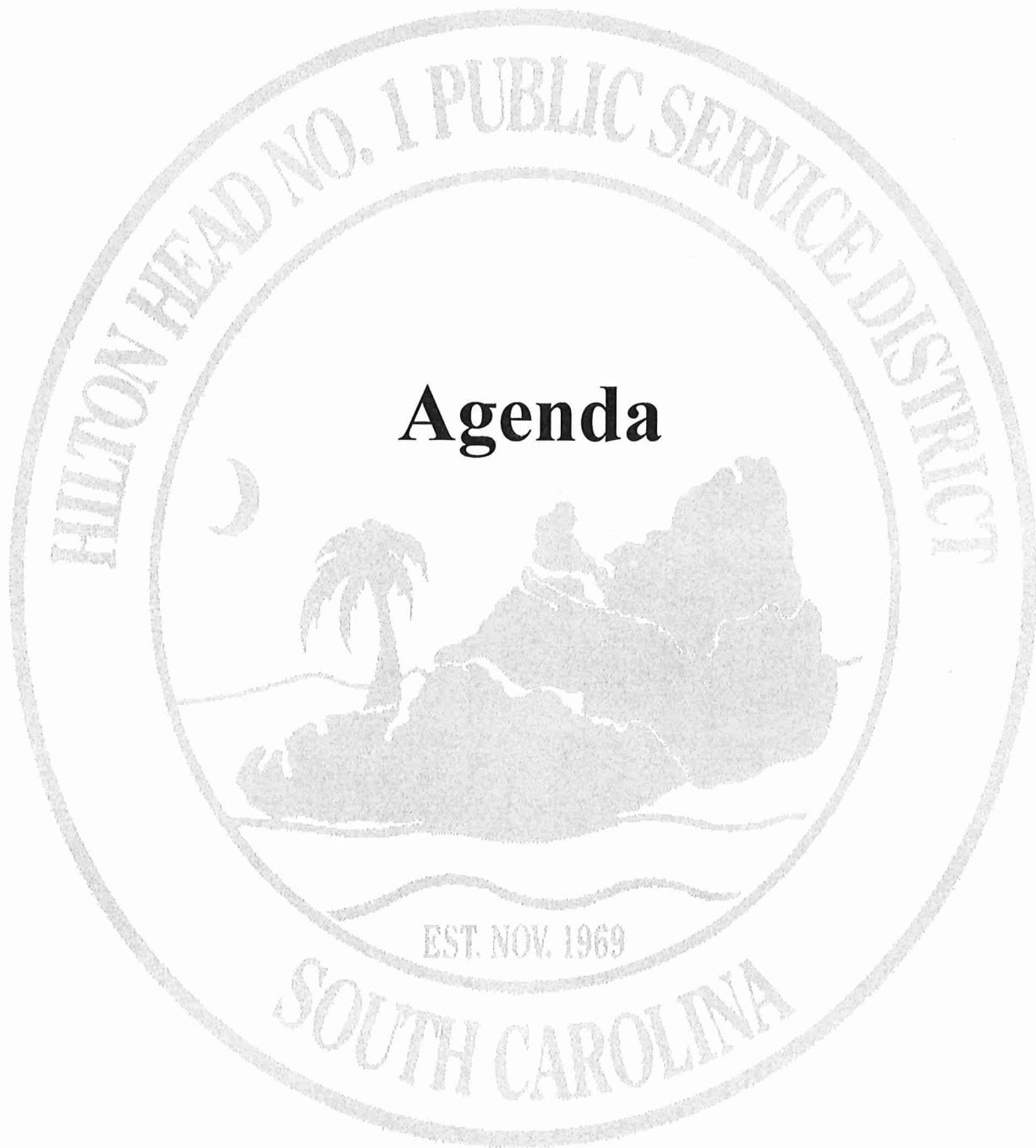


## **HILTON HEAD PUBLIC SERVICE DISTRICT**

21 OAK PARK DRIVE– POST OFFICE BOX 21264  
HILTON HEAD ISLAND, SOUTH CAROLINA 29925  
TELEPHONE 843-681-5525 – FAX 843-681-5052

### **JULY 2025 AGENDA PACKET CONTENTS**

1. Agenda for the July 23, 2025, Regular Commission Meeting
2. Draft Minutes of the June 16, 2025, Regular Commission Meeting
3. GM Evaluation Timetable
4. FY'25 4<sup>th</sup> Quarter Management Report
5. GM Monthly Report
6. LSSRB Open House Flyer
7. Letter from the Chairman to the Town of Hilton Head Re: Town Sewer Connection Grant Program
8. Strategic Goals & Objectives
9. Charts, Graphs and Water Quality Report



# Agenda

# **HILTON HEAD PUBLIC SERVICE DISTRICT**

21 OAK PARK DRIVE – POST OFFICE BOX 21264  
HILTON HEAD ISLAND, SOUTH CAROLINA 29925  
TELEPHONE 843-681-5525 – FAX 843-681-5052  
www.hhpsd.com

## **AGENDA**

Hilton Head Public Service District Commission

9 a.m.

July 23, 2025

PSD Community Room

21 Oak Park Drive, Hilton Head Island, SC 29926

- I. Call to Order & Freedom of Information Act Announcement
- II. Pledge of Allegiance
- III. Roll Call of Commissioners
- IV. Public Comment on Non-Agenda Items
- V. Adoption of Draft Minutes of June 16, 2025, Regular Meeting
- VI. Review of General Manager Evaluation Process
- VII. FY '25 4<sup>th</sup> Quarter Management Report
- VIII. General Manager's Monthly Report
- IX. Discussion of Letter in Support of Town of Hilton Head Island Sewer Connection Grant Program
- X. Strategic Goals & Objectives Review
- XI. Adjournment



## **Draft Minutes**



# HILTON HEAD NO.1 PUBLIC SERVICE DISTRICT

21 OAK PARK DRIVE – POST OFFICE BOX 21264  
HILTON HEAD ISLAND, SOUTH CAROLINA 29925  
TELEPHONE 843-681-5525 – FAX 843-681-5052

## MINUTES COMMISSION MEETING JUNE 16, 2025

**I. The meeting was called to order by Vice-chair Jerry Cutrer at 9:00 a.m.**

**II. Those in attendance were:**

Mr. Jerry Cutrer  
Mr. Stuart Bell  
Mrs. Patti Soltys  
Mr. Andy Paterno  
Mr. Michael Marks

Vice Chair  
Treasurer  
Secretary  
Commissioner  
Commissioner

Present by request:

Mr. Pete Nardi  
Ms. Amy Graybill  
Mrs. Connie Whitehead

General Manager  
Finance Manager  
Commission Recording Secretary

Absent:

Mr. Frank Turano  
Mr. Ibrahim Abdul-Malik

Chair  
Commissioner

Visitors

None

**III. Pledge of Allegiance**

The Pledge of Allegiance was led by Mr. Michael Marks.

