

Water Lines

MOUNT PLEASANT WATERWORKS

November/December 2013



MountPleasantWaterworks.com

Upcoming Changes to Your Billing Date

New homes and businesses are constantly popping up in Mount Pleasant. For Mount Pleasant Waterworks, that means we are adding more addresses to our customer database. In order to continue to provide our customers with quality customer service we will be consolidating and reorganizing our meter reading routes. This change will take place during the months of January and February 2014. Approximately 75% of MPW's customers will notice a change in when monthly bills are received. The change will also affect due dates or autodraft dates if enrolled in Easy Pay.

MPW will provide more information regarding this change in the coming months. All customers are asked to pay close attention to their monthly billing statement, as this is our main form of communication. We will be utilizing our automated telephone system and email to communicate with customers that will be impacted by this change. To ensure that we are able to contact you, please contact a Customer Communications Specialist at 843.884.9626 to confirm the contact information on file.

Congratulations!

In September the Commissioners chose winners of the Annual Calendar Photo Contest. Congratulations to the following winners:

Robbie Silver, Whaley Baynard, Richard Clubb, William Thrash, Marin Voroning, Ginger Deignam, Frances Pearce, Brian Carroll, Bill Walters, Bert Neimyer, Ann Tiller, Alistar Nicol

2014 Calendars will be available at Mount Pleasant Waterworks Operations Center in early January. Thank you to all who participated. We look forward to next year's photo contest.

Check Your Home For Leaks

How can you check for leaks?

You can monitor your water usage at the meter. Although the style may vary from home to home, all meters have a red leak detector triangle that identifies water flow on the register and provides a visual indication of water activity and/or leakage. Here's how you can check your meter:



- (1) Turn off all faucets in your house and verify that no water is being used.
- (2) Locate your meter box in your yard.
- (3) Remove/Open your meter lid and locate the red triangle.
- (4) If the red triangle is moving at all this indicates water is passing through your meter.



How to use a QR Code?

QR codes are utilized to direct customers to a website, video, and much more. In order to utilize a QR code you first must download a QR Code Reader on your smartphone or tablet. Once the reader is downloaded, follow the directions provided to scan the code. This easy to use tool takes away the extra work of entering a web address.



Environmental Systems Operators Honored

Environmental systems operators at Mount Pleasant Waterworks and throughout the Palmetto State play a vital role in protecting our water, soil, and air resources. These dedicated professionals contribute to the continued growth and development of our community and state by using their integrated knowledge of engineering and the physical sciences to care for the environment.

Mount Pleasant Waterworks water and wastewater mechanics and operators are dedicated to operating and maintaining systems that process and treat water and wastewater. Their hard work provides over 70,000 residents with clean, safe water and wastewater service all while protecting the environment. With 53 licensed operators, MPW is able to distribute over 2.5 billion gallons of water per year all while collecting, treating and discharging more than 2.5 billion gallons of wastewater per year. Mount Pleasant Waterworks employs some of the best operators in the industry. These men and women are dedicated to properly maintaining and operating our water and wastewater systems to ensure that our customers are provided safe clean water and wastewater services 24 hours a day 365 days a year. We are extremely honored to have such educated and dedicated Environmental Systems Operators.

Learn to Be Water Wise



Keep Pipes Clean with Proper Disposal of Grease and Oil

Properly Discard Cooking Oils and Fats

When poured down a kitchen sink, grease from cooking oils and fats cool and adhere to pipes like glue. That's bad for a home or business owner, who ends up with clogged drains and an expensive plumbing job.

Keep Drains Clean to Keep Costs Down

The Commission spends more than \$25,000 yearly to respond to grease blockages in the collection system.

Much of the grease residue from home and restaurant plumbing makes its way through the wastewater collection system, where it clogs vital pump stations. Ultimately, the residue ends up at the wastewater treatment plant and drives up operating costs.

Grease also causes undesirable bacterial growth. These bacteria impede the efficient treatment plant process.

To learn more about what you should not put down your drain or toilet scan here and watch our informative video.



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.

In observance of the Thanksgiving and Christmas Holidays, the MPW Operations Center will be closed on the following days:

THURSDAY, NOVEMBER 28

FRIDAY, NOVEMBER 29

TUESDAY, DECEMBER 24

WEDNESDAY, DECEMBER 25

If you have a water or wastewater emergency, call 884-9626. Our answering service will page on-call personnel.

Happy Holidays

Need a Speaker for your Homeowners Association or Community Group?

Mount Pleasant Waterworks' Commissioners and staff would enjoy the opportunity of presenting and answering questions.

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

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.