



A quarterly publication of Beaufort-Jasper Water & Sewer Authority

SUMMER 2021

NEWSPLASH

MESSAGE



from General Manager Joe Mantua, P.E.

We recently completed our biennial customer survey and were very pleased to receive the highest response to date. This year we received more than 7,000 completed surveys; many thanks to those customers who took the time to participate. We are currently reviewing the results and will use that data to help shape future communications to better inform our customers and improve services.

A few things that we learned from this most recent survey:



Payment Options - Many customers are unaware of the various online payment methods that have recently been added to provide more flexibility. For more information on this, go to our website. (bjwsa.org/payment-options)



Advanced Metering Infrastructure – while we have recently installed new “smart” meters that allow us to capture meter data at 15-minute intervals, many customers responded they were not familiar with the *Eye on Water* app, which allows you to track and monitor your daily usage and be notified of any potential leaks. If you have not signed up for this tool but would like to, please contact us at info@bjwsa.org.



Customer Assistance Programs - the majority of customers are unfamiliar with our assistance programs, which were created to help those in need. During the past year, our Hardship Fund, administered by the United Way of the Lowcountry, provided more than \$100,000 to customers in crisis. Learn more about all three funds on page three of this newsletter and on our website. (bjwsa.org/helping-people-need)



The BJWSA Board and staff remain committed to our mission to *Inspire trust and enhance public health*. We appreciate hearing from our customers to learn how we can do better, so if you have any questions or comments, please contact us at info@bjwsa.org.

Best regards,

Joe Mantua

Payment Options
bjwsa.org/payment-options
Hardship Funds
bjwsa.org/helping-people-need
Eye on Water Monitoring
bjwsa.org/meters

Make this our last printed newsletter! Share your current e-mail and mobile number with us at info@bjwsa.org.

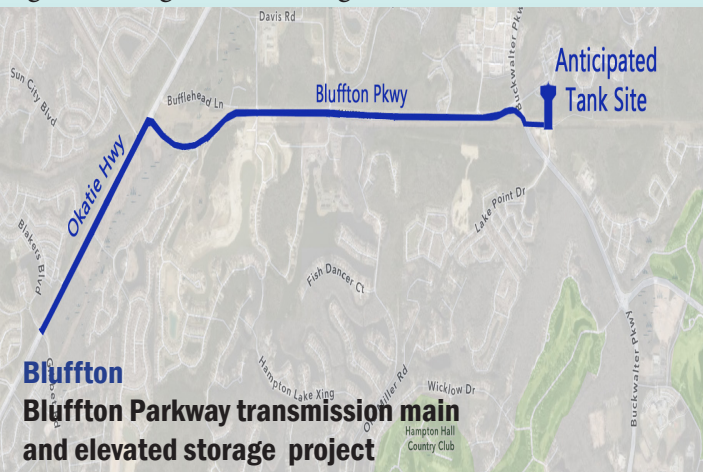
Building for the future

Engineers manage multiple infrastructure improvements amid growth

BJWSA continues to support its mission through its capital projects program. The galvanized pipe replacement program is aimed at improving water quality. This multi-year project started by addressing areas with the worst water quality. These projects include new PVC water mains, fire hydrants, water services and meter boxes. The replacement of water service lines to customers is provided only to the meter, not on private property between the meter and the house. Once these lines are replaced, customers can expect noticeable improvement in water quality.

In an effort to keep customers informed about major projects, we are hosting virtual town hall-style meetings. Our June meeting, for the town of Bluffton, presented details on the Bluffton Parkway waterline expansion and new tank installation.

In July, we're hosting a meeting for City of Beaufort customers about the North Street Transmission Main project, which will improve service for our customers, maximize capacity for emergencies such as fire protection and ensure compliance with South Carolina Department of Health and Environmental Control (SCDHEC) requirements. Customers can register using the link at right.



