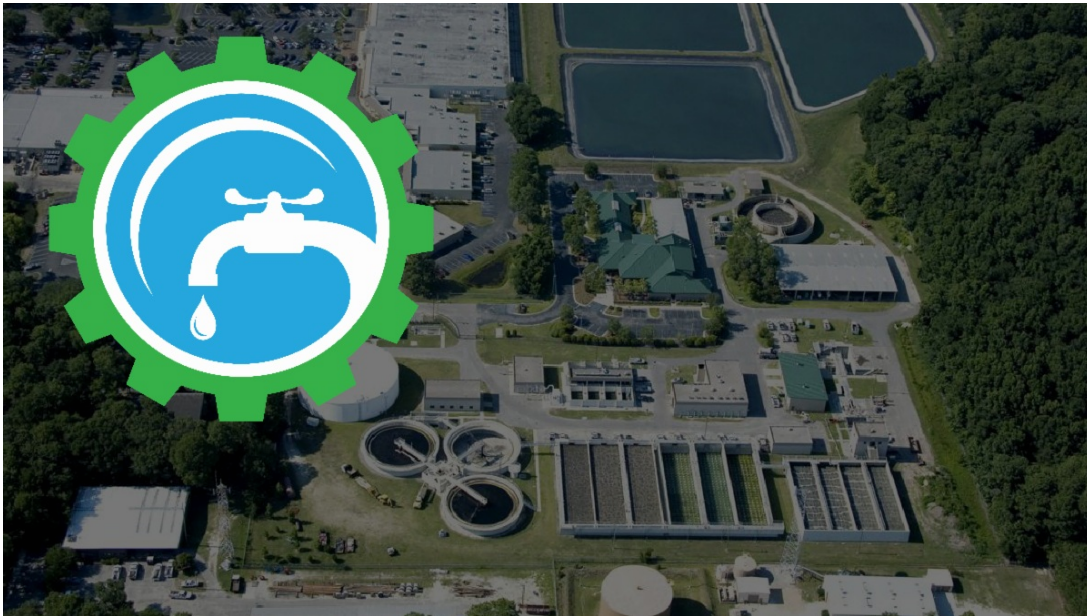




LIQUID E-NEWSLETTER

Hilton Head PSD services and coronavirus



The clean tap water and sanitary sewer service provided by Hilton Head PSD are vital to public health in our community. The PSD team is committed to the continuity and effectiveness of our water and sewer systems in the face of all hazards, including the coronavirus pandemic.

Your tap water is safe

Continue to use your tap water and sewer service as normal. In order to keep our staff and community safe at this time, the PSD's Customer Service Center is closed to walk-in service. Our drive-thru service is open on a limited basis.

Because of the importance of hand washing and sanitation at this time, the PSD will not be shutting off any customers' water until further notice. Our technicians remain available to assist you with emergency water and sewer service calls 24 hours a day. Please limit any calls for service to emergencies only, which means lack of water or a sewer backup.

According to the U.S. EPA and other public health agencies, coronavirus has not been detected in any drinking-water supplies and is not understood to be transmitted via tap water nor sewerage systems. The virus is known to be effectively removed through the utility's standard chlorination of tap water and our maintenance of appropriate chlorine residual in the drinking water distribution system.

Standard wastewater treatment processes, such as those conducted by the PSD at our Recycled Water Plant on Oak Park Drive, are known to remove coronavirus and other pathogens. Recent studies have found that coronavirus is even more susceptible to our treatment processes than other pathogens we fight every day through our treatments.

How to pay your bill

Bill payments can be made online at www.hhpsd.com, by phone at (843) 681-5525, by mail (Hilton Head PSD, P.O. Box 21264, Hilton Head Island, SC 29925), or using our secure drop-box at our Customer Service Center at 21 Oak Park Drive. Please remember to include your payment stub, or your name, account number, address, and phone number with all payments.

PSD's Bucks for a Better Island program is helping our neighbors in need



Bucks for a Better Island is the PSD's utility bill round-up program. Customers contribute more than \$50,000 annually to Bucks for a Better Island by rounding up their monthly or quarterly utility bills to the next-highest dollar.

Donations are directed to The Deep Well Project, which helps qualified clients in need cover their PSD bill. Bucks for a Better Island donations also are directed to Project SAFE (Sewer Access for Everyone) and the Hilton Head Water Fund, charitable funds at the Community Foundation of the Lowcountry, which help qualified homeowners connect to the public sewer and water systems. More than 90 percent of PSD customers participate in Bucks for a Better Island.

If you are someone you know is having difficulty paying your PSD bill, please contact the Deep Well Project by visiting them online at www.deepwellproject.org.

