



# LIQUID

## E-NEWSLETTER

## Hilton Head PSD earns Partnership for Safe Water Directors Award



Interior of the PSD's Reverse Osmosis Drinking Water Treatment Facility on Jenkins Island, which produces 4 million gallons a day of high-quality drinking water.

Hilton Head Public Service District (PSD) has earned the Directors Award from the Partnership for Safe Water for its efforts toward optimization of its drinking water



distribution system. The PSD completed a rigorous self-assessment of its drinking water system that was then reviewed by utility peers from around the country. PSD Water Quality Supervisor Scott Moffatt led the self-assessment program. The peer review team stated it was “particularly impressed with the broad representation of (PSD) staff participating in the self-assessment effort.”

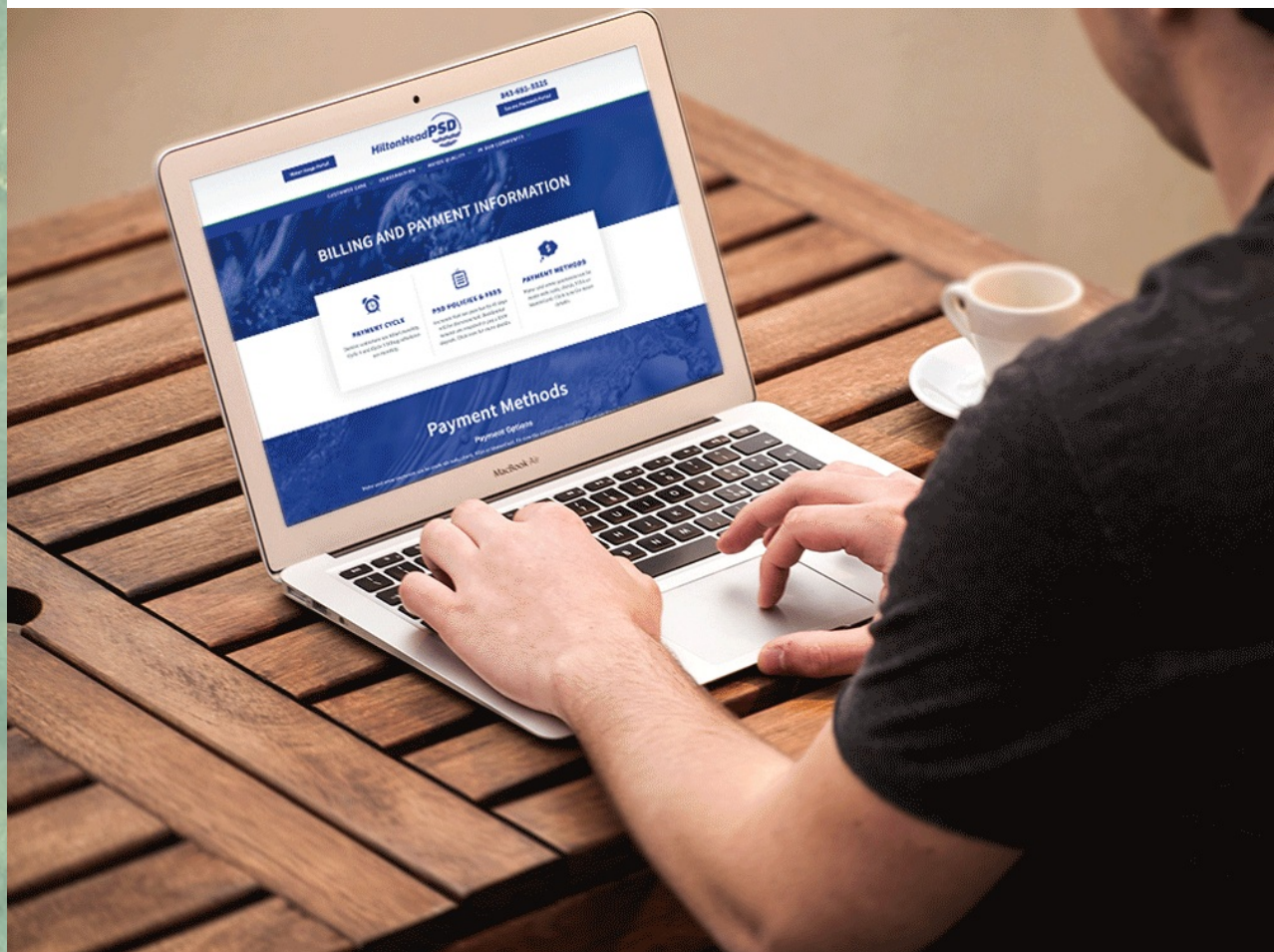
The Partnership for Safe Water is a voluntary effort among six national drinking water organizations, including the U.S. Environmental Protection Agency and the American Water Works Association, and more than 300 water utilities. The goal of the Partnership is to optimize the protection of public health by improving utility performance beyond regulatory requirements.

“We’re very honored to earn the Partnership for Safe Water Directors Award,” said PSD General Manager Pete Nardi. “The PSD is committed to delivering the highest-quality water to our customers 24 hours a day, 365 days a year. Engaging in the Partnership for Safe Water helps further our efforts to provide the best product to our customers.”

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## Hilton Head PSD has a new website!

