

McTEER BRIDGE DAMAGE DISRUPTED WATER LINE

When a crane on a barge damaged McTeer Bridge on April 26th, BJWSA immediately swung into action to assess the potential impact to water service on Lady's Island, St. Helena Island, Harbor Island and Fripp Island. Two of three pipelines that supply water to the Islands are attached to McTeer Bridge. A brace on one of the pipelines was damaged, but fortunately the lines were not affected.

BJWSA management met with the S.C. Department of Transportation (DOT) to learn more about the impact of bridge repair work on the water lines. S.C. DOT worked with BJWSA and developed a repair plan that allowed one of the two 12" water lines on the McTeer Bridge to be in service at all times. We shut down one line on May 9th so that bridge repairs could begin. The bridge repair work has gone quickly and we anticipate that normal service to the Islands will be restored by the time that you receive this newsletter.



During the bridge repairs, we asked all wholesale, commercial and residential water customers on the Islands to conserve water. Even though we made adjustments in our water delivery system to maximize flows to the Islands, voluntary conservation efforts were needed to ensure sufficient water supplies for fire protection and necessary household use.

We would like to thank all our customers on the Islands for their conservation efforts that helped keep water supplies at an adequate level while the bridge was being repaired.

GOOD NEWS — NO RATE INCREASE!

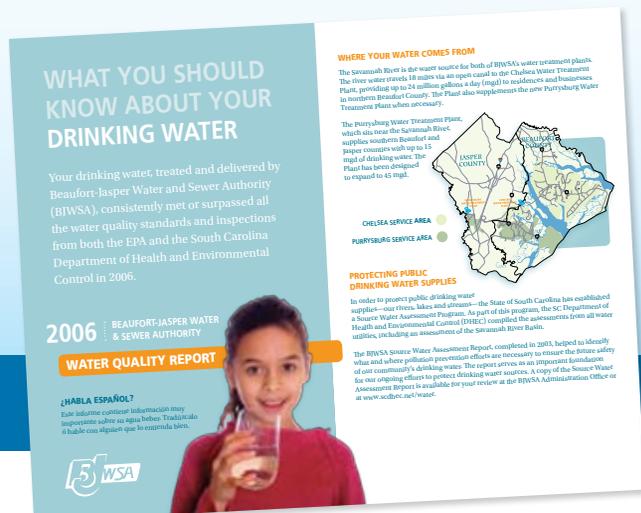
The BJWSA Board of Directors recently adopted a budget beginning July 1, 2007 that does not require a change in your water and sewer rates. In spite of continuing system expansions and major upgrades to meet stricter environmental regulations and the needs of our growing community, we have been able to keep residential rates at the same level for three years.

MONTHLY RESIDENTIAL RATES FY1988 – FY2008

(based on average water use of 7000 gallons/month)

Fiscal Year *	Water	Wastewater
1988 - 2001	24.50	\$ 33.00
2002	26.00	\$ 33.00
2003	26.35	\$ 35.00
2004	28.24	\$ 38.00
2005	28.24	\$ 40.00
2006 - 2008	28.24	\$ 42.00

* (July 1 to June 30)



Your Annual Water Quality Report Inside ...



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WHAT IS THAT PINK STUFF ON MY BATHROOM FIXTURES?

That "pink stuff" that you may be seeing around your sink drains or in your toilets is naturally occurring airborne bacteria that has nothing to do with the quality of your water. These bacteria thrive on moisture, dust, and phosphates. Once airborne, these bacteria seek moist environments to grow.

Frequently clean your sinks with a cleaning solution that contains chlorine. Three to five tablespoons of chlorine bleach can be periodically stirred into the toilet tank and flushed in to the bowl itself. Cleaning and flushing with chlorine will not necessarily eliminate the problem, but will help control the bacteria growth. Also, keep bathtubs and sinks wiped down and dry.

Summer 2007

IMPORTANT CUSTOMER SERVICE INFORMATION

HIGH-SPEED EMERGENCY NOTIFICATION NOW IN PLACE

Getting information out fast to customers is vital to public health and safety during situations such as hurricane recovery and critical water emergencies. BJWSA can now deliver pre-recorded telephone messages to individuals and answering machines in the entire BJWSA service area at a rate of up to 60,000 calls per hour. Through our contract with a Florida-based company, we are using CodeRED, a very cost-effective computerized system that requires no setup fees or purchase of phone lines or equipment.

The system, a 100% Internet-based telephone service, had its beginning with the firestorms that swept through the Florida Everglades eight years ago. It is being used now successfully throughout the country. CodeRED has the ability to reach a specific neighborhood and takes minutes instead of hours to contact customers.

The CodeRED system is a geographical based notification system, which means street addresses are needed to select which phone numbers will receive emergency notification calls in any given

WHAT DOES AN EMERGENCY NOTICE LOOK LIKE?

If you see 99991 19999 on your telephone caller ID, you are receiving an emergency notice from BJWSA. Calls will average 30 to 35 seconds.

situation. CodeRED automatically includes residential phone numbers from the BJWSA customer database.

NEED TO REGISTER YOUR PHONE NUMBER?

Businesses, cell phone users, residents with unlisted numbers or anyone who has changed their phone number or address within the last year should register their numbers by logging onto the BJWSA website, www.bjwsa.org. Follow the link to the "CodeRED Residential and Business Data Collection" page. We also encourage you to register if you need hearing impaired service. **All information will only be used for emergency notification purposes.**