



# Winter 2012 NewsSPLASH

A bi-annual publication of Beaufort-Jasper Water & Sewer Authority



## Message from the General Manager

Ken Griffin, General Manager

At BJWSA, our focus is on providing high quality water and wastewater services at a reasonable rate to our customers. Efficiency is key to making that possible. All of our administrative and operational procedures include quality control *and* cost-saving measures. In addition, specialized management programs guide administration and operation of our systems.

Our asset management program - the monitoring and maintenance of equipment, facilities, and infrastructure - is essential to ongoing efficiency and future planning. Currently, we are developing a more in-depth asset management plan by cataloging and categorizing all of BJWSA's physical assets - including pipes, pumpstations, and treatment plants. We are determining their life span and evaluating their condition in order to cost effectively plan for their maintenance and eventual replacement. By carefully managing what we have, BJWSA can maintain our high quality of service and reliability, plan for the future, and keep rates steady.

Our energy management program is another BJWSA initiative for efficiency. Water and wastewater treatment systems require a lot of power, and energy is our second largest annual expense. BJWSA has invested in energy-efficient technology, established the industry's best practices, and continues to explore new technology. We use advanced computer software to constantly monitor and manage our power use. We also negotiate with power companies to get the most advantageous rates. Our constant goal is to get the highest value for the energy we use, and to pass any savings along to our customers in the form of reasonable rates.

Efficiency is a team effort. Our Board of Directors, management, and staff are dedicated to ongoing programs and initiatives that enhance and maintain efficient, reliable, and high quality service with the best customer rates possible. You can also help keep your water costs down through efficiency. In this issue, complete the do-it-yourself water assessment and efficiency checklist to learn if your household is water efficient.

*Ken Griffin*

Ken Griffin  
General Manager



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## New General Manager takes the helm

With the retirement of Dean Moss, our Board of Directors has selected Ken Griffin as the General Manager. Ken has a strong background and significant experience in the water and wastewater industry. He comes to us from Hillsborough County, Florida, where he served as the Assistant County Administrator for Utilities and Infrastructure. Before Hillsborough, Ken was the General Manager of the Pearl River Valley Water Supply District in Mississippi.

Ken earned a Masters degree both in Environmental Engineering from the University of Southern California and in Limnology (the study of river and lake chemistry) from Cornell University, as well as a PhD in Leadership from the University of Mississippi. He is a Registered Professional Engineer in South Carolina and in five other states, a Graduate of the Program in Strategic Public Sector Negotiations at Harvard University and is a Credentialed City/County Manager by the International City/County Management Association.

**INSIDE:** How water efficient are you?

# How water efficient is your household?

| Account # | Customer # | Service Address | Bill Date  | Due Date   | Amount Due |
|-----------|------------|-----------------|------------|------------|------------|
| 123456    | 1231231    | 123 Main Street | 10/31/2011 | 11/27/2011 | \$107.00   |

  

| Service   | Meter    | Previous Date | Previous Reading | Current Date | Current Reading | Days | Multiplier | Consumption | Year Ago |
|-----------|----------|---------------|------------------|--------------|-----------------|------|------------|-------------|----------|
| Water     | 67891011 | 9/24/2011     | 6473             | 10/24/2011   | 6599            | 30   | 100        | 12600       | 10300    |
| Sewer     |          | 9/24/2011     |                  | 10/24/2011   |                 | 30   |            |             |          |
| Garbage   |          | 9/27/2011     |                  | 10/28/2011   |                 | 31   |            |             |          |
| Recycling |          | 9/27/2011     |                  | 10/28/2011   |                 | 31   |            |             |          |

## EFFICIENCY CHECKLIST

### habits

- Take short showers
- Turn water off while brushing teeth
- Wash only full loads of laundry
- When taking a bath, plug first, then run water to adjust temperature
- Never use toilet for trash can (i.e. unnecessary flushing)

### plumbing

- No faucet, showerhead, or toilet leaks
- No leaking pipes
- All faucets have aerators
- Toilets are low-flow models
- Appliances are water-efficient

### irrigation

- No leaks in irrigation system
- Sprinklers adjusted to not hit sidewalk, driveway, or road
- Use a rain gauge
- Never water in rain or wind
- Irrigate either in early morning or late evening

To find out if your household is water-smart, look at the top section of your water bill (sample above) and follow these steps:

### EXAMPLE

1. The number of days in the billing cycle is \_\_\_\_\_ (a). ● 30
2. Water use on your monthly bill is \_\_\_\_\_ gallons (b). ● 12600
3. Calculate your daily household use by dividing the number of gallons (b) by the days in the billing cycle (a) \_\_\_\_\_. ●  $12600 \div 30 = 420$
4. The number of people living in your home is \_\_\_\_\_. ● 4
5. Divide household usage (3) by the number of people living in your home (4) \_\_\_\_\_. ●  $420 \div 4 = 105$   
Compare this number with the chart below:

