



LIQUID

ENEWSLETTER



PSD Drinking Water Well Construction Update

The production well drilling rig is hard at work at the PSD's

Reverse Osmosis Well #4 site at the Old Welcome Center off William Hilton Parkway. The rig is drilling the 600-foot-deep well that will allow the PSD to expand the capacity of its RO Plant to 6 million gallons a day production. The well is being built on land provided by the Town of Hilton Head Island.

The project is being funded in part by a \$10-million grant from the South Carolina Infrastructure Improvement Program. It also includes constructing a second Aquifer Storage & Recovery (ASR) well for the PSD.



[Read More](#)

Common Water Quality & Odor Issues

Hilton Head PSD's tap water has a longstanding track record of meeting or exceeding all state and federal water quality standards. The majority of the PSD's tap water is produced in its state-of-the-art Reverse Osmosis Drinking Water Treatment Facility, which uses the same treatment technique as many brand-name bottled waters and beverages.

Some customers may experience odor issues related to their home or businesses' internal plumbing. Some customers may have aesthetic sensitivities to tap water treatment techniques.

This sheet goes over some common water issues and recommended solutions.

Discolored Water

Mineral deposits can accumulate inside water mains. While usually harmless, changes in water pressure — often due to construction or fire hydrant use — can dislodge these deposits, causing water discoloration.

What to Do:

- Run your faucet until the water clears.
- If discoloration persists, call us at 843-681-5525.
- Our crews may flush nearby hydrants to resolve the issue.



Chloramines in Drinking Water

Chloramines treatment is a proven, longstanding tap water treatment technique used throughout the world. It is added during water treatment to kill pathogens that can be harmful to humans.

Customer Sensitivity:

- Some customers may notice a taste or odor.

Solutions:

- Let tap water sit in an open pitcher before refrigerating.
- Use a commercial water filter to reduce chlorine taste and smell.*



**Please remember that in-home water treatment/filtration devices require routine maintenance to ensure proper functioning and to prevent excessive accumulation of biological growth that can occur as a result of the removal of chlorine residual. Customers should consult product information for all such devices.*



Rotten Egg Odor in Water

This odor is typically caused by hydrogen sulfide gas, which smells like rotten eggs. It can originate from several sources:

Water Heater Issues

Cause: Sulfate-reducing bacteria or a chemical reaction with the anode rod.

Solutions:

- Flush the water heater.
- Adjust the temperature to discourage bacterial growth.
- Replace or upgrade the anode rod.
- Consult the owner's manual or a licensed plumber.



Kitchen Sink Disposal

Cause: Decaying food in the drain.

Solutions:

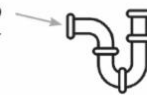
- Clean the disposal.
- Pour household bleach down the drain and let it sit before flushing.

Unused Sinks or Bathrooms

Cause: A dried-out P-trap allows sewer gas to enter the home.

Solutions:

- Run water in the sink or shower.
- Pour a bucket of water down the drain to refill the trap.



Vacant Properties

Water in unused homes or businesses can become stagnant, leading to hydrogen sulfide production and odor.

Solution:

- Regularly flush plumbing systems to prevent odor buildup.

'Black slime' and 'pink stuff' in bathrooms and kitchens

You may have noticed "black slime" or "pink stuff" growing around areas of your home that are often exposed to water, such as the faucet, sink, shower, or toilet. These microbes are airborne mold, bacteria, and/or fungal spores that are nearly ubiquitous in the very moist, subtropical Lowcountry climate. They grow in areas where they are frequently exposed to moisture — such as sinks and toilets and faucets. These microbes are NOT contained in the drinking water, but when they land in a place that is exposed to water they can grow quickly.

If you moved to the Lowcountry from a different climate, you might not have experienced these airborne spores before. Microbial growth in your household fixtures is a common issue, but can be solved with a little elbow grease!

