



Commission Amends Bill Adjustment Policy

The Mount Pleasant Waterworks (MPW) Commissioners voted on January 26th to revise the current bill adjustment policy. Effective immediately, MPW will limit the number of water and wastewater adjustments due to a plumbing break or severe plumbing leak to one occurrence per account per calendar year, excluding the one annual pool fill adjustment currently permitted.

All adjustments must be requested in writing. When there is doubt as to the nature of the break or leak, verification from a licensed plumber or witness by an MPW employee will be required.

The amendment was approved after the Commission held a Public Hearing regarding the proposed changes prior to their regular monthly meeting on January 26th. The amendment supports MPW's Cost Recovery Policy and provides management the ability to adjust late, delinquent and reconnection fees based on occurrence circumstances.

In fiscal year 2008, MPW made adjustments for water and wastewater charges, late fees, delinquent and reconnection charges totaling \$1.1 million, with some customers receiving multiple adjustments during the year. The former policy did not limit the number of adjustments that could be given. In addition, it did not provide management any ability to adjust late, delinquent or re-connection fees as the new policy does.

To read the Resolution please visit:

Budget Meeting Schedule



- ◆ **March 16** - Regular meeting, 6:00 p.m.
- ◆ **April 20** - Budget Workshop, 5:00 p.m.; Regular meeting, 6:00 p.m.
- ◆ **May 18** - Budget Public Hearing 5:00 p.m.; Regular meeting, 6:00 p.m.
- ◆ **June 8** - Public Hearing on Proposed Operating and Capital

Budget Update and FY2010 and FY2011 rates, fees and charges, 5:30 p.m.

- ◆ **June 29** - Annual Commission Meeting to Adopt FY2010 and FY2011 Budgets and Rates, 6:00 p.m.

New Payment Address

Beginning with the bills going out the last week of March, customers will notice the remittance envelopes have a new address:

**Mount Pleasant Waterworks
PO Box 1986
Columbia, SC 29202-1986**

Payments mailed to our old post office box will still be retrieved daily until all customers have migrated to the new address.

Why The Change?

As MPW strives to provide quality service in an efficient manner, we investigate ways to reduce costs. As a result, MPW has changed how payments are received and processed to take advantage of newer technologies and streamlined mail handling.

Outsourcing the process saves about \$30,000 per year.



Calling all school-age children from Kindergarten through 8th Grade!



Mount Pleasant Waterworks is pleased to announce the 2009 Annual Drinking Water Week Poster Contest. This year's theme is "WATER FOR LIFE" and 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).

Winning posters and artists in each grade category will be photographed and published in the Moultrie News during **Drinking Water Week 2009, May 3-9.**

All entries must be received by the end of the business day **Friday, March 27, 2009.**

For more information, contact Nicole Frampton at 388-1152, or email to nframpton@mpwonline.com. You can also get the information from our website:

Security Always a Top Priority

Mount Pleasant Waterworks is continually looking at ways to heighten security measures in and around its water and wastewater facilities.

"Security has always been and continues to be a major concern here at Mount Pleasant Waterworks," says MPW General Manager Clay Duffie. "Planning, involving employees, security drills and new equipment are all part of the process."

Duffie adds that MPW customers can also play a key role in safeguarding the community.

"We encourage local citizens to report suspicious activity at or near our facilities," he said.

Several areas of ongoing security focus include:

- ◆ Routine testing of MPW drinking water, which has always been performed.
- ◆ Security planning and response drill training which has been implemented on every level of MPW operations.
- ◆ All MPW employees participate in mandatory security training.
- ◆ MPW is in close communication with local health officials, local governmental agencies and public safety officials to ensure coordinated efforts and chain of command.

The MPW Commission Newsletter Water Lines is produced in-house and mailed to customers each month with bills and statements. Current and past issues can also be viewed and downloaded from our website:

Save Money on Your Water Bill



Stop Those Leaks!

Check your indoor water using appliances and devices for leaks. Many silent leaks allow water and your money to go down the drain in wasted water and higher bills.

Toilets are the culprits in the majority of household water-wasting leaks

A toilet that makes a "hissing" sound, or one that keeps filling long after the flush, can waste as much as 300 gallons a day! To determine if your toilet is leaking, look at the toilet bowl after the tank has stopped filling. If water is still running into the bowl, or if water can be heard running, your toilet is leaking.

Most toilet leaks occur at the overflow pipe or at the plunger ball inside the tank. To locate a toilet leak, take the tank lid off and flush. The water level should come up to about a half inch or so below the overflow pipe. Adjust the float level control screw, if necessary, so the valve shuts off the water at that level. If the valve itself is leaking, you may need a plumber to fix it.

The Silent Runner

Although water may not be seen or heard running, your toilet may have a silent leak. To test for a silent leak, drop a little food coloring into the tank. DO NOT FLUSH. Wait for about 10 minutes. If the food coloring appears in the bowl, your toilet has a silent leak. It is probably located in or around the plunger ball or flapper valve at the bottom of the tank. These leaks are also easy to fix with parts from your hardware store.

Replace Your Old Toilet

One of the biggest water-wasters can be an old toilet. If your home was built before 1992 and the toilet has never been replaced, then it is very likely that you do not have a water efficient toilet (1.6 gallon per flush). You can check the date stamp inside the toilet by lifting the lid and looking at the back of the toilet at the manufacturer's imprint of the make, model and date of manufacturer.

There are many new water-efficient models on the market. The best place to start looking is a hardware or plumbing supply store or a home improvement center.

MPW Operations Center

1619 Rifle Range Road

Monday - Friday • 8 a.m. - 5 p.m.

884-9626 • 884-4858 (fax)

customerservice@mpwonline.com

Email requests will be processed the following business day.

Quick News and Notes

Make Life Simple with EASY PAY

Join the growing number of customers who are using MPW's **EASY PAY PLAN**

to pay their bills directly each month with a credit or debit card (VISA, MasterCard or Discover), or an automatic draft from a checking or savings account.



It's easy to join—just complete the authorization on your bill and return it with your payment, or sign up on our website. Click the **EASY PAY PLAN** link on the home page and follow the directions.

It's that easy. Once you join, you'll know that your bill will be paid for you on time every month without you having to do another thing.

Instead of a bill you will receive an **EASY PAY PLAN** statement that shows you when and how much will be drafted from the account of your choice. If you have any questions about your bill, you'll have time to call before the payment due date.

Even better, sign up for Easy Pay Online to get your statement electronically rather than receiving a paper bill. We'll send you an email each month with a link.