## HOW DOES YOUR WATER USE MEASURE UP?

| Winter    | Summer    | Rank        |   |
|-----------|-----------|-------------|---|
| 50 to 65* | 65 to 80* | Efficient   | <b>Congratulations!</b> You are using water wisely. Share your techniques with friends and neighbors          |
| 70*       | 91*       | Average     | <b>You can do better!</b> Learn how to conserve water, reduce your water bill and save money.                 |
| Over 70*  | Over 100* | Inefficient | <b>You are using too much water.</b> Check for leaks and learn how to use less - you'll save water and money. |

\*Gallons per person per day

## BJWSA EARNS NATIONAL & STATE AWARDS

BJWSA was one of nine utilities in the U.S. – and the only one in South Carolina – to earn the Association of Metropolitan Water Associations (AMWA) Platinum Award for Utility Excellence in 2011. For more information about AMWA and the platinum award, visit [www.amwa.net](http://www.amwa.net).

The Chelsea and Purrysburg water treatment plants both earned the Area-Wide Optimization Program (AWOP) Award from the S.C. Department of Health and Environmental Control for maximizing public health protection through optimal plant performance. The Chelsea plant has received this award for nine years in a row and the Purrysburg plant has received this award seven years in a row.



## Providing more water to Hilton Head

BJWSA has entered into a collaborative agreement to increase the amount of wholesale water sold to Hilton Head Public Service District and Broad Creek Public Service District. The agreement allows these utilities to purchase additional treated surface water, above their normal needs, from BJWSA at an off-peak rate. Hilton Head Public Service District recently constructed an Aquifer Storage and Recovery System (ASR) that allows them to store large volumes of treated water in the Middle Floridan aquifer during low demand periods and recover the stored treated water during peak demand periods.

BJWSA has been providing wholesale water to these public service districts during off peak periods since 2009. By supplying them with water during periods when our water demand is low, we are able to operate our treatment plants at a consistent, higher rate during the winter months and to reduce our peak day demands during the summer periods. This strategy delays expensive plant expansion projects that are typically driven by the need to meet peak day demands and helps to keep our rates stable.

This cooperative effort is part of the regional plan to preserve the quality of the Upper Floridan aquifer by providing additional potable water sources to Hilton Head Island. BJWSA is committed to working with Hilton Head Public Service District and Broad Creek Public Service District in tackling the Upper Floridan salt water intrusion issue and developing alternative supplies.

## Keep our sewers fat free

Did you know that fats, oils, and greases cause over half the sewer back-ups and overflows in our community? When greasy substances travel down drains, they stick to the sewer pipes, build up, harden, and cause major blockages. Not only can a blockage cause raw sewage backing up into your home, yard, the street, or parks, but it also can harm our water reclamation facilities.

### AT HOME...

- Put grease and food scraps in a can for disposal
- Put baskets/strainers in your sink drains to catch food and other solids, then empty into the trash
- Don't use hot water or detergents (even those that claim to dissolve grease) to wash grease down the drain
- Don't put grease down a home garbage disposal
- Greasy pan? Wipe it out while it's warm, not hot, with newspaper or a paper towel
- Encourage friends and neighbors to keep grease out of drains

### IF YOU'RE A RESTAURANT OR BUILDING OWNER...

- Recycle your oil and grease
- Don't pour grease or oil into sinks, floor drains, or onto streets or parking lots
- Use a grease trap or interceptor that is approved by BJWSA, designed properly, and installed correctly
- Check and maintain grease traps and interceptors regularly, and never put solids in them



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## Beaufort-Jasper Water & Sewer Authority

6 Snake Rd. | Okatie, SC 29909  
843.987.9292 | [www.bjwsa.org](http://www.bjwsa.org)

Ken Griffin General Manager

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Contact our Communications Manager at 843.987.9213 or visit [www.bjwsa.org](http://www.bjwsa.org).

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## Some people can't afford water services...you can help

BJWSA's Thad Coleman Fund gives help to those less fortunate in Beaufort and Jasper counties. The fund, named after a beloved former BJWSA Board member, assists families with financial hardships in paying to connect to BJWSA's system.



**HELPING IS EASY!** To contribute, you can make a one-time donation by sending a check to Thad Coleman Fund, BJWSA, 6 Snake Road, Okatie, SC 29909.

You can also participate in our "round up" program! This program simply rounds up your monthly bill to the next highest dollar amount (for example, \$26.62 would be rounded up to \$27.00, and the extra 38 cents would be deposited into the fund).



# ROUND UP!

for People in Need

Sign up online at [www.bjwsa.org/info/thad-coleman.html](http://www.bjwsa.org/info/thad-coleman.html) or call customer service (987-9200) to set up your automatic contribution!

**CHECK IT OUT!** great new videos about your drinking water at [bjwsa.org](http://bjwsa.org)

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