

Water Lines

MOUNT PLEASANT WATERWORKS

MountPleasantWaterworks.com



October/November 2011

COMMISSIONERS CONSIDERING AUTOMATIC ENROLLMENT IN BILL *ROUND UP* FOR ALL CUSTOMERS *ASK FOR FEEDBACK PRIOR TO VOTE IN DECEMBER*

The Commissioners of Mount Pleasant Waterworks (MPW) are considering a new customer wide Round Up Program and would like to hear from our customers. MPW's voluntary Round Up Program has been in operation for about two years. The new consideration is to enroll all of our customers in the Round Up Program and contribute all of the money to the Mount Pleasant Waterworks Wishing Well Fund. The Wishing Well Fund is a new program specifically created to provide financial assistance to qualifying Mount Pleasant Waterworks Customers. Everyone would have the ability to opt out of the program and could easily do so by calling a Customer Service Specialist or visiting our website at www.Mountpleasantwaterworks.com.

Mount Pleasant Waterworks' customers would contribute to the Wishing Well Fund by rounding up their monthly MPW bill to the next highest dollar. For instance, if your bill is \$38.48, your bill will be rounded up to \$39.00 and the \$.52 will go to the Wishing Well Fund. Customer's bills will be automatically rounded up, and customers need only contact MPW if they do not wish to participate.

Helping Struggling Neighbors Pay Their Water Bill

Meet "Jan" and "Jim" longtime residents of Mount Pleasant. "Jan" and "Jim" have recently suffered some hardship. "Jim" lost his job over a year ago. Although he is able to pick up some part time work here and there it is not like the income he used to have. "Jan" also works, but their income together is not enough to cover their bills. "Jan" has recently suffered some health problems and their medical bills, among others, are piling up. They do what they can to pay when they have the money, but lately their water bill has fallen in the "unable to pay pile." They are in imminent danger of having their water service turned off.

"Jan" and "Jim's" story is all too familiar to some Mount Pleasant residents. These residents are our neighbors and they need our help. Mount Pleasant Waterworks is proposing that the Wishing Well Fund be there to help those who qualify. It will help customers like "Jan" and "Jim" pay their water bill for up to two months.

Helping Our Environment and Neighbors With Connections

Meet "Bill" and "Anna," who are raising a family in Mount Pleasant. "Bill" and "Anna" love their neighborhood and home except for one issue. They have a failing septic tank that makes it unhealthy for their children to play in the backyard. In

addition, their failing septic tank is polluting the creek that runs across the back of their neighborhood. Their septic tank is beyond repair and they wish to tie onto the Mount Pleasant Waterworks' wastewater system, but they cannot afford the expense of the proper abandonment of the septic tank and the cost of tying on. The Mount Pleasant Waterworks Wishing Well Fund would be there to help "Bill" and "Anna" abandon their septic tank and connect to the public wastewater system. This is a good investment in our community and a commitment to a healthy environment. Having "Bill" and "Anna" on the wastewater system helps protect public health and water quality. It also adds to the utility customer base and improves everyone's quality of life.

With a small monthly contribution from each customer, people like "Jan," "Jim," "Bill," and "Anna" can get the help they need.

We Want to Hear From You, Please Take Time to Provide Your Thoughts

This program is currently under consideration by your Mount Pleasant Waterworks Commissioners. Commissioners can be reached by email: commissioners@mpwonline.com. In addition, we welcome all to attend our monthly Commission Meetings and Public Hearings.

Upcoming Meeting Schedule:

**Regular Monthly Commission Meeting
October 24, 2011 6:00 p.m.**

**Public Hearing Regarding the Proposed Round Up Policy and Wishing Well Fund
November 21, 2011 5:30 p.m.**

**Regular Monthly Commission Meeting
November 21, 2011 6:00 p.m.**

**Second Public Hearing Regarding the Proposed Round Up Policy and Wishing Well Fund
December 12, 2011 5:30 p.m.**

**Regular Monthly Commission Meeting
December 12, 2011 6:00 p.m.**

OSMO's TIPS

Properly Discard of 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 homeowner, 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 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.

The DO's and DON'T'S of Cooking Oil and Grease Disposal

-  NEVER put grease or used cooking oil down the drain.
-  DO place grease in a safe container and store it in the refrigerator so it will solidify. Then discard the container in household garbage.
-  For turkey fryer oil, MPW recommends letting the used oil cool, then use a funnel to pour the oil back into its original container. Use the secure cap. Discard with regular household garbage.

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.



Fall Preparation Tips

When cool temperatures prevail throughout the day (mid 60's), it's time to:

- Turn off your irrigation system. Watering during fall and winter months isn't necessary since most lawn grasses, especially centipede, go dormant.
- Cover your swimming pool. Even during fall and winter months, uncovered pools lose large amounts of water to evaporation. An uncovered pool can lose more than 1,500 gallons of water each month, depending on weather conditions, sun exposure and water temperature. Covers help reduce water loss by as much as 90-percent and many brands also provide excellent safety ratings.
- Drain and insulate your water heater. Insulated water heaters reduce energy costs. If you drain your water heater, you will get rid of the sediment that can reduce the life of the heating elements and improve overall efficiency.



MOUNT PLEASANT CHILDREN'S DAY FESTIVAL, FUN FOR THE WHOLE FAMILY!

Hey Kids! Come join the family fun on Sunday, October 16th, when the Town of Mount Pleasant hosts the annual Children's Day Festival at Park West.

There will be plenty of food, fun, attractions and games, including Mount Pleasant Waterworks' obstacle course. Be sure to visit our H202GO mobile water dispenser to stay hydrated with cool refreshing water from Mount Pleasant Waterworks.



The MPW Operations Center will be closed on

Thursday, November 24

And

Friday, November 25

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



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.



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.