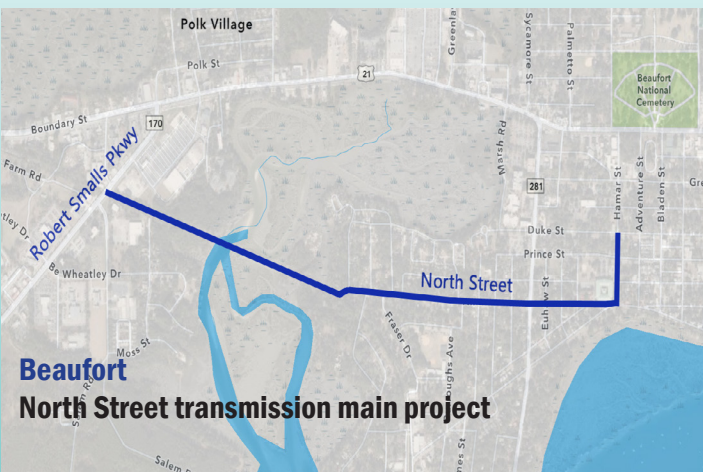
BJWSA's Engineering Department is made up of left rear: James Clardy, development projects manager; right rear: Jeremy Sponseller, capital projects manager; left front: Becca Bowyer, P.E., director of engineering and right front: Dennis Holland, senior construction manager.

City of Beaufort Public Meeting

Thursday, July 15 | 6 pm

Register for link to meeting:

<https://bjwsa-beaufort.eventbrite.com>



First class of Interns joins BJWSA workforce

BJWSA launched its inaugural class of interns in February, giving high school seniors in both Beaufort and Jasper counties the opportunity to gain paid, hands-on experience. For 15 weeks they learned from their team members before signing on as employees in June.

Jada Garvin is now a customer service representative, while Field Operations' Travis Cogswell and Kyler Marshburn-Foushee are assigned to South of Broad Pipeline and North of Broad Pipeline teams, respectively.

Another intern class will take place in spring of 2022.



Above: Kyler Marshburn-Foushee
Below: Jada Garvin and Travis Cogswell



BJWSA VOICES on VALUES

Ethics
Teamwork
Transparency
Excellence



Chief of Customer Care
Linda Tillery

Second in a series highlighting the personal and professional values of BJWSA Team Members:

Ethics, Transparency, Teamwork and Excellence. Sounds good, right. Can you see them? Can you feel them? How do you apply them? The values are buzzwords that sound good and give you a goal for which to strive. However, if they remain merely words on the paper, they become meaningless.

Ethics relate to moral principles that determine the basis of "right and wrong, being fair, open minded, honest and trustworthy, in both personal or business settings. We evaluate each other on ethical behavior, so it is important to understand how this looks professionally. Can others count on you to be truthful? Can you keep confidences? Are you giving a full day's work for a full day's pay?

Transparency is often confused with disclosing everything, when in actuality it is not. Transparency and confidentiality sometimes come into conflict with each other. Being transparent means that you honestly disclose what you can. While some ideas, plans or initiatives that have not been approved may need to be withheld until further notice and can

cause needless confusion if disclosed prior to the proper time.

Teamwork is easy to see when it is put into action as well as when it is not present. None of us can be successful in our positions without the help of others. All of us are called on to work with each other, support each other and do our best to achieve the overall company goal and mission of **inspiring trust and enhancing public health**. Sharing knowledge is an essential way in which the departments work together. We encourage them to collaborate and learn more about how their daily tasks affect each other and the many ways we can assist each other. Teamwork extends to the public as well. We count on their vigilance and presence to keep us aware of things as they happen. Their notifications assist us in resolving problems in a timely manner.

Excellence is perhaps a bit more elusive. It is something that we should strive for while understanding that true excellence, similar to perfection is more of an ongoing journey rather than a destination. It involves learning as much as you can about the tasks that you are to undertake; asking questions if you do not understand and being unafraid to expose your lack of knowledge or skills. It means putting new skills and training into practice constantly in order to get better.

Having values means that BJWSA cares about the way in which we operate. We care about the communities we serve and will constantly strive to be successful in living up to those values.

BJWSA Cares... Assistance funds help needy

BJWSA has three assistance programs for customers