



LIQUID E-NEWSLETTER

Happy Thanksgiving from all of us at Hilton Head PSD!



We hope everyone is able to enjoy the holiday with their families!

Just a reminder: Our business offices will be closed Nov. 28-29.

For assistance with water and wastewater service problems, please call our Customer Service Center at 681-5525. On-call personnel will be available to assist you 24 hours a day.

PSD water quality lab recognized as Laboratory of Excellence

Hilton Head Public Service District's (PSD) water quality laboratory has once again been recognized as a Laboratory of Excellence as part of its annual certification by the S.C. Department of Health and Environmental Control (DHEC).

The independent agency that conducts DHEC's certification recognized the PSD lab "achieving 100% acceptable data" in a group of nearly 650 participating labs, according to a statement from the independent agency. "This achievement is a demonstration of the superior quality of the



laboratory,” according to the statement. The PSD water quality lab conducts thousands of tests annually on the quality of our tap water and treated recycled wastewater. The lab is led by PSD water quality chemists Scott Moffatt and Lee Barnard.

Annual water main flushing program



Beaufort-Jasper Water and Sewer Authority (BJWSA), Hilton Head Public Service District (HHPSD) and Broad Creek Public Service District (BCPSD) will temporarily change the drinking water treatment method and flush water lines throughout their service areas for a two-week period starting November 30.

The change is part of the routine maintenance program for the utilities' water distribution systems. There will be no interruption in service as a result of the work. Customers can use their water as normal, but may notice a slight chlorine taste or odor in the tap water beginning Saturday, November 30 through Saturday, December 14.

Customers in some areas may notice brief discoloration in the tap water as a result of lines being flushed. If water appears discolored, customers should run cold water for a few minutes. If discoloration persists, Hilton Head PSD customers can call (843) 681-5525.

In addition, the following wholesale customers will be affected: Callawassie, Moss Creek (Water Oak Utilities), Harbor Island, Fripp Island and the military facilities. Contact your designated utility with any questions.

Customers who are especially sensitive to the taste and odor of chlorine can keep an open container of drinking water in their refrigerators. This will reduce the chlorine taste. Water stored in refrigerated containers should be changed weekly.

Don't be a turkey!

Check your irrigation timers to make sure you are only

watering your landscapes when needed.

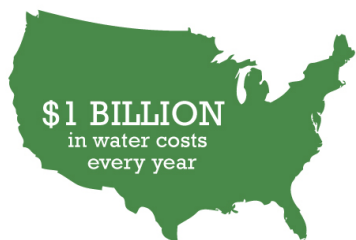
If every home with an automatic sprinkler system installed a **WATERSENSE LABELED** irrigation controller, we could save



Now that it's cooling off outside, your lawn doesn't need to be watered as often.

Hilton Head town ordinance already limits water use for irrigation to twice a week — and those regulations are meant for the heat of the summer.

In the fall and winter, you should only be watering your lawn once per week — and only when needed. Make sure you have a working rain gauge on your irrigation system to keep from wasting water.



Now's also a great time to consider purchasing a WaterSense labeled irrigation controller to take out the guess work. These controllers act like a thermostat for your sprinkler system — telling it when to turn on and off by using local weather and landscape conditions to tailor watering schedules to actual conditions on the site.

With proper installation, programming, and maintenance, homeowners and businesses can use WaterSense labeled controllers instead of standard clock-timer controllers on their existing systems, and no longer worry about wasted water.

Looking for more ways to save water as the temperature drops?

- Install water-efficient products — such as WaterSense labeled shower heads and ENERGY STAR qualified water heaters.
- Take shorter showers and less baths
- Wash your clothes on cold instead of warm water
- Check your home for leaks — look for pooling water and rust around the water heater

[Learn More About Irrigation Controllers](#)

World Toilet Day


Upgrade your toilet to save water — and money!

As we recognize the need for more safe plumbing around the world, be thankful that Americans have access to water-saving, high-performing toilets.



Replacing inefficient toilets with **WATERSENSE MODELS** can save **13,000 GALLONS** per year

saving more than **\$140 PER YEAR** in water costs

look for 

#DidYouKnow if all old, inefficient toilets in the United States were replaced with WaterSense labeled models, we could save 360 billion gallons of water per year?

That's the amount of water that flows over Niagara Falls in about 9 days!

Recent advancements have allowed toilets to use 1.28 gallons per flush or less while still providing equal or superior performance. This is 20

percent less water than the current federal standard of 1.6 gallons per flush. The WaterSense label is used on toilets that are independently certified to meet rigorous criteria for both performance and efficiency. Only water-saving toilets that complete the certification process can earn the WaterSense label.

Household leaks can also waste 180 gallons per week — and toilets are often the culprit. If your toilet has a leak most likely it is due to an old or worn-out toilet flapper (e.g., valve seal) which can cause leaks. Flappers are inexpensive rubber parts that can build up minerals or decay over time. Replacing them is quick and easy. Check out the video below to see how easy it is.



[Read More](#)

Online Billing

- Pay your bill or check your account online! Here's how it works:
- To login and view your account or to pay your bill, you will need to use your PayID or account number and address number. Your PayID and account number can be found on your water bill.
- Your default password is the first word or number in your mailing address number, which you can change once you register.
- If you want, set up recurring bill pay so you never miss a payment!

Read More

Sign Up for the Water Usage Portal

Hilton Head PSD's 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.

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.



Water Usage Portal

Hilton Head PSD Affiliations

We are proud to partner with the following organizations.





MORE INFORMATION