Read
More

Hilton Head PSD passes the test

The 2019 Water Quality Report is In

Hilton Head PSD's 2019 Water Quality/Consumer Confidence Report is in!

The PSD proudly reports that we've met or exceeded all state and federal drinking water standards.

Click the link below to view the full report.



[Read The Full Report](#)

Hilton Head PSD's Recycled Water Supervisor featured in *Treatment Plant Operator Magazine*

Hilton Head PSD's Recycled Water Supervisor Bob Davis was recently featured in *Treatment Plant Operator Magazine*.

Check out an excerpt of the article below:

At the ripe old age of 19, Bob Davis answered a help wanted newspaper ad from the International Paper research center in Tuxedo, New York.

An aptitude test showed Davis to be pretty smart, and in the early 1970s, the company started him out in a pilot plant, a scaled-down version of paper mill equipment found in the field. He moved on to a succession of roles with increasing responsibility in that industry before making a career change to the wastewater treatment profession in 2009. Today, he is the recycled water supervisor at the Hilton Head Public Service District in South Carolina.



There he supervises a recycled water facility that delivers irrigation water to golf courses on an island with a population that swells with tourists every summer.

...

With 35 employees, the 20,000-customer utility provides water, sewer, wastewater treatment and recycled water service for the north and middle areas of Hilton Head Island, a popular resort destination.

The wastewater treatment plant is a 6.4 mgd (design) return activated sludge plant with deep-bed gravity filters for tertiary treatment. "In summer, we average treating about 3.5 mgd; and in winter, it's about 2.5 mgd," Davis says. The facility discharges nothing to bodies of water; all effluent is sold to golf courses for irrigation or used to nourish interior wetland habitats.

Read The Full
Article

Celebrate Drinking Water Week with us!
Because tap water is always "there when you need it."



DRINKING
WATER WEEK
May 3-9, 2020

There when you need it

It's Drinking Water Week!

Hilton Head PSD and the American Water Works Association (AWWA) are observing Drinking Water Week by recognizing the vital role tap water plays in daily life, the infrastructure that is required to carry it to and from homes and businesses, and the important work of water professionals "behind the scenes."

"With so much changing around us nowadays, it is comforting to know that our tap

water is readily available for hygienic and drinking purposes,” said AWWA CEO David LaFrance. “Even during the coronavirus pandemic, water professionals across North America continue to report to work to collect, treat and distribute water to ensure the health and safety of their communities.”

Check out the blog linked below for more information — and some fun coloring and worksheets for the kids in both English and Spanish.

Read the Blog

Is it time for a "sprinkler spruce-up?"

Make sure your home irrigation system is working efficiently before the summer heat arrives.

Spruce Up Your Sprinkler System

look for WaterSense • Meets EPA Criteria

Inspect sprinkler heads.
A broken one can waste **25,000** gallons of water in six months!

Connect hoses and pipes well.
A leak as small as the tip of a pen can waste **6,300** gallons of water per month!

Direct spray on landscapes, not pavement!

Select a WaterSense® labeled irrigation controller and water smarter.

EPA WaterSense

epa.gov/watersense

When it comes to a home's irrigation system, a little maintenance goes a long way.

Homes with clock timer controlled irrigation systems use about 50 percent more water outdoors than homes without irrigation systems. Your system can waste even more if it's programmed incorrectly, a sprinkler head is pointed in the wrong direction, or you have a leak.

Before you ramp up your watering efforts in the heat of the summer, spruce up your irrigation system by remembering four simple steps: inspect, connect, direct, and select.

And remember: Hilton Head Island town ordinance requires all sprinkler systems to have a working rain gauge — and limits the use of irrigation systems to twice a

[Learn more](#)

New poll reveals voters in favor of investing in water infrastructure

84% want federal government to invest



Drinking water and wastewater infrastructure are considered top priorities amid the coronavirus shutdown by voters of a recent poll by the Value of Water Campaign. Among the 1,056 nationwide telephone surveys conducted March 7-28, 84% of respondents say that state and federal leaders should invest in water infrastructure.

Asked how the nation should solve infrastructural issues and which priorities should be met, support for water infrastructure investments was expressed across demographic, political and geographical sections. Highlights include:

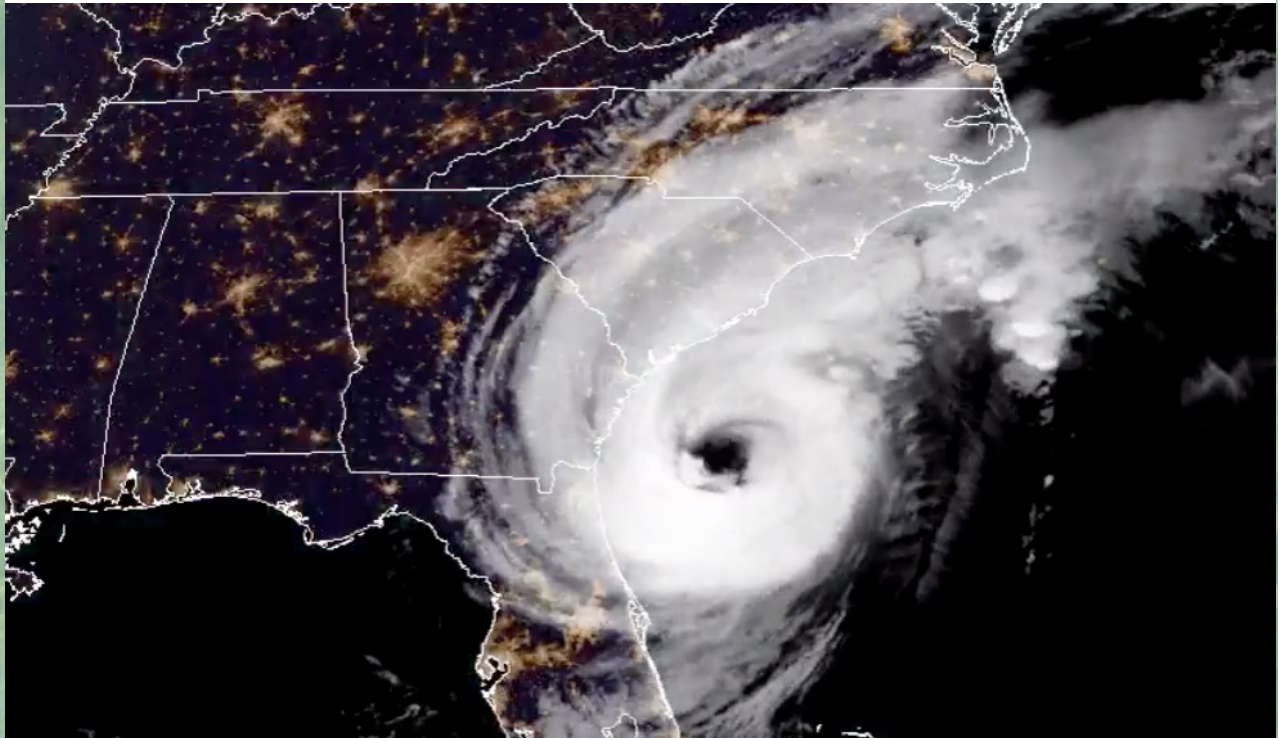
- 84% percent of Americans support (with 47% strongly supporting) increasing federal investment to rebuild the nation's water infrastructure.
- 80% say rebuilding America's infrastructure is extremely or very important. Americans support rebuilding the nation's infrastructure more than most other issues today, including reforming the healthcare system, expanding early childhood education, and ending the opioid crisis. It ranked similarly to strengthening the economy.
- 73% of Americans support investing in water infrastructure to increase resilience to climate change, even when told it could cost \$1.27 trillion.

- 73% of Americans want the president and congress to develop a plan to rebuild water infrastructure.
- More than 3 in 4 Democrats (94%), Republicans (77%), and Independents (76%) broadly support increasing federal investment. Support also cuts across gender, age group and income.

[View the complete report](#)

The Value of Water Campaign is coordinated by the U.S. Water Alliance and is dedicated to educate and engage the public on the importance of clean, safe, and reliable water and help ensure quality water service for future generations.

Hurricane season is less than a month away. Are you prepared?



The Atlantic hurricane season officially runs June 1 through November 30 — but for the last five years, tropical systems have formed in the Atlantic before June.

Earlier preparation can make the season easier.

If you're a long-time islander, brush up on some water safety tips — such as how to purify stored water and how to protect your water heater — at the link below.

[Hurricane Preparedness: Water Safety Tips](#)

For anyone new to the island — or just looking for information on how to prepare your whole family for a hurricane — check out the PSD's Hurricane Season 101:

Hurricane Season 101

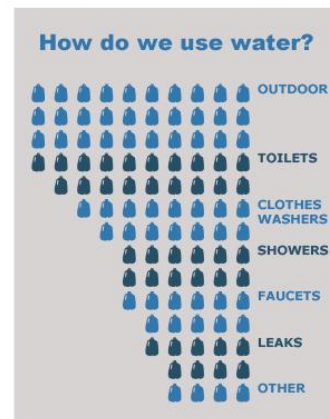
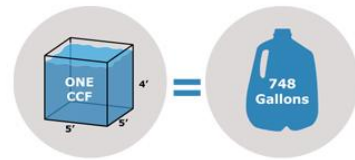
FURTHER READING

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