**IV. Public Hearing on FY'26 Rates Adjustments**

### Action

- The public hearing opened at 9:01 a.m.
- There was no public comment.
- The hearing closed at 9:01 a.m.

**V. Public Hearing on FY'26 Budget and Millage**

Action

- The public hearing opened at 9:02 a.m.
- There was no public comment.
- The hearing closed at 9:02 a.m.

**VI. Public Comment on Non-Agenda Items**

None

**VII. Adoption of Draft Minutes of the May 28, 2025, Commission Meeting**

Key Discussion Points

- The minutes were corrected to reflect that Ms. Amy Graybill and Mr. Bill Davis were not in attendance.

Action

- Mr. Bell moved to adopt the minutes of the May 28, 2025, meeting as amended. Mr. Marks seconded. The motion passed unanimously.

**VIII. FY'26 Rates Adoption**

Key Discussion Points

- Staff presented the proposed FY'26 rates for a vote by the Board.

Action

- Mr. Bell moved to adopt the proposed FY'26 rates as presented. Mr. Marks seconded. The motion passed unanimously.

**IX. FY'26 Operating Budget and Millage Adoption**

Key Discussion Points

- Staff presented the FY'26 O&M and Millage for a vote by the Board.

Action

- Mr. Bell moved to adopt the proposed FY'26 budget and millage as presented. Mr. Marks seconded. The motion passed unanimously.

**X. General Manager's Monthly Report**

Key Discussion Points

- Mr. Nardi presented the General Manager's Monthly Report. A copy is included in the agenda packet.
- The Strategic Goals & Objectives will be reviewed in July.

- The GM performance evaluation was held. The Board will review the process in July to determine if any changes should be made to the process.

## **XI. Adjournment**

### Action

- Mr. Marks moved to adjourn the meeting. Mr. Bell seconded. The motion passed unanimously.
- The meeting adjourned at 9:38 a.m.

# **GM Eval Process Review**



HILTON HEAD PUBLIC SERVICE DISTRICT  
DRAFT GM EVALUATION TIMETABLE  
FY 2026  
FOR DISCUSSION  
Adopted \_\_\_\_\_

Step	Event	Date
1	Review FY 2025 evaluation process and adopt GM Evaluation Timetable	<b>7/23/2025</b>
2	Review and adopt updated Strategic Goals & Objectives	<b>7/23/2025</b>
3	Distribute FM's Third Quarter Management Report, GM's FY Highlights Report & form for Commissioner evaluation comments	<b>4/22/2026</b>
4	Chairman meets with GM to review prior evaluation "Attachment A" items for current status, consider ideas for next FY "Attachment A" items, obtain appropriate comparable compensation information, and consider ideas for alternate compensation	5/1/2026
5	Due date for Commissioner submission of GM evaluation comments	5/6/2026
6	Executive Committee reviews Commissioner comments, GM's Achievement Reports, comparable compensation information, and develops recommendation for GM evaluation and range of compensation package with draft GM evaluation letter	5/20/2026
7	Commission meets in Executive Session to consider Executive Committee recommendations and vote on evaluation letter and GM's compensation package	<b>5/27/2026</b>
8	Chairman and Vice Chairman meet with GM to review evaluation and compensation package	6/3/2026
<b>Dates in BOLD (7/23/25, 4/22/26 and 5/27/26) are Board meeting dates</b>		





**HILTON HEAD PUBLIC SERVICE DISTRICT  
STRATEGIC GOALS & OBJECTIVES  
Adopted: December 2024**

**4<sup>th</sup> Qtr. Fiscal Year '25 Management Report:**

- 1. Goal No. 1 – Water Services: Provide for all of our customers’ water supply needs with the highest quality water possible in a cost-effective manner**
  1. PSD tap water is in compliance with all state and federal regulations.
  2. We are anticipating mobilization for our Reverse Osmosis Plant expansion project in early August. Equipment delivery is on track for September.
    - a. Current RO Plant Expansion Project Finish Date: Nov. 2, 2026.
  3. The production well drill rig for RO Well #4 at Old Welcome Center is anticipated to be on site by August. Drilling completion would be this fall.
    - a. Current RO Well #4 Project Finish Date: Sept. 1, 2026.
  4. The Middle Floridan Aquifer monitoring well at ASR #2 site is nearing completion. Awaiting drilling contractor ability to bring two production well rigs on the island in order to drill ASR #2 simultaneous to RO Well #4.
    - a. Current ASR #2 Project Finish Date: Dec. 9, 2027.
  5. Start-up of the Water Booster Station at Leg O’Mutton is on track for this fall, upon completion of electrical work.
    - a. Current LOM Water Booster Station Project Finish Date: Sept. 16, 2025.
  6. We continue to work with Beaufort-Jasper Water & Sewer Authority on a new purchased water agreement. Minimum-take reduction/removal and preservation of off-peak rate program are keys.
  7. Awaiting S.C. DOT utility coordination for U.S. 278 Corridor Project.
  8. PSD was awarded the Partnership for Safe Drinking Water’s 5-Year Directors Award for optimization of our water distribution system.
- 2. Goal No. 2 – Recycled Water Services: Provide for all of the District’s wastewater collection, treatment, and recycled water distribution services in a cost-effective manner while enhancing and protecting the Island’s environment.**
  9. The Old House Creek subdivision low-pressure sewer (LPS) project is underway. We anticipate completion of the collector main installation in August. Multiple homes have indicated a desire to connect immediately.
  10. The Screw Pump Replacement Project in our Recycled Water Plant remains on track for bidding in August.
  11. We completed recycled-water wetlands biological monitoring in June. Final report pending.

