

# W on the Waterfront

A Publication of the Hilton Head Public Service District

Spring 2017

## Soltys is newest PSD Commissioner, three incumbents reelected



**Patti Soltys, Commissioner**

Orlando, Fla., and does local volunteer work through her church. She teaches exercise at the Senior Center, organizes collecting pop tops for the Ronald McDonald House, and leads a group that gathers, prepares and mails "Care" packages to our troops overseas.

Three incumbents were reelected to the Commission during the November 2016 general election. They are: Commission Chair Bob Manne and Commission Treasurer Gary Kratz, both of Hilton Head Plantation; and Commission Secretary David McCoy of Indigo Run. Manne and Kratz have served on the Commission since 2003, and McCoy has served since 2012. Commissioners are elected to four-year terms. The next Commission election will take place during the November 2018 general election. Learn more at [www.hhpsd.com/commission](http://www.hhpsd.com/commission).

Patti Soltys of Port Royal was elected to the PSD Board of Commissioners in November 2016. Her professional career included over 20 years of corporate management experience in the areas of Human Resources, Real Estate, Legislative Affairs and Site Management at Eastman Kodak. Following that, she started a consulting business in Washington D.C., engaging with a host of government agencies and nonprofit associations. She holds a bachelor's degree in Psychology and Business and an MBA from the University of Rochester with a focus on economics. She is a six-year resident of Hilton Head and has served on the Board of Port Royal. She also sits on two timeshare boards in New York City and



**Bob Manne  
Commission Chair**



**Gary Kratz  
Commission Treasurer**



**David McCoy  
Commission Secretary**

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Hilton Head Public Service District  
 P.O. Box 21264  
 Hilton Head Island, SC 29925

Customer Service Center  
 21 Oak Park Drive, off Mathews Drive  
 Hours: 8:30 – 5 p.m., Mon. – Fri.

**24-HOUR EMERGENCY  
 HOTLINE  
 (843) 681-5525**

Hilton Head PSD Commission  
 9 a.m., 4<sup>th</sup> Tuesday of the Month  
 Community Room  
 at Customer Service Center

Bob Manne, Chair  
 Bob Gentzler, Vice Chair  
 David McCoy, Secretary  
 Gary Kratz, Treasurer  
 Frank Drehwing, Commissioner  
 Herbert Ford, Commissioner  
 Patti Soltys, Commissioner

Pete Nardi, General Manager  
 www.hhpsd.com

# Hurricane season and your PSD services

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. We ask all customers to consider steps you can take to prepare your home and family for a storm. Learn more at: <http://www.hiltonheadislandsc.gov/publicsafety/hurricane>.

- Remember to follow all public advisories related to utility service availability in the aftermath of a hurricane.
- Do not expect to have utility services immediately available in the aftermath of a hurricane.

To receive updates from the PSD in the event of a hurricane:

- Follow local news media
- Visit our Hilton Head PSD Facebook page
- Visit [www.hhpsd.com](http://www.hhpsd.com)
- Call our automated info line at (843) 681-0555

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

## 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.

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 PSD Customer Service at (843) 681-5525 or [info@hhpsd.com](mailto:info@hhpsd.com).



*PSD Customer Service Representative Renee White, left, works with Hilton Head Island High School students during the school's Reality Store program this year. The program involves local businesses helping students learn about household living expenses and budgeting. PSD Administrative Assistant Connie Whitehead also assisted with the Reality Store, which the PSD has participated in since its inception.*

## PSD, staff earn trio of accolades

Hilton Head Public Service District (PSD) and its staff earned a trio of accolades at the annual South Carolina Environmental Conference. The PSD's Recycled Water Plant on Oak Park Drive was honored with the S.C. Department of Health and Environmental Control's annual Facility Excellence Award. The award recognizes the plant for environmental protection and regulatory compliance. The PSD's Recycled Water Plant annually treats approximately 1 billion gallons of wastewater, producing beneficial recycled water that is then used for golf course irrigation and wetlands nourishment.

Also, the PSD's Vince Malphrus was inducted into the Water Environment Association of South Carolina (WEASC) chapter of the Five 'S' Society. The Five 'S' Society, which stands for the "Select

Society of Sanitary Sludge Shovelers," recognizes individuals who have made outstanding career contributions in the field of wastewater treatment. Malphrus, of Bluffton, has worked for the PSD for 25 years, including serving as its Chief Recycled Water Plant Operator.

The PSD also was recognized by the WEASC and the South Carolina chapter of the American Water Works Association for being a charter member of the Partnership for Clean Water, a voluntary program launched in 2016 to optimize wastewater treatment facility operations. The partnership includes self-assessment and peer review in areas such as plant operations, treated wastewater quality, and energy efficiency. It was developed by the American Water Works Association (AWWA).

## PSD tap water passes the test

The tap water provided to you by Hilton Head PSD in 2016 once again met or exceeded all state and federal water quality tests, independent labs and the South Carolina Department of Health and Environmental Control (DHEC) have confirmed. The PSD's Water Quality Report for 2016 can be found under "Publications" at [hhpsd.com](http://hhpsd.com). The full link to

the report is: [www.hhpsd.com/wp-content/uploads/2017/04/Hilton-Head-PSD-2016-Water-Quality-Report.pdf](http://www.hhpsd.com/wp-content/uploads/2017/04/Hilton-Head-PSD-2016-Water-Quality-Report.pdf)

Customers also can receive a copy of the report by visiting the PSD Water Resource Center at 21 Oak Park Drive, off Mathews Drive, or by calling (843) 681-5525 or emailing [info@hhpsd.com](mailto:info@hhpsd.com).



*PSD General Manager Pete Nardi discussed our water resources and the effort to install sewer service throughout the PSD's service area at a recent meeting of the League of Women Voters of Hilton Head Island-Bluffton.*



# Hilton Head Public Service District 2017 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.

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

- Excellent     Good     Fair     Poor

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

- Yes     No

3. How do you feel about the following statements?

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
a. My PSD bill is easy to read and understand					
b. I'm aware that HHI law restricts irrigation to twice/week					
c. I mostly drink tap water					
d. I mostly drink bottled water					
e. I would use a PSD online service that lets me track my water use					
f. I'm aware that HHI law requires a working rain sensor on my irrigation system					

4. Which of the following bill payment methods do you prefer?

- Online     By Phone     In-person     By mail

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

- Excellent     Good     Fair     Poor

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

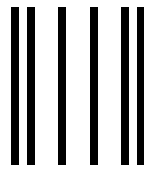
*(optional)*

Name: \_\_\_\_\_

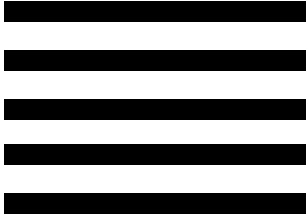
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## Customer Satisfaction Survey

# Master Sewer Plan projects moving forward; SAFE needs your help

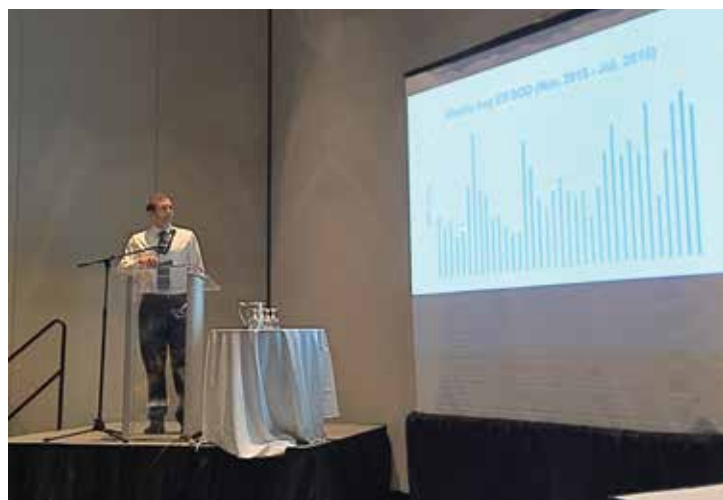
The PSD and the Town of Hilton Head Island are continuing our partnership to extend the public sewer system into previously unserved areas. The Town is funding sewer mains for 60 different streets, bringing sewer service to approximately



500 different parcels. A project to bring sewer service to neighborhoods off of Spanish Wells, Dillon and Marshland

roads is getting underway now, with the remainder of the project areas slated for subsequent years. The effort involves volunteers seeking scores of private easements, and Community Foundation of the Lowcountry raising money for the Project SAFE (Sewer Access for Everyone) charitable fund to cover low- to moderate-income homeowners' connection costs once the line becomes available on their street.

Please consider a donation to Project SAFE and visit [www.cf-lowcountry.org/projectsafe](http://www.cf-lowcountry.org/projectsafe) to learn more.



Scott Moffatt of the PSD's Water Quality Laboratory gave a presentation on biological oxygen demand monitoring in the PSD's Recycled Water Plant, at the 2017 South Carolina Environmental Conference in March.