There are many different strategies for eliminating the manifestation of these microbes, including:

- Clean affected areas with a bleach solution. Be careful not to scratch any smooth surfaces as this makes it easier for microbes to attach.
- Eliminate leaks that provide a constant source of water.
- Make sure that susceptible areas are dry after use.
- Maintain good ventilation.
- Clean away any lime scale on vulnerable surfaces.
- Thoroughly clean aerators and replace ones that are old or rusty.
- Spray areas with white vinegar and let soak before rinsing.
- Look into purchasing antimicrobial sink fixtures.
- Keeping humidity levels between 40% and 60%. If you are experiencing frequent problems with mold formation in your home, it may be a great idea to start using a dehumidifier in your home.
- Promptly fixing leaky roofs, windows, and pipes.
- Thoroughly cleaning and drying after flooding.
- Ventilating shower, laundry, and cooking areas.
- Using a non-abrasive cleaning solution with bleach, such as Soft Scrub, to clean the areas where mold is growing.



Thoroughly cleaning aerators can help.

Quick Fix Summary

ISSUE	CAUSE	SOLUTION
Discolored Water	Mineral deposits	Run faucet(s). If issue persists, call the PSD's 24-Hour Hotline at (843) 681-5525.
Rotten Egg Odor (Hot Water)	Water heater bacteria or anode rod	Flush heater, adjust temp, replace rod
Rotten Egg Odor (Unused Sink)	Dried P-trap	Run water or pour water into drain
Rotten Egg Odor (Kitchen)	Food in disposal	Clean disposal, use bleach
Chloramine Taste/Odor	Water treatment disinfectant	Let water sit in an open pitcher before refrigerating, use a commercially available filter
Black slime or pink stuff in kitchens and bathrooms	Airborne microbes	Cleaning, proper ventilation, dehumidifying, eliminating leaks

www.hhpsd.com



info@hhpsd.com • (843) 681-5525

**Water Quality
Info**



Tackle Water Waste This Fall!

Conserving water isn't just important in the summer months. As we approach the new season, make sure you're still taking steps to save water on your home turf.

There are many ways you can save water at home.

Follow these quick tips:

- Only run full loads in the dishwasher & washing machine
- Turn off the tap when brushing your teeth
- Take shorter showers (aim for 5 minutes)
- Recycle water from rinsing produce/unfinished drinking glasses to water

your plants

Track your water use — and get leak alerts — in our online portal
Don't let leaks send your money down the drain!

Our customer portal includes a “leak alert” feature that will send you a notification if your household’s water usage is significantly higher than usual — indicating a potential leak in the home.

If you do find a leak & promptly get it fixed by a plumber, save your receipt & you might qualify for a leak adjustment on your water bill!

The water usage portal also lets you keep an eye on your household's overall water use, so you can see if your water-saving efforts are making a difference.

**Visit Water Usage
Portal**



Upgrade your home to be more water efficient with the WaterSense label!



**Visit WaterSense
Website**



Hilton Head PSD needs you to help save water!

Check out these helpful water-saving pointers



Follow the Island's irrigation laws

EVEN # ADDRESS
WATER YOUR LAWN ON
TUESDAY & SATURDAY

ODD # ADDRESS
WATER YOUR LAWN ON
WEDNESDAY & SUNDAY

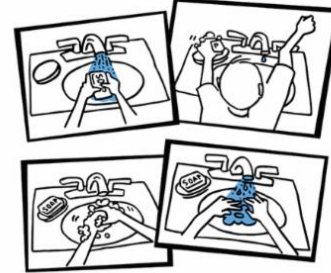
**ALL IRRIGATION
SYSTEMS MUST HAVE
A WORKING RAIN
SENSOR.**

KNOW HOW TO FIND YOUR SHUT-OFF VALVE

Do you know where your whole-house shut-off valve is? Everyone in your home should 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. If you're having trouble locating your shut-off valve, contact the PSD and we can help you.