**3. Goal No. 3 – Environmental and Sustainability: Operate in a sustainable manner with high regard for protecting and improving the environment.**

- 12. We completed satellite-based leak detection in June. Approximately 100 segments in the water distribution system were identified for follow-up inspection. None of the segments appear to be in a high-risk situation.
- 13. The PSD team identified a leak at a pressure-reduction valve on the 24" backbone water distribution system. The repair of this leak is expected to positively impact non-revenue water.

**4. Goal No. 4 – Customer Relations: Direct all activities to achieve a consistently high level of customer satisfaction.**

- 14. Summer bill insert newsletter mailed.
- 15. 2024 Consumer Confidence Report mailed.
- 16. June e-newsletter sent.
- 17. Ten (10) team members received Employee Recognition during the 4<sup>th</sup> qtr.: Alfred Young, Anthony Pascetti, Arthur Washington, Ben Shaver, Dustin Berry, Kiefer Clear, Pam Driskell, Shaun Chisolm, Thomas Gilmore, and Timothy Durham.
- 18. News releases sent: PSD earns Partnership for Safe Water 5-Year Directors Award; Nardi named Chair of AWWA Water Conservation Division.

**5. Goal No. 5 – Financial Responsibility: Conduct all District activity in a fiscally responsible manner.**

- 19. FY' 26 Operations & Maintenance and Capital Improvement Program budgets, and associated rate adjustments, adopted by Commission in June.
- 20. All draw requests for full \$2.8-million S.C. Drinking Water Revolving Loan for engineering services complete. Loan payback has commenced.
- 21. The S.C. Rural Infrastructure Authority (RIA) has indicated changes to allowable draw requests on our \$10-million S.C. Infrastructure Investment Program (SCIIP) that will help ensure complete grant draw down by the RIA's June 2026 deadline.
- 22. Non-revenue water for FY '25 is projected to be 17%.
- 23. FY '25 financial audit is underway.
- 24. Unaudited FY '25 Financial Report on track for presentation to Commission in August.

**6. Goal No. 6 – Organizational Excellence and Leadership: Achieve organizational excellence and leadership.**

- 25. We ended FY '25 with two (2) (non-OSHA reportable) workplace injuries.
- 26. We have two high school summer interns: Sam Lewis (Bluffton High) in the Recycled Water Plant; and Kyla Kennedy (Hilton Head Island High) in Asset Management.
- 27. Pete Nardi, Pete Schuelke, Sarah Hickman, and Jim Hewitt are all enrolled in the Water Environment Federation's Integrated Leadership Series. This four-month long course includes training in: Strength Based Leadership; Workplace Inclusion; Managing and Leading; Leading with Emotional Intelligence; and Entrepreneurship and Innovation.



28. Training programs this quarter included: Licensure exam classes; S.C. Association of Public Accountants courses; Water Environment Association of S.C. Sea Island District meetings; Southeast Desalting Association spring symposium; Maynard Nexsen wage and hour issues for employers; AWWA ACE '25.
29. Ten (10) new S.C. Labor Licensing and Regulation operator licenses were earned this quarter in Water Treatment, Collections, and Biological Wastewater.

**7. Goal No. 7 – Asset Management: Acquire, maintain, protect, and secure the District’s property, databases, plant and equipment assets (investment in the future).**

30. We have begun implementation of our new Computerized Maintenance Management System (CMMS). The product is called Lumin. Implementation will take approximately six months. This will be a top priority for the PSD in FY '26, as it will be culturally transformative. The CMMS will guide and track system maintenance, capital project needs/decisions, work orders, inventory and purchasing, and more. This implementation represents a milestone moment in the modernization of the PSD. We are planning to have our Asset Manager, Hal Hylton, lead a Commission education session on the CMMS.
31. IT/GIS Manager Ryan Lewis has written a Cybersecurity Assessment for the PSD based on the AWWA’s Cybersecurity Tool. The assessment is used in developing and maintaining internal cybersecurity policies and programs and is a necessary component of compliance with the U.S. EPA’s Emergency Preparedness & Response regulations.

**8. Goal No. 8 – External Relations: Develop, expand and leverage the District’s positive relationships with external organizations, utilities and governments.**

32. An update on several bills from the 1<sup>st</sup> Regular Session of the 126<sup>th</sup> S.C. General Assembly, which ended on May 8.

H. 3768 Utility Relocation Sunset Provision – Would extend the sunset provision in the water and sewer utility relocation funding act from July 1, 2026, to July 1, 2031. Passed favorably out of House Education and Public Works Committee. This bill did not achieve passage during the 1<sup>st</sup> Session. It will be a key bill to monitor during the 2<sup>nd</sup> Session that begins in January.

Excavation Projects – H 3571 Would add new sections on large projects in the Underground Facility Damage Prevention Act & Would limit excavator liability (Hiott – R and Majority Leader). This bill will likely pass. The bill generally cleans up certain provisions of the Underground Facility Damage Prevention Act, seeks to have the Act better accommodate Large Projects, and seeks to put teeth into violations of the Act by setting up a process by which the SC Attorney General can seek fines ranging from \$5K to \$25K per violation of the act. This bill passed and is awaiting ratification by the Governor; however, it will not take effect until one year after the Governor signs the bill.

Septic Repair – H 3656 Would prohibit DES from denying well and septic tank repair or replacement regardless of availability of municipal water/sewer service (Ligon – R). It also allows irrigation wells to be drilled regardless of the availability of public water and without delineating allowable depths of the wells. SCWQA opposes this bill because it will undermine public utilities’ ability to extend service to areas with failing wells/septic systems and will make it harder to serve growth. This bill is especially unwise given the challenges well-owners can face with emerging contaminants in their well water such as PFAS chemicals. The PSD sent a letter to the Beaufort County Legislative Delegation formally opposing this bill. It is opposed by multiple

associations representing our state's water and the S.C. Municipal Association. This bill did not make it out of committee; however, it is expected to return for consideration during the 2<sup>nd</sup> Session.

