

# GET TO KNOW YOUR WATER & SEWER UTILITY



Hilton Head Public Service District (PSD) is a special purpose district created by the South Carolina General Assembly in 1969 to provide water and sewer services to Hilton Head Island.

## HOW TO REACH US:

The PSD offices are located at 21 Oak Park Drive, behind the Port Royal Plaza Shopping Center off Mathews Drive.

### CUSTOMER SERVICE:

(843) 681-5525

### FAX:

(843) 681-5052

### E-MAIL:

info@hhpsd.com

### MAILING ADDRESS:

Hilton Head Public Service District  
P.O. Box 21264  
Hilton Head Island, SC 29925



## After Hours Emergency?

### Call the hotline

PSD technicians are on call 24 hours a day if you are having an emergency with your water or sewer system.

Simply call our 24-Hour Hotline at **(843) 681-5525** and follow the voice prompts.

If you are experiencing a sewer backup in your home or business, call us first. We can check it out at no cost to you before you call a plumber.



## Billing Options

The PSD bills customers monthly and offers many billing options, including:

**Online:** Pay your bill online using our secure payment portal at [www.hhpsd.com](http://www.hhpsd.com). To login and view your account, you will need your account number which can be found on your monthly bill.

**By Mail:** Hilton Head Public Service District, P.O. Box 21264, Hilton Head Island, SC 29925.

**In Person:** Visit the payment counter or use the Drive-Thru window from 8 a.m. to 4 p.m., Monday - Friday.

**Credit Cards:** We process payments using Visa, MasterCard, Discover or American Express in person, online or over the phone by calling (843) 681-5525. When paying online, simply check the box that says 'Check here to have future bills automatically paid using this information' if you wish to enroll in our automatic reoccurring credit card payment program.

**Drop Box:** Payment can be made 24 hours a day at our secure Drop Box located at our Customer Service Center, 21 Oak Park Drive, Hilton Head Island, next to the Drive-Thru on the left-hand side. Please do not put cash in the drop box; no receipts are issued.

**ACH:** You can sign up for automatic ACH draft payments by calling our Customer Service Center or online using the "Add EFT Payment Information" tab.

## Go Paperless

You can sign up to receive your monthly bills via e-mail through [www.hhpsd.com](http://www.hhpsd.com) or by calling our Customer Service Center during normal business hours. To sign up online, login to our secure online payment portal and visit the "How We Communicate With You" tab. Enter your e-mail address, click that you would like to receive 'As An Email' (uncheck 'As a Paper Bill' if you no longer wish to receive a paper statement), and click save.

## Hurricane Help

If you're new to Hilton Head, you might not be familiar with hurricane season. It officially begins June 1 every year and runs through the end of November.

Visit Hilton Head PSD's online Hurricane Resource Center for more info:

[hhpsd.com/hurricane-preparedness/](http://hhpsd.com/hurricane-preparedness/)





## WHERE'S THE SHUT-OFF VALVE?

Do you know where your whole-house shut-off valve is? Don't wait until the next big storm to find out. Everyone in your home needs to know where it is. The main valve (usually with a wheel-type handle, but it could also be a lever) is normally located in its own box after the PSD meter box on your side of your water service line to your home or business, or located just outside the point where your water service line penetrates the foundation of your house. Please do not attempt to open PSD meter boxes.

- You also should know where to find your sewer clean-out. The sewer clean-out is a capped pipe located on or near your property line which connects to the lateral sewer line.

## About Your Meter

- The PSD uses Automatic Metering Infrastructure (AMI) technology, which allows the PSD to receive readings electronically. All meters installed by the PSD are warrantied for accuracy by the American Water Works Association (AWWA) and the American National Standards Institute (ANSI).
- The PSD manages ordinary and routine meter repairs and replacements, however, customers must pay the PSD installation fees for new construction or for requests to move existing meters.
- Please protect your water meter and keep it clean and clear! Meters should never be covered or obstructed. Bushes and other landscaping that obstructs access to the meter will be removed at the owner's expense. Property owners may be responsible for replacement of the meter if it is damaged, tampered with, or is illegally removed.

## Help save water and money

We need your help to save our most precious natural resource — water — and to protect our sanitary sewer system and your own plumbing.

### Know the Local Irrigation Law

Hilton Head Island's drinking water resources are precious. Unfortunately, we annually see 40 to 60% of our treated drinking water used for landscape irrigation.

Help us reverse this unsustainable trend. Follow the Island's irrigation and rain sensor local ordinance: **Irrigation is restricted to no more than two days a week at all times. Even-numbered addresses irrigate on Tuesdays and Saturdays only. Odd numbered addresses irrigate on Wednesdays and Sundays only. All irrigation systems must have a working rain sensor.**

### Know what not to flush

Many materials can clog your pipes, causing damage and costly repairs to your plumbing system and to the PSD's sewer system. Visit our 'What Not to Flush' web page at: <https://hhpsd.com/about-our-water/water-conservation/what-not-to-flush/>

## DID YOU KNOW?

→ All water lines after the meter box, including all backflow devices and shut-off valves, are the responsibility of the customer. Your water lines and appliances are an important part of your home; routine maintenance and timely repairs are critical to conserve water and keep your water costs down. Many households have some kind of plumbing leak, which can waste a surprising amount of water. The average leaky toilet can waste about 200 gallons of water per day. That's over 6,000 gallons of water a month! Toilets, water heaters, water softeners, in-line humidifiers and irrigation systems are common sources of leaks. The PSD is not responsible for any repairs or for any leaks on the customer side of the meter.

→ The "black slime" or pink stains you might find around your faucets, sinks, showers or toilets are caused by airborne mold, fungal spores, and bacteria that thrive in our moist, subtropical environment. They are NOT contained in or caused by drinking water. Cleaning products containing chlorine, such as bleach, can remove and control their proliferation.



## MORE INFORMATION

Visit the Hilton Head PSD website at [hhpsd.com](https://hhpsd.com), or find us on Facebook, Instagram and Twitter.