



LIQUID E-NEWSLETTER

Hilton Head PSD Online Bill Pay

Want to pay your bill online? Look for the big red "Online Bill Pay" button on the [Hilton Head PSD website](#). It's over on the right hand side of each screen. It's convenient, secure, and puts you in control.



To log in and view your account or to pay your bill, you need the following information:

- 1) Your PayID or account number. You can find both of these on your paper bill.
- 2) Your street address number. This will function as your starting password (be sure to change it later, if this is your first time using online bill pay). For example, if you live at **1234 East Main St.**, you would enter "1234" where it asks for a password. If your address is a PO box, you'll type in "PO."
- 3) A major credit card- Visa, MasterCard, Discover or American Express. You'll enter the number after you've logged in. We keep all your information VERY secure.

Once you have typed in the PayID or account number, plus your street address number, click the blue "Login" button and follow the directions to view and pay your bill with your credit card information.

Keep tabs on your water usage - wherever you are!

Hilton Head PSD's new Water Usage Portal can tell you exactly how many gallons of water flow through your pipes every day. This is an optional service, and you do not need to sign up for the Water Usage Portal to pay your bill.



HOW MUCH WATER DO YOU USE?

Hilton Head PSD's new Customer Portal can tell you!

The Water Usage Portal is especially useful for landlords or second home owners, allowing you to keep an eye on your property here in Hilton Head while you are away. Set up text or phone alerts to signal you if your water usage exceeds a level you determine.

Don't forget that as a landlord, you are responsible for all water charges incurred by your tenants- a water usage alert from our should result in a call from you to your tenants to find out what's going on. Also, be advised that we may call you if we notice unusual amounts of water going to your address, so don't hang up! If there's a leak in your pipes, it's your responsibility to fix it.

Visit the [Water Usage Portal signup](#) on our website to activate your account with your email address.

Activate Your Account

Where's your Meter?

Do you know where your water meter is hiding? Make sure your meter is accessible and readable — no debris, plantings, or old cars should obscure your meter so that we can read it accurately. Meters are usually located at the property line.



Even more importantly, do you know where your whole-house shut-off valve is? Everyone in your home should know where where it is. The main valve (usually with a wheel-type handle, but it could also be a lever) is normally 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. If you're not sure where your shutoff valve is, contact your HOA, a knowledgeable neighbor or a plumber to make sure it's in good working order.

Don't wait until the next big storm to find out where your shut-off valve is. All homeowners are required to turn off their water in the event of a hurricane. The PSD is not responsible for this, and a big problem could become even worse if the water is left on and your plumbing is damaged.

More Hurricane Preparedness

Store enough drinking water for a few days in clean,



tightly covered containers, fill up the bathtub for non-drinking water (like toilet flushing), and turn off water, gas and electrical power [when a hurricane makes a close landfall](#), or if you evacuate.

Want to know when it's safe to flush? Or when you can do laundry again after a hurricane? How to purify tap water that may be contaminated? Read up on all our advice on our website, or follow us on [Facebook](#) and [Twitter](#).

Project SAFE

If you own a home on Hilton Head Island, your income is classified as low to moderate and you currently use a septic tank to handle your wastewater, Project SAFE is for you!

Project SAFE (Sewer Access for Everyone) is a charitable fund of the Community Foundation of the Lowcountry. The fund provides grants for qualified homeowners to connect to the public sewer system.

Get to know Lori Chisholm, our Project SAFE and Water Fund Liaison. She is ready to help you fill out the application and usher you through the process of getting hooked up to our public sewer system.

[Learn More about Project SAFE](#)



Irrigation Irritation

Special Notice to Absentee Property Owners

Pay attention to the water you may be wasting on your property! This is especially critical for absentee owners who may not be able to keep a close eye on things and end up overwatering their yards. The best part? You save money by getting your watering routine just right! Also, you'll be in good standing regarding our Municipal Code and in no fear of incurring a fine (see below for details).

When and how your sprinklers operate can be a factor in efficient water use; lawns are best watered between 10 p.m. and 6 a.m. in short intervals. Too much water delivered all at once can simply run off and fail to benefit your plants. An on-off pattern of sprinkling allows water to seep down into the soil before more water is delivered, preventing some of that runoff. Watering at night also eliminates evaporation by the hot sun before it has a chance to benefit your landscaping plants.

Consider making your yard less thirsty by using heat and drought tolerant plants and lawn turf. Find out more about native plants and water-wise landscaping at the [Clemson University Extension Service's Carolina Yard program](#).



All homeowners should become familiar with our local regulations for irrigation. The Town of Hilton Head Island Municipal Code Sec. 17-10-211 stipulates the following rules for exterior landscape irrigation:

Exterior landscape irrigation is hereby limited to the following days for all customers within the town limits, as follows:

- Detached, single-family residential with even-numbered address: Exterior landscape irrigation is permitted for customers having an even-numbered address on Tuesdays and Saturdays only.
- Detached, single-family residential with odd-numbered address: Exterior landscape irrigation is permitted for customers having an odd-numbered address on Wednesdays and Sundays only.
- Commercial/office/institutional hotels and motels on a separately platted lot of record: Exterior landscape irrigation is permitted for customers on Mondays and Thursdays only.
- Common areas and locations having no street address, box number or rural route number: Exterior landscape irrigation is permitted for customers on Mondays and Thursdays only.

Don't trash 'em, don't flush 'em.
Here's what to do with unused medications.

Two drop-off boxes in Beaufort County allow safe place to properly dispose of

extra or unused prescription medications. Flushing these chemicals can contaminate our water supply and cause harm if they can't be removed from our wastewater.

There is a new initiative at the Beaufort County Sheriff's Office, in conjunction with Beaufort Memorial Hospital, to properly dispose of drugs — keeping them off the streets and out of the drains, which can be toxic to the water supply. There are two drug drop-off boxes in Beaufort County — one at the Beaufort County Sheriff's Office, located at 2001 Duke Street in Beaufort, and the other at the sheriff's office on Hilton Head, located at 58 Shelter Cove Lane.



Here's how it works:

When you drop off your medications (they also accept hypodermic needles), a Beaufort County Sheriff's Office deputy will meet you in the lobby and place all of the medications in a sealed bag. Individuals are not allowed to use the box without a deputy present. The bag is then deposited into the secured box, which is bolted to the floor, and the drugs are later incinerated. It's completely discreet; there is no ID or paperwork required. It's a quick and free process.

The drop-off boxes are open Monday through Friday 9 a.m. to 5 p.m. You can also call to arrange a time after hours or on weekends.

Hilton Head PSD Affiliations

We are proud to partner with the following organizations.



[MORE INFORMATION](#)