# **GM Monthly Report**





To: Hilton Head PSD Commission  
From: Pete Nardi, General Manager  
Re: PSD Updates

July 15, 2025

Dear Commissioners, please see below the following updates:

- We are experiencing current demand of approximately 7 mgd. Rainfall is keeping demand low for this time of year.
- S.C. Infrastructure Investment Program (SCIIP) Projects Update:
  - **RO Plant Expansion**
    - We are anticipating mobilization for our Reverse Osmosis Plant expansion project in early August. Equipment delivery is on track for September.
    - Current RO Plant Expansion Project Finish Date: Nov. 2, 2026.
  - **RO Well #4, ASR Well #2, and Transmission Mains**
    - The production-well drill rig for RO Well #4 at Old Welcome Center is anticipated to be on site by August. Drilling completion would be this fall.
    - Current RO Well #4 Project Finish Date: Sept. 1, 2026.
    - The Middle Floridan Aquifer monitoring well at ASR #2 site is nearing completion. Awaiting drilling contractor ability to bring two production-well drill rigs on the island in order to drill ASR #2 simultaneous to RO Well #4.
    - Current ASR #2 Project Finish Date: Dec. 9, 2027.
    - All pipelining for both wells is complete.
  - **Leg O'Mutton Water Booster Station**
    - Start-up of the Water Booster Station at Leg O'Mutton is on track for this fall, upon completion of electrical work.
    - Current LOM Water Booster Station Project Finish Date: Sept. 16, 2025.
- **Purchased Water Pipeline Relocation:**
  - Awaiting utility coordination from S.C. DOT.
  - We have not received any information on whether recent news that a grant might be sought for the project will impact our relocation.
- **WWTP Screw Pump Replacement Project:**
  - Completed 60% design. On track for bidding in August.
- **Purchased Water Agreement:**
  - Discussing phase-out of minimum-take scenarios with BJWSA.
  - Discussing preservation of off-peak rate based on rate consultants' recommendation.
- **Old House Creek Sewer Project:**
  - Progressing on schedule. Collector-main installation on track for completion in August. Multiple homes interested in connecting.
- **PSD leaders taking Water Environment Federation Integrated Leadership course:**





# YOUR WATERSHED YOUR PLAN

## Introducing the Lower Savannah-Salkehatchie River Basin Plan

### OPEN HOUSE & PRESENTATION



**JULY 22, 2025**  
**05:30 PM - 08:00 PM**

#### ABOUT OUR EVENT

##### ► WHAT

Learn about the Lower Savannah-Salkehatchie River Basin Plan! Participate in a water tasting competition, and enjoy provided refreshments including local watermelon.

##### ► WHERE

Lake Warren State Park/Hampton Hall Building  
1079 Lake Warren Road  
Hampton, SC 29924

#### EVENT SCHEDULE

Join us for any or all  
of the evening's events!

**5:30 PM ◀**

Meet the River Basin Council  
and enjoy refreshments

**6:00 PM ◀**

Lower-Savannah Salkehatchie  
River Basin Plan Presentation

**7:00 PM ◀**

Open House - ask questions and be heard

*Results of the taste-testing competition  
will be presented after the Open House.*



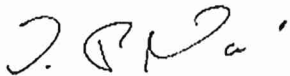
SC DEPARTMENT of  
**ENVIRONMENTAL  
SERVICES**

[des.sc.gov/LSSRiverBasinPlanning](https://des.sc.gov/LSSRiverBasinPlanning)

