

# W on the Waterfront

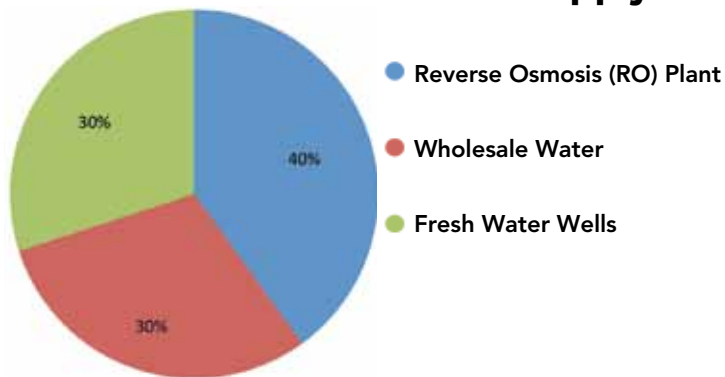
A Publication of the Hilton Head Public Service District

Summer 2014

## PSD Water Supply Going Strong

Hilton Head PSD continues to develop alternative water supplies as we combat the ongoing saltwater intrusion into our fresh water wells. The PSD currently is using three sources of water: Reverse Osmosis-treated water from a 600-foot-deep aquifer; wholesale water purchased from the mainland utility; and our remaining fresh water wells. The chart below shows how these sources comprise our total water supply:

### Hilton Head PSD Water Supply



The PSD experiences an average daily demand for water of about 6 million gallons a day. That demand peaks to about 11 million gallons a day in the summer. Our fresh water wells are now used primarily in the summer months only to help the utility meet the peak demands.

Another important water supply for the PSD is our Aquifer Storage & Recovery (ASR) well. This well stores treated wholesale water in the winter months of lower demand when the PSD can take advantage of a reduced, off-peak water rate from our wholesale water provider, the Beaufort-Jasper Water & Sewer Authority. The ASR well then retreats and distributes water in the summer months when demand increases along with the wholesale water rate. The well provides about 240 million gallons of water, or about 2 million gallons a day, in the summer months. In the future, the PSD may add another ASR well to help meet peak demand periods.

This year the PSD will add another 1 million gallons of treatment capacity at our Reverse Osmosis (RO) Plant. The plant will be able to provide 4 million gallons of water a day after the project is completed. The RO Plant ultimately can be expanded to provide 6 million gallons of water a day.

The PSD has developed our alternative water supplies in increments, as opposed to over-building capacity before it is warranted by demand. We now are in a good position of being able to choose among the most economical options for our water supply, while still meeting peak demand requirements.

Customer water efficiency remains a critical part of protecting our water resources on Hilton Head Island. Please follow the two-days-a-week local irrigation ordinance: residences with even-numbered addresses irrigate on Tuesdays and Saturdays only; odd-numbered residences irrigate on Wednesdays and Sundays only. Commercial properties irrigate on Mondays and Thursdays only. Please visit the Water Efficiency page at [www.hhpsd.com](http://www.hhpsd.com) for resources on helping you save water around your home or business.



The interior of the PSD's Reverse Osmosis (RO) Plant. The plant currently provides about 40 percent of our water supply and is being expanded to provide even more water.

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**Hilton Head PSD wants you to help save water.  
Know the local irrigation law:**

- **Single family homes with even-numbered addresses irrigate on Tuesdays and Saturdays only.**
- **Single family homes with odd-numbered addresses irrigate on Wednesdays and Sundays only.**
- **Commercial buildings irrigate on Mondays and Thursdays only.**

***It's the law.  
It's the right thing to do!***

**HiltonHeadPSD**

hhpsd.com  
681-5525

## Hurricane season and your water service

The public water and sewer system operated by Hilton Head PSD is a critical component of Hilton Head Island's quality of life. Our operations can be affected by a hurricane and we ask all customers to consider steps you can take to prepare your home and family for a storm.

To ensure your household has a safe and adequate water supply after natural disasters take these precautions:

- Store enough drinking water for each family member and pet for each day you may be without water
- Store in clean, non-corrosive, tightly covered containers
- Store containers in a cool, dark location
- Collect water in bathtubs for non-drinking uses

In the event of a hurricane, you can further protect the water supply going into your home and minimize property damage by following the guidelines below:

### **How to protect your water heater**

- Switch off the electrical circuit breakers
- Turn off your water at the main valve

### **Finding your home's water shut-off valve**

Your water can be shut off at the main valve. Everyone in your home should know where this is located. The main valve (usually with a wheel-type handle) normally is located either on the customer side of the meter box or just outside the point where the service line penetrates the foundation of the house. It will be in line with your water meter, which is usually located near the edge of your property line near the street.

Some homes may also have a water shut-off valve located in the garage. Bear in mind that closing such a valve will turn off water to the interior of the home, but not the exterior.

