

W on the Waterfront

A Publication of the Hilton Head Public Service District

Summer 2015

Reverse Osmosis Facility Expands Treatment Capacity

The PSD this spring completed a project to add 1 million gallons a day of capacity at the Reverse Osmosis (RO) Water Treatment Facility. The RO plant now can provide 4 million gallons of water a day for PSD customers. The additional supply has been needed to replace supply lost as a result of saltwater intrusion into the island's traditional freshwater wells.

"The additional capacity at the RO facility is a key tool in the fight to replace water supply we've lost to saltwater intrusion," said PSD General Manager Pete Nardi. "The added benefit is the higher quality of water produced by the reverse osmosis process."

The PSD experiences an average daily demand for water of about 6 million gallons a day, peaking to 10 million gallons in the summer. The RO facility can be expanded to provide 6 million gallons



Jim Hewitt, the PSD's Operations Superintendent, checks the new filters at the utility's Reverse Osmosis (RO) Water Treatment Facility. The facility has been expanded to provide 4 million gallons of fresh water a day.

a day. Three wells into the brackish Middle Floridan Aquifer provide the source water for the reverse osmosis treatment. The PSD also provides water from its Aquifer Storage & Recovery (ASR) facility, which banks treated wholesale water at a less expensive rate in the winter months and then retreats and withdraws the water in the summer months when demand and the wholesale water rate increase. The

utility also continues to use its freshwater wells, but this source of water continues to be impacted by saltwater intrusion into the freshwater aquifer.

Reverse osmosis is a pressure-driven membrane separation process that removes ions, salts, and other dissolved solids and nonvolatile organic compounds. The separation capability of the process is controlled by the diffusion rate of solutes through a barrier and by sieving. The membranes are comprised of synthetic polymers similar to Nylon. The polymers are permeable to water but reject particulate matter such as salts and other minerals. Fresh water is produced through this process.

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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!***



**hhpsd.com
681-5525**

PSD Commission, Town Council Hold Sewer Summit IV

The Hilton Head PSD Commission and Hilton Head Town Council in May held Sewer Summit IV – a joint meeting to discuss next steps in completing sewer access for all properties in the PSD's service area. About 95 percent of the PSD's service area has sewer available. Providing access to the remaining five percent was the focus of a revised Master Sewer Plan the PSD prepared this year.

The PSD Commission and Town Council both affirmed their organizations' commitments to constructing the remaining sewer infrastructure needed to reach currently unserved areas. The work will involve building regional sewer pump stations, installing trunk lines in main roads, installing local sewer mains on side streets, and then connecting homes to the sewer system. The PSD has provided the Town with a proposed list of sewer projects to fund in a five-year period.

It's up to individual property owners to pay their share of local sewer mains and their cost of converting their homes from septic systems to the sewer system. The PSD helps owners cover their costs by:

- Offering all owners a long-term/low-interest financing program to cover all costs.
- Offering full and partial grants to low-to-moderate income property owners through Project SAFE (Sewer Access for Everyone), a charitable fund of the Community Foundation of the Lowcountry.

If you are a property owner who currently lacks access to the sewer system and would like to discuss a project for your property, please contact the PSD at (843) 681-5525 or info@hhpsd.com.

Working together, the Hilton Head community is poised to finish the job of providing sewer access throughout our island.

Gumtree Sewer Project Coming This Summer

A project to install a sewer main along Gumtree Road began in June. This project provides immediate sewer access along Gumtree Road between School and Wild Horse roads, and opens up future access to Rhiner Drive and Ned Court. The project is being funded by the Town of Hilton Head Island and includes drainage improvements as well.

The project will involve significant tree removal in the South Carolina Department of Transportation right of way in order to install the sewer main and make drainage improvements. The project and tree removal are permitted by both the SCDOT and the Town of Hilton Head Island.

Customers with questions about the project or about connecting to PSD sewer can contact the PSD at (843) 681-5525 or info@hhpsd.com.

Utility Earns Financial Reporting Award

The PSD once again has 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 2014 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 fifth consecutive year receiving the award. The 2014 CAFR can be found under "Publications" at hhpsd.com.

The Government Finance Officers Association is a nonprofit association for financial officers in the United States and Canada.

PSD Tap Water Passes The Test

The tap water provided to you by Hilton Head PSD in 2014 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 2014 can be found under "Publications" at hhpsd.com. The full link to the report is: <http://www.hhpsd.com/wp-content/uploads/2015/05/Hilton-Head-PSD-2014-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.

Wireless Meters Installed

The PSD has completed the installation of a new, wireless meter reading system. These high-tech meters are updated, digital versions of the traditional water meter. The meters are read using transmitters located atop the PSD's existing water towers. Two-way communication between the meter at your home or business and the transmitters provides an array of future benefits for the customer and the utility:

- Meters are read remotely, thereby reducing meter-reading administrative costs.
- The new technology helps the PSD:
 - Rapidly identify possible leaks on the customer's property and in our distribution system, reducing the potential for costly repairs.
 - Provide customers with information about not only how much water they're using, but also when they're using it, which helps customers consider how they can use water more efficiently.
 - Identify possible cases of meter tampering and water theft.

The PSD believes this important technological upgrade will benefit our customers and the utility for decades to come.

The PSD recently installed a state-of-the-art sodium hypochlorite generator for water treatment at our Fire Station well off Marshland Road. The generator produces liquid chlorine at far less cost – and more safely – than having the chemical trucked into the facility.





21 Oak Park Drive / Hilton Head Island, SC 29926
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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 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.



Former PSD Commissioner Dot Law was recognized by Hilton Head Mayor David Bennett with an Honored Islander Award for her community service. Law served on the PSD Commission from 2003 to 2010 and has continued to serve as an advocate for public sewer service and clean water initiatives on the island. The PSD congratulates Ms. Law on this much-deserved honor.