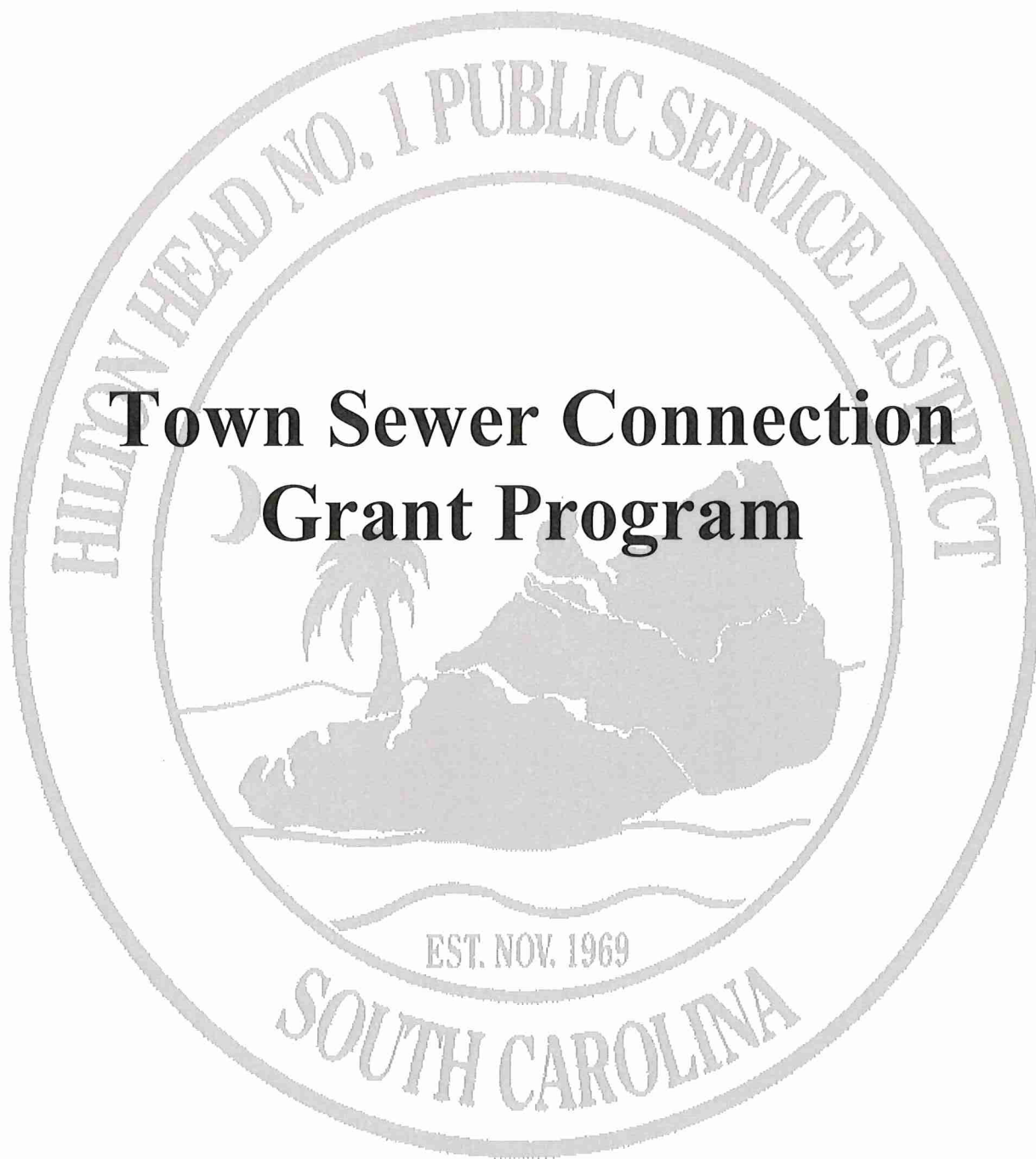
- Pete Nardi, Pete Schuelke, Sarah Hickman, and Jim Hewitt are all enrolled in the Water Environment Federation's Integrated Leadership Series. This four-month long course includes training in: Strength Based Leadership; Workplace Inclusion; Managing and Leading; Leading with Emotional Intelligence; and Entrepreneurship and Innovation.
- **Port Royal Community Charitable Foundation donation to SAFE:**
  - The Port Royal Community Charitable Fund donated \$5,000 to Project SAFE! The request for the grant was made by Commission Secretary Patti Soltys, who accepted the grant on SAFE's behalf at an event the Charitable Fund hosted. Thank you, Patti!
- **River Basin Plan Public Meeting, July 22:**
  - The Lower Savannah-Salkehatchie River Basin Council will hold a public meeting at 5:30 p.m. on July 22 to present the draft River Basin Plan, at Lake Warren State Park in Hampton. Please see attached flyer.

As always, please do not hesitate to contact me if you have any questions.

All my best,



Pete Nardi  
General Manager  
Hilton Head PSD



# **Town Sewer Connection Grant Program**





Mayor Alan Perry  
Town of Hilton Head Island  
1 Town Center Court  
Hilton Head Island, SC 29928  
(via email)

July 23, 2025

Re: Town of Hilton Head Island Sewer Connection Program

Dear Mayor Perry:

The Hilton Head Public Service District (PSD) wishes to express its sincere gratitude for the Town of Hilton Head Island's Sewer Connection Program, and to encourage the Town's ongoing support of the program. As you know, the Town grant program to date has connected 35 homes to the public sewer system using a total investment of more than \$352,000. More approved applications are awaiting funding to make connections at the time of this writing. The PSD stands ready to facilitate those and future connections.

As you know, the Town's Sewer Connection Program not only benefits public health and environmental protection, but also workforce housing.

The Town's program works hand-in-hand with Project SAFE (Sewer Access for Everyone), a charitable fund of the Community Foundation of the Lowcountry. The Town's program wisely included methods of covering income-qualified connection opportunities that are not covered by SAFE. Particularly, by including eligibility for income-qualified rental units, the Town's program positioned itself to serve as a vital workforce-housing opportunity.

The Deep Well Project and its group of resolute volunteers have played an instrumental role in the success of the Town Sewer Connection Grant Program and Project SAFE, by serving as the central point for applicants to receive assistance in completing applications to either program. This "star quarterback" position on the part of Deep Well optimizes both grant programs by helping applicants identify which program from which to seek assistance.

The excellent work of Sharonica Stewart, Town of Hilton Head Island Principal Planner Historic Neighborhoods, and the Town's Gullah Geechee Land & Cultural Preservation Task Force has made sure that the crucial work and progress of the Sewer Connection Program has stayed on course and made an impact for our mutual customers – the residents of Hilton Head Island.



The PSD has a long track-record of working to achieve income-qualified connection assistance for our customers and we stand ready to continue that work. We remain one of the only utilities in our state that offers long-term, low-interest financing for all customers to cover their utility connection costs. Our Commissioners also speak to their constituents to gain their commitment and financial support.

The PSD Commission respectfully requests that the Town continue to prioritize gaining more funding through any sources available to it. We view our role at the PSD as supporting the Town and Community Foundation of the Low Country in increasing housing on the Island for our workers. Sewer connection dollars are critical to making this happen.

We are happy to provide more information or to speak with you further about working together to keep making progress on this important initiative.

Sincerely,

Frank Turano  
Chair  
Hilton Head PSD Commission

Cc (via email):

Hilton Head Town Council  
Town Manager Marc Orlando  
Hilton Head PSD Commission  
PSD General Manager Pete Nardi



# **Strategic Goals & Objectives Review**

# **HILTON HEAD PUBLIC SERVICE DISTRICT STRATEGIC GOALS & OBJECTIVES**

**Adopted: December 11, 2024**

## **1. Goal No. 1 – Water Services: Provide for all of our customers’ water supply needs with the highest quality water possible in a cost-effective manner**

- 1.1. Ensure water supply, quality, and regulatory compliance, through regular monitoring, reporting, and optimal production and distribution system performance.
- 1.2. Utilize best available technologies where economically feasible.
- 1.3. Maintain an evergreen Long Range Water Supply Plan to assure supply and quality.
- 1.4. Proactively emphasize efficient use of water in all activities internally and with customers, particularly in regard to landscape irrigation.
- 1.5. Negotiate a new Purchased Water Agreement with Beaufort-Jasper Water & Sewer Authority.
- 1.6. Manage construction and grant administration of the S.C. Infrastructure Improvement Program and American Rescue Plan Act Long Range Water Supply projects.
- 1.7. Manage the funding and relocation of the Hilton Head PSD-Broad Creek PSD treated drinking water pipeline, resulting from the U.S. 278 Corridor Project.