Also remember to turn off all electrical appliances that use water, such as water heaters, so that they do not create a safety hazard if they lose water. There also may be valves on appliances and fixtures, such as the water heater, washing machine and toilet. It is a good idea to turn these valves on and off from time to time in order to ensure they're working when you need them.

If you have questions about your water service in the event of a hurricane, please contact Pete Nardi, Assistant General Manager, at (843) 681-0525 or [info@hhpsd.com](mailto:info@hhpsd.com).

## Utility earns fourth straight financial reporting award

The PSD has once again received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association. The award, which is the highest form of recognition awarded by the association, is for the PSD's 2013 Comprehensive Annual Financial Report (CAFR). The PSD's CAFR was judged to demonstrate a spirit of full disclosure and to have effectively communicated the utility's "financial story," according to the association. This is the PSD's fourth consecutive year receiving the award. The CAFR can be viewed online at [www.hhpsd.com](http://www.hhpsd.com).



# Incumbent Commissioners to seek reelection

Three incumbent PSD Commissioners have announced that they will seek reelection in the November general election.



**Bob Gentzler**



**Frank Drehwing**



**Herbert Ford**

Commission Vice Chair Bob Gentzler of Palmetto Hall and PSD Voting District 3, Commissioner Frank Drehwing of Hilton Head Plantation and PSD Voting District 4, and Commissioner Herbert Ford of Marshland Road and PSD Voting District 1 all have announced that they will seek reelection in November.

Candidates for PSD Commission must file before noon on August 15 in order to appear on the November general election ballot. One seat each in PSD Voting

Districts 1, 3 and 4 will be up for election. Candidates must be registered voters living in the PSD Voting District in which they're running. Commissioners are elected to four-year terms.

PSD Voting District 1 comprises areas along William Hilton Parkway, Squire Pope, Wild Horse, and Gumtree roads in the Stoney neighborhood, as well as the Chaplin neighborhood and part of the Spanish Wells neighborhood.

PSD Voting District 3 comprises Port Royal Plantation, Palmetto Hall Plantation and areas along Beach City, Dillon, and Union Cemetery roads.

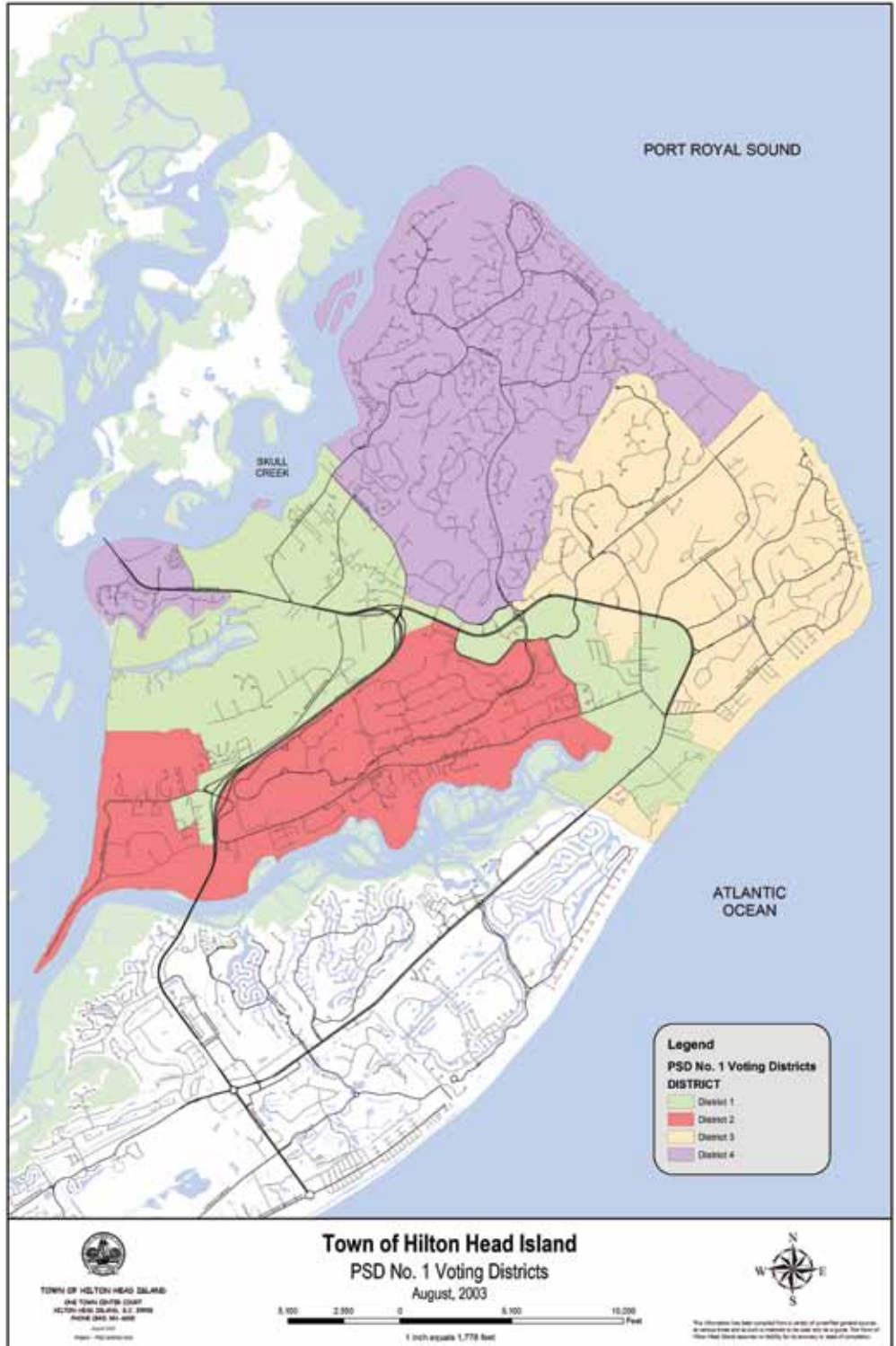
PSD Voting District 4 comprises Hilton Head Plantation and the Main Street area.