*Check out the new user-friendly design —  
and find everything you need with ease.*



All of us at Hilton Head PSD are excited to finally share our new website! We strive to constantly make things easier for you — the customer. Our new site not only has an eye-catching design, but we hope it'll make finding information much easier for our customers. The new "mega-menu" is broken down to four main categories:

- Customer Care
- Conservation
- Water Quality
- In Our Community

This new design and drop down menu should make it easier to find what you need — when you need it — without having to touch that search bar.

Under "Customer Care," you can find the basics you need as a PSD customer, including:

- [Online bill pay, billing & payment information, rates](#)
- [Our water usage portal](#)
- [Public information](#) and [contact information](#)
- [FAQs](#) and more!

One of our favorite pages under this section is the [public information page](#). On this page, you can find our Mission & Vision, all of our publications, past newsletters, meeting information, press releases and all of our reports — water quality, wetlands biological monitoring and financial. We hope this page can help keep you up-to-date on all things PSD — and it allows us to be transparent with our customers by giving the public access to all of our reports.

The "Conservation" tab not only highlights all of PSD's conservation efforts — but gives you all of the information and resources you need to save water. This includes a [water efficiency page](#), a page outlining our [recycled water program](#) and more.

The "Water Quality" tab again links to all of our water quality reports, and also provides information on water hardness levels and saltwater intrusion. All of Hilton Head PSD's processes are also included in this section. The "About Our Water" [page](#) breaks down pretty much everything you need to know about these processes.

The final section — "In Our Community" — again links you to all of publications, and links to information on the PSD's mission, board of commissioners, programs, press releases and our [latest news](#).

From all of us at Hilton Head PSD — we hope our customers enjoy the new website and have a much better user experience.

Check out the new  
website!

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## Trying to save money? Check out these quick DIY ideas

Recurring housing costs often consume large portions of a family's annual income. However, homeowners can take simple steps, such as replacing inefficient appliances, to maximize savings around the home.





Switching to toilets that are certified with the Environmental Protection Agency's (EPA's) WaterSense label can save the average family around \$110 annually by using less water. Additionally, water-efficient faucets and shower heads can also save homeowners money on their monthly utility bills.

But switching to WaterSense-labeled products isn't all you can do. This blog by "Life In A House" is full of all kinds of tips to help you save money — and water and energy,

including:

- Insulating your hot water pipes
- Replacing old windows and doors
- Shading your property
- Harvesting rainwater
- And more!

Click the button below and check it out! Your wallet won't be sorry.

[Read The Blog](#)

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## Save the Date!

### "Fix a Leak Week" is almost here

The EPA's 12th annual Fix a Leak Week will take place March 16-22.

Fix a Leak Week is a time to encourage Americans to find and fix household leaks. Household leaks can waste nearly 1 trillion gallons of water annually nationwide — and significantly increase your water bill.



Each year, the EPA's WaterSense partner hosts "Fix a Leak Week" to help raise awareness of this water-wasting problem — and show people how to track down these leaks on their own.

[Learn More Here](#)

# Are you ready for #WorldWaterDay?



World Water Day 2020, on March 22, is about water and climate change – and how the two are inextricably linked.

Adapting to the water effects of climate change will protect health and save lives.

Using water more efficiently will reduce greenhouse gases.

We cannot afford to wait. Everyone has a role to play.

[Learn More  
Here](#)

## IN THE COMMUNITY: PARTNER PROGRAMS

### Volunteers in Medicine annual golf tournament



Volunteers in Medicine's annual golf tournament will be held on Monday, Feb. 24, 2020 at Long Cove Club on Hilton Head Island.

This year's raffle winner will receive a complete Master's experience package for two! The package includes:

- **2 Masters Badges** that grant patrons access to the grounds at Augusta for the duration of play on Saturday's 04/11/20 tournament round with access to all patron areas of the course, including the practice area.
- **Deluxe accommodation from 04/11/20 – 04/12/20** at the new Hampton Inn & Suites Augusta –located within a couple miles of Augusta National! Includes daily breakfast and nightly Manager's Reception in the lobby of the hotel with food, drinks, and entertainment.
- **Access to PRIMESPORT's Foundation Club Hospitality** beginning at 7 a.m. and ending 1-hour after the conclusion of play. Food, beverage (premium open bar), entertainment and much more!
- **Roundtrip Event Transportation from hotel** – Sit back and relax as we take the guess work out of transportation to and from the course on Saturday! A convenient, dedicated shuttle service allows you to set your own schedule for the day!

There are 300 raffle tickets available for purchase — \$50 each. Winner's will be drawn at the golf tournament. You do not have to be present to win.

Purchase Your Raffle Ticket  
Here

## FURTHER READING

### Understanding your Water Bill

Learn how you use water in your home and where to start saving this year by understanding your water bill.

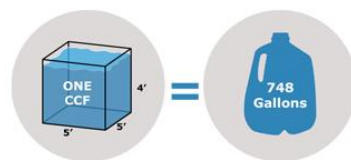
Here are some of the basics:

- A CCF, also called an HCF (hundred cubic feet),



represents one hundred cubic feet of water. 1 CCF = 748 gallons.

- The average American uses 88 gallons per day. That means a family of four would use 10,500 gallons in a month on average.
- You can use Hilton Head PSD's water usage portal to see a detailed breakdown of your family's water use — and help you better understand those numbers on your water bill.



Learn More  
Here

## 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