## **2. Goal No. 2 – Recycled Water Services: Provide for all of the District’s wastewater collection, treatment, and recycled water distribution services in a cost-effective manner while enhancing and protecting the Island’s environment.**

- 2.1. Continue to create access to the public sewer system for all properties seeking access, including the use of external funding, and assessment programs.
- 2.2. Adhere to all regulatory standards and timely delivery of complete and accurate applications and reports.
- 2.3. Utilize best available technologies where economically feasible.
- 2.4. Identify and reduce odors from our collection and treatment processes

## **3. Goal No. 3 – Environmental and Sustainability: Operate in a sustainable manner with high regard for protecting and improving the environment.**

- 3.1. Consider the creation of programs that inform the public proactively of new areas of environmental concern regarding water and wastewater.
- 3.2. Introduce sustainable environmental initiatives as appropriate.
- 3.3. Explore applying new methods (models) dealing with global climate change impact to

our specific situation.

3.4. Identify and develop opportunities to reduce operating inputs such as power and chemicals.

**4. Goal No. 4 – Customer Relations: Direct all activities to achieve a consistently high level of customer satisfaction.**

4.1. Respond to, resolve and monitor customer concerns promptly while minimizing public disruptions.

4.2. Develop and execute programs that enhance the District's brand equity and maintain positive relationships between the District and its customers and the community.

4.3. Inspire every employee to make customer service an integral part of his or her job performance.

4.4. Research and evaluate new customer-focused areas of interest and value-added services utilizing best available technologies where economically feasible.

4.5. Review and/or develop policies detailing positions on various customer service issues, such as water leaks, remediation of water issues, etc.

4.6. Celebrate District and Staff accomplishments.

**5. Goal No. 5 – Financial Responsibility: Conduct all District activity in a fiscally responsible manner.**

5.1. Ensure fair, adequate, sufficient and equitable rates, fees and charges through cost-of-service rate methodology.

5.2. Plan and use debt prudently.

5.3. Identify and implement opportunities to reduce operating costs, without sacrificing high-quality products and services.

5.4. Identify and develop opportunities that enhance the District's revenue and improve its cash flow.

5.5. Review internal controls and policies regularly to ensure security of District assets and the integrity of District reports. Conform to the state and federal mandates regarding annual audits.

5.6. Monitor and report on operating ratios, goals and benchmarks to maintain/improve performance and maintain a high credit rating.

5.7. Develop and manage business and operational plans and prepare budgets that support those plans.

**6. Goal No. 6 – Organizational Excellence and Leadership: Achieve organizational excellence and leadership.**

- 6.1. Promote, monitor and support safety in all workplaces and activities.
- 6.2. Attract and retain a professional, diverse, motivated, customer-oriented staff, at a level consistent with meeting the District's goals, while considering novel approaches to recruitment.
- 6.3. Define and implement organizational succession planning.
- 6.4. Provide educational opportunities for Commissioners on governance and utility operations.

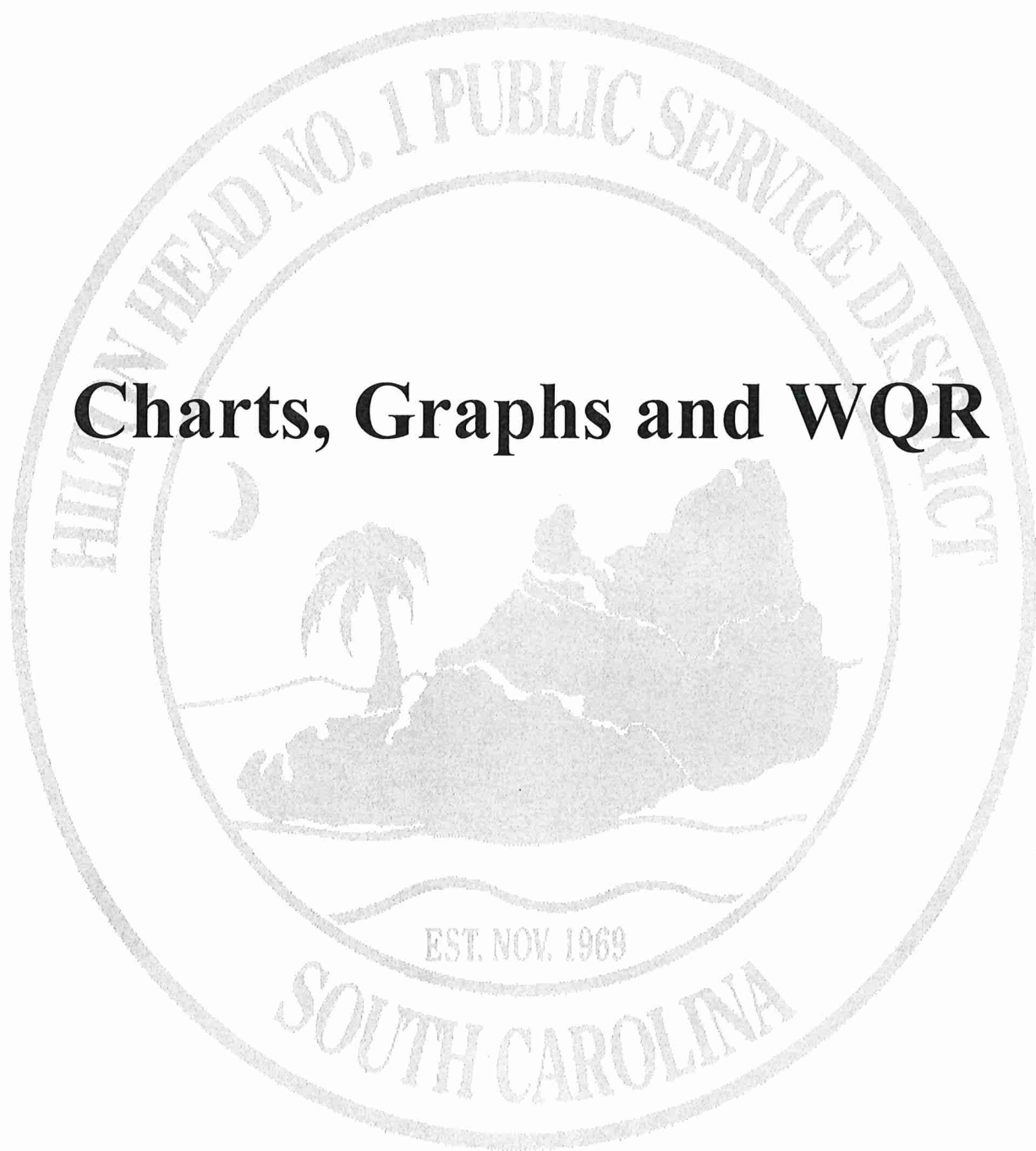
**7. Goal No. 7 – Asset Management: Acquire, maintain, protect and secure the District's property, databases, plant and equipment assets (investment in the future).**

- 7.1. Maintain and execute a system preventative maintenance program that minimizes the number, severity and duration of loss of service incidents.
- 7.2. Prepare an asset inventory and 5-year replacement plans for the water/wastewater systems.
- 7.3. Maintain a current comprehensive security infrastructure/disaster preparedness and recovery plan.
- 7.4. Exercise oversight over new construction projects to ensure construction complies with District standards and appropriate documentation is provided. In addition, ensure that new construction is compatible with the existing system and service can be extended to nearby properties.
- 7.5. Maintain adequate and comprehensive insurance coverage of District assets.
- 7.6. Maintain and protect confidential information through technology systems to ensure integrity of operations and information security.
- 7.7. Maintain physical security of property and equipment.
- 7.8. Utilize best available technologies were economically feasible.

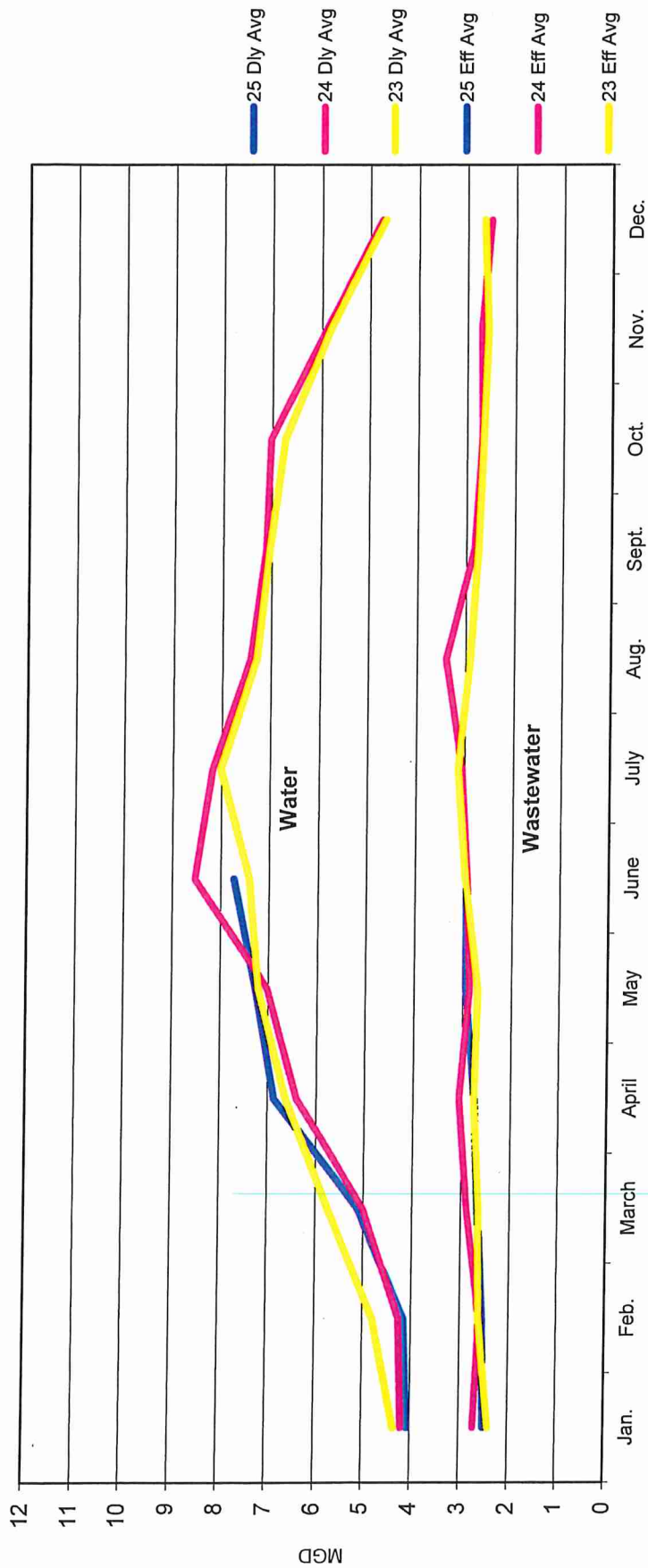
**8. Goal No. 8 – External Relations: Develop, expand and leverage the District's positive relationships with external organizations, utilities and governments.**

- 8.1. Develop and expand cooperative and mutually beneficial relationships with the Town of Hilton Head, county, state, and federal elected representatives, local and state public service districts, public agencies and associations, the media and communities within the District.
- 8.2. Monitor and evaluate the impacts of federal, state and local legislation and regulations that impact the District's current and future operations

# **Charts, Graphs and WQR**

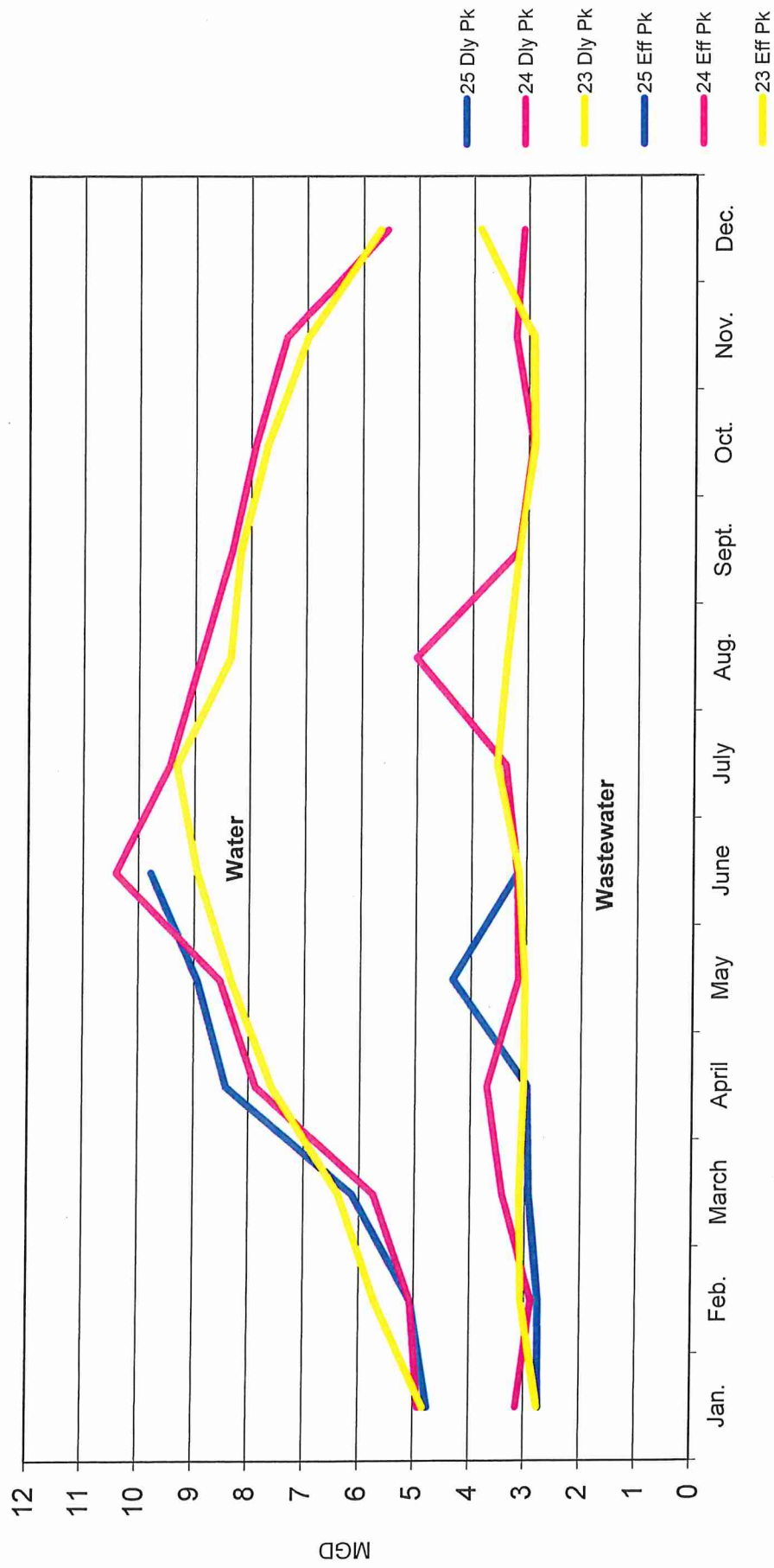


# Water and Wastewater Average Flows





# Water and Wastewater Peak Flow





# Monthly Water Quality Report

## Water Supply

Source	MG Per Month												% of Supply YTD
	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	YTD
Purchased	4.25	3.46	29.75	42.03	35.92	42.09							157.50
RO Plant	119.26	107.59	116.48	118.30	122.58	116.30							700.51
UFA Wells	18.28	20.24	28.67	31.47	33.28	33.40							165.34
ASR Recovery	0.00	0.00	0.00	29.30	36.70	38.91							104.91
Total	141.79	131.29	174.90	221.10	228.48	230.70							1128.26
													100.0%

## System-wide Water Quality Testing

Type of Test	Results by Month											
	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Bacteriological	PASS	PASS	PASS	PASS	PASS	PASS						
Chlorine (avg)	2.2	2.39	2.16	2.05	1.90	1.43						
Ph (avg)	N/A	N/A	N/A	N/A	N/A	N/A						
Disinfection By-products (DBPs) (qtrly.)	In Compliance			In Compliance			In Compliance			In Compliance		
Hardness (range)	11 - 121 (WINTER - NO WELLS)			14 - 260 (SUMMER - WELLS/ASR ON)			(WINTER)					

Supply-specific Water Quality Ranges for This Month				
Supply	Average Chlorine Residual	Within Acceptable Range? (Y/N)	Average Chloride Level (ppm)	Average Hardness (ppm)
BJWSA (supply)	0.84	Y		
RO Raw Water MFA Wells (range)	n/a	Y	157 - 455	102 - 209
Finished RO Water	2.79	Y		
Fire Station UFA	1.89	Y	64	144
Leg O' Mutton UFA	1.92	Y	134	236
Wild Horse UFA	1.72	Y	76	192
Seabrook UFA	1.75	Y	154	274
Union Cemetery UFA	1.51	Y		
ASR (recovery)	2.48	Y	38	52

## Customer Inquiries

Type of Inquiry	Number of Inquiries	Resolved?	Comments
Low Pressure	12	y	
Customer break/leak	30	y	
PSD break/leak	25	y	
Water Outage	5	y	
Odor/Taste/Color	4	y	
Miscellaneous	87	y	
Sewer issues & Inspections	56	y	
<b>Total</b>	<b>219</b>		

Other Water Quality Notes for This Month  
6/26/2025 - Changed cartridge filters