Turn Off the **TAP**



Save Water at Home

- If you turn off the water while you brush your teeth or shave, it can save 200 gallons of water per month.
- Turning off the hot water tap reduces the amount of energy needed to heat the water and lowers your energy costs.
- Only wash full loads of clothes or dishes.

A Tool to Help You:

Hilton Head PSD
Customer Portal

The PSD Customer Portal allows you to track your household's water consumption, set leak alerts, and so much more!

Go to: hhpsd.smartcmobile.com/portal

...or scan this QR code to go to the Customer Portal



We're here to help you with any questions you have about our Customer Portal or water efficiency. To contact us, send us an email at info@hhpsd.com, or call our Customer Service Center at (843) 681-5525.

Intuitive Dashboard

Make Secure Payments

Monitor Usage

Receive Notifications & Alerts



RESPONSIBLE LAWN CARE & IRRIGATION

Hilton Head PSD partners with Clemson University Extension Service to provide customer education about responsible lawn care and landscaping in the Lowcountry. Clemson has several websites to help you learn more about responsible irrigation and landscape management. Below are a few valuable resources:



CAROLINA YARDS

Clemson Extension's Carolina Yards program seeks to work with residents in creating healthy, watershed-friendly landscapes. Use simple and effective gardening methods to help guide you towards a low-maintenance yard that works with nature, rather than against it.



THE SOUTH CAROLINA NATIVE PLANT SOCIETY

The South Carolina Native Plant Society is a non-profit organization committed to the preservation and protection of native plant communities in South Carolina. They work to make this happen by providing programs and activities including field trips, plant rescues, native plant sales, monthly educational lectures and educational journals designed to:

- Educate and inform members and the general public about the importance of native plants
- Support efforts by government agencies to protect habitats and endangered species
- Encourage the use of native plant materials in public and private landscaping
- Promote the commercial availability of native plant materials

Help more people come to understand and appreciate the vital role native plant species play in the health and sustainability of our natural ecosystem!



BEAUFORT COUNTY COOPERATIVE EXTENSION



Beaufort County's Clemson Extension Service office can be found at this website. Or contact their office at (843) 470-5109. Clemson Extension employs Extension Agents who work closely with state extension specialists and researchers located on campus and at the various research and education centers located across the state. Your local Extension Agents provide expertise in Agribusiness, Agronomy, Food Safety & Nutrition, Horticulture, Livestock & Forages, Forestry and Wildlife Resources, Water Resources, and 4-H and Youth Development.



HOME AND GARDEN INFORMATION CENTER

Clemson's Home and Garden Information Center is the resource for all of your horticulture and landscaping questions.



www.hhpsd.com



info@hhpsd.com • (843) 681-5525

Learn
More



**Learn how to do a
“Sprinkler Spruce Up”
for Fall with our
WaterSense Partner.**



Your irrigation system labored all summer long to keep your landscape lush.

Show it a little TLC as we approach fall and inspect, connect, direct, and select your way to water efficiency with a sprinkler spruce-up.

**Read
More**



World Water Monitoring Day

Spreading awareness of water pollution.

September 18 is World Water Monitoring Day!

It's a great reminder of how important it is to regularly monitor our local water sources & fight back against pollution in our waterways.

If you'd like to learn how you can help monitor our waterways, check out monitorwater.org.

International Coastal Cleanup Day

Yet another reminder to keep our waterways clean — September 20 is International Coastal Cleanup Day.

Here on Hilton Head, every piece of litter picked up helps keep our beaches, marshes, and rivers clean.

Want to make a difference? Grab a bag, join a local cleanup, or simply pick up trash on your next beach walk (just don't forget to stay safe by using gloves or tools to pick up trash!).



WE'VE REACHED PEAK HURRICANE SEASON

**STAY PREPARED IN CASE A STORM
DOES HEAD OUR WAY.**



We've reached peak hurricane season.

September & October are typically the most active months for the Atlantic hurricane season.

Stay prepared in case a storm does head our way:

- Prep your water** – stock 2 quarts per person/day (plus pets!), store in clean sealed containers, and keep extras for flushing or washing.
- Know your valves** – learn where your main and appliance shut-offs are (e.g., water heater, washer) and how to use them before a storm.
- Keep your emergency kit stocked** – include non-perishables, meds, flashlights, chargers, hygiene items, pet supplies, and important docs.
- Secure your space** – clear yard debris, check foundations, roofs, gutters, trim trees, and secure sheds or loose items.

Hilton Head PSD is trained and ready — but having your own backup plan is key to riding out any outage, boil-water alert, or service delay.

[More Hurricane Tips](#)



GO BIRDWATCHING AT THE PSD'S RECYCLED WATER LAGOONS THIS FALL!

Hilton Head PSD was recognized again this year as a Certified Audubon Cooperative Sanctuary, a distinction we've held since 2018 — making us one of the only public utilities in North America with this honor.

That means we're not just about clean water: We're creating real habitats by nourishing wetlands & creating pollinator gardens, helping local (and visiting!) wildlife thrive.

This fall, with migratory birds stopping over on Hilton Head, our Oak Park Drive site is a perfect place to spot Canada geese, waterfowl, osprey, and more. Whether you're a seasoned birdwatcher or a curious nature lover, come see how PSD is helping birds — and our whole community — flourish.

Read more about our Audubon Certification on our website by clicking the button below:

[Read
More](#)



Ever wondered where our tap water comes from?

Hilton Head PSD taps into a couple of reliable sources to keep your glass full.

- About 60% comes from brackish groundwater deep in the Middle Floridan Aquifer — cleaned up via reverse osmosis at our Jenkins Island plant.
- We still use some wells in the freshwater Upper Floridan Aquifer, though most have now been impacted by saltwater intrusion.

□ The PSD constructed the island's first-ever Aquifer Storage & Recovery Well inside Hilton Head Plantation in 2011. The well both stores and withdraws drinking water. The PSD takes advantage when BJWSA has reduced wholesale water rates, storing treated Savannah River surface water in the Middle Floridan Aquifer using the ASR Well.

Learn more about where our water comes from on our website:

[More Info](#)



Save water this Fall



Only run full loads in the dishwasher & washer



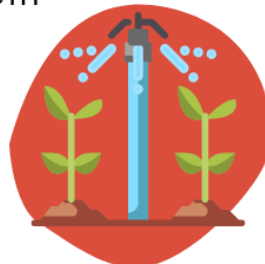
Turn the tap off while brushing your teeth



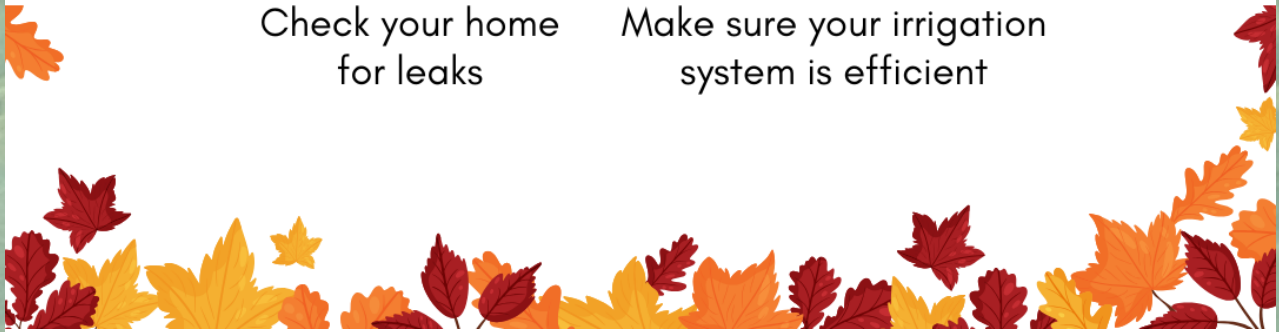
Aim for 5-minute showers



Check your home for leaks

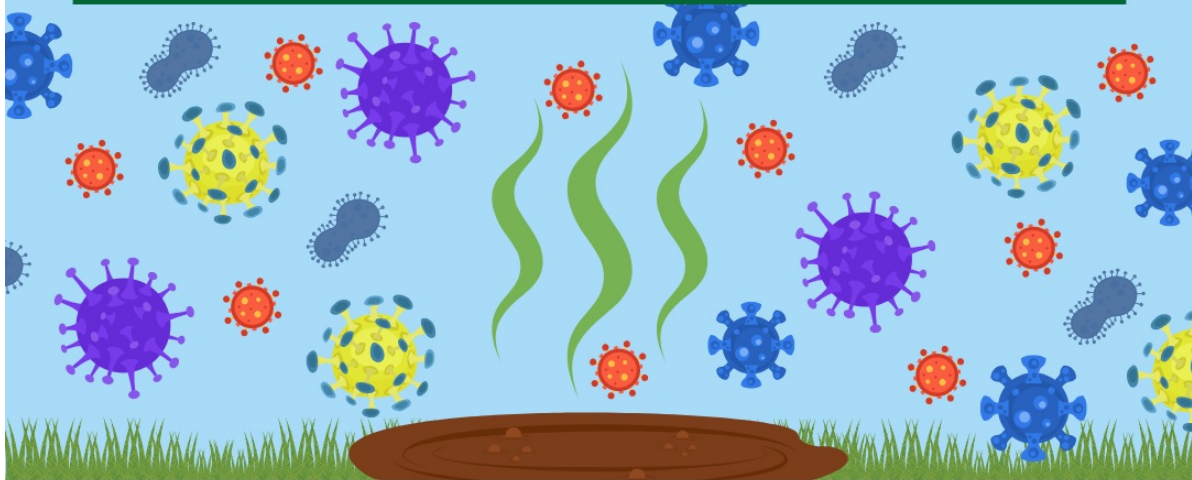


Make sure your irrigation system is efficient



IT'S TIME TO GET CONNECTED.

PROTECT YOUR FAMILY, YOUR
NEIGHBORS – AND THE ENVIRONMENT.



Connect Now

**DON'T LET LEAKS
SEND YOUR MONEY
DOWN THE DRAIN.**



**Set Up Leak
Alerts**

Don't flush

prescription medications.



✗ Flushing drugs down the toilet (or throwing them in the trash) can contaminate our water.

✓ Take unused medications to Beaufort County's drop-off boxes.



Just a quick reminder: please don't flush prescription medications down the toilet, pour them down the drain or throw them in the trash — it can contaminate our waterways and harm aquatic life.

Instead, use one of the year-round free drop-off boxes available across Beaufort County. No IDs, no paperwork — just walk in Mon–Fri 9 a.m.–5 p.m. and an officer will assist you.

Beaufort County Sheriff's Office, Hilton Head Island — 70 Shelter Cove Ln.

Let's keep our sewers flowing, our environment clean, and our community safe.

Tip: Only flush the "4 Ps" — pee, poo, toilet paper, puke.

Find additional drop-off locations and learn more about what not to flush on our

What Not To Flush

Community Happenings

KIWANIS CLUB OF
HILTON HEAD ISLAND

CHILI
COOK OFF



WHEN: SATURDAY, OCT. 11; 12-3 P.M.
WHERE: LOWCOUNTRY CELEBRATION PARK



Kiwaniis
Hilton Head Island



The event raises much-needed funding for local youth charities. Learn more & sign up to cook or sponsor the event [here](#).

Hilton Head PSD Affiliations

We are proud to partner with the following organizations.



[MORE INFORMATION](#)



Hilton Head Public Service District | 21 Oak Park Drive | Hilton Head Island, SC 29926 US

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