasantWaterworks.com

## **New!** Bill Design & Date Changes

Introducing the new Mount Pleasant Waterworks bill. The newly designed bill allows for better communication about your account. Please review your bill carefully. Commissioners approved date changes to charges in June 2012. The changes are in effect beginning this month.

### **CHANGES**

*Penalty Charge:* \$5.00

Charge is applied to past due accounts on day 21 after the bill date.

*Late Payment Charge:* \$20.00

Charge is applied to past due accounts on day 27 after the bill date.

*Non-Payment Charge:* \$55.00

Charge is applied to past due accounts on day 43 after the bill date.

The lower right portion of your bill explains all due dates and charges.

#### **Bill Date Example:**

Bill Date May 1st

Due On or Before May 21st

If Received On or After May 22nd + \$5.00

If Received On or After May 28th + \$20.00

*\* NEW: Charges above will appear on the next month's bill*

If Received On or After June 13th + \$55.00

If payment is not received, disconnection of Service on June 13th

*\* Reconnection of service will require full payment of past due bill and all delinquent charges.*

## Fiscal Year 2014 Budget Meeting Schedule

### **May 20, 2013**

Budget Workshop at 5:00 pm, immediately followed by the Regular Commission Meeting.

### **June 3, 2013**

Public Hearing on Proposed Operating and Capital Budgets and FY2014 rates, fees and charges at 5:30 pm.

### **June 24, 2013**

Annual Commission Meeting to Adopt FY2014 Budgets and Rates at 6:00 pm.

MPW Commissioners are currently reviewing upcoming budget recommendations to determine the financial needs for Fiscal Year 2014. Over the next two months, the Commissioners will discuss rates, the Highway 17 Special Assessment, debt, expenditures, and much more in order to prepare for the final approval of the Fiscal Year 2014 Budget on June 24, 2014.

The meetings listed above are open to the public. Commissioners welcome and encourage customers to attend and participate in these meetings.

## New!

### Automated Payment System

For customers who typically call to make their payment over the phone, paying your bill with MPW has become as easy as 1-2-3. During the month of March, MPW implemented 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 allows customers to check balances and make payments without delay or providing personal information to a customer service specialist.

To make your payment utilizing this system follow the directions below:

- Call 843-884-9626
- Choose Option #1
- Enter #1 for English and #2 for Spanish
- You will need your Customer Number and Account Number which can be found at the top right corner of your bill.
- When directed, enter your Customer Number and then Your Account Number (you are not required to enter the zeros at the beginning of these numbers. ) Ex. 000123-000123

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.



### Help a Neighbor!



Turn your pennies into DOLLARS to benefit East Cooper Community Outreach (ECCO) or Water Missions International (WMI). Just call 843-884-9626 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.



### Need a Speaker for your Home Owners Association or Community Group? Want to take a tour of one of our water or wastewater facilities?

Mount Pleasant Waterworks' Commissioners and staff would enjoy the opportunity to present and answer questions. We would also enjoy sharing our award winning facilities with you.

To schedule a speaker for your group or a tour of a water or wastewater facility, please contact Dionna Ebeling at 843.884.9626 or debeling@mpwonline.com



## 2013 Sweetgrass cultural arts festival

Friday, May 31 - Taste of Gullah  
Saturday, June 1 - Sweetgrass Festival

Mount Pleasant Waterfront Park  
99 Harry M. Hallman, Jr., Blvd

[www.sweetgrassfestival.org](http://www.sweetgrassfestival.org)

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

### 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 lowest in Charleston County. To go paperless today, visit our website and sign up for Online Account Management.