The PSD Commission is

the utility's governing body. It establishes PSD policies, sets the organization's strategic goals, approves the annual operating budget and the PSD property tax

rate, and selects the general manager.

For more information about filing for Commissioner, please contact PSD Assistant General Manager Pete Nardi at (843) 681-0525.



# Hilton Head Public Service District 2014 Customer Satisfaction Survey

Welcome to the annual Hilton Head PSD Customer Satisfaction Survey! Your feedback is very important to us. The PSD uses customer survey responses to help guide our policies and programs. We greatly appreciate you taking time out of your busy schedule to provide us with your valuable feedback. **The survey is postage-paid.**

1. How would you rate the quality of your tap water?

- Excellent
- Good
- Fair
- Poor

2. Water and sewer service line protection plans cover repairs to your exterior lines that serve your home for a nominal monthly fee. These plans typically dispatch a plumber to your home to make the covered repairs. Several private issuers of these plans have approached the PSD about partnering with them. Customers would pay the monthly fee through their PSD bill and the PSD would receive a percentage of the fees collected in exchange.

The PSD may explore the possibility of offering such plans directly to our customers without the involvement of a third-party issuer.

Using the rating scale below, please tell us how likely you would be to sign up for a protection plan were it to be offered to you through your PSD bill.

- Definitely will sign up
- Probably will sign up
- Probably will not sign up
- Definitely will not sign up

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. How well do our Customer Service Representatives answer your questions or solve your problems?

- Very well
- Slightly well
- Not well at all
- Does not apply

5. How well do our Field Service Technicians answer your questions or solve your problems?

- Very well
- Slightly well
- Not at all well
- Does not apply

6. Do you believe the PSD's water and sewer rates are reasonable?

- Yes
- No

7. How do you prefer to pay your PSD bill? Check as many as apply. If you check "In-person at PSD", please circle whether you prefer cash, check or card.

- Check by mail
- Online (credit card only)
- By telephone (credit card only)
- Automatic bank draft
- In-person at PSD (cash, check, or credit card)

8. Overall, how would you rate Hilton Head PSD?

- Excellent
- Good
- Fair
- Poor

9. Please provide any other comments or questions in the space below.

Name \_\_\_\_\_

Address \_\_\_\_\_

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## Play it SAFE

What if your children couldn't play in the backyard because the soil is soggy and polluted from a failing septic system? Sadly, that is reality for many families on Hilton Head Island. Project SAFE, a charitable fund of the Community Foundation of the Lowcountry, provides qualified homeowners with assistance in connecting to the public sewer system.

Please consider giving to Project SAFE by calling the Community Foundation of the Lowcountry at (843) 681-9100 or visit [www.cf-lowcountry.org/give/donate-online](http://www.cf-lowcountry.org/give/donate-online) and choose "Project SAFE Fund" from the drop-down menu on your screen.

You'll be helping to make the Lowcountry quality of life we all envision a reality for your neighbors in need.



COMMUNITY FOUNDATION  
OF THE LOWCOUNTRY, INC.



## Our water passes the test

Hilton Head PSD is proud to announce that the water provided to you in 2013 once again met or exceeded all state and federal water quality standards. The PSD annually tests more than 500 samples of our water to ensure the quality and safety of the water delivered to your home or business.

To download a copy of our 2013 Water Quality Report, visit [www.hhpsd.com](http://www.hhpsd.com). Click on the "Newsroom" tab at the top of the homepage, and then click on "Publications" and "2013 Water Quality Report."

You also can type **http://hhpsd.com/wp-content/uploads/2014/05/HHPSD-**

**2013-CCR.pdf** directly into your internet browser. We're also glad to provide you a free hard copy of the report upon request. For questions about our report, please contact PSD Assistant General Manager Pete Nardi at (843) 681-0525 or [info@hhpsd.com](mailto:info@hhpsd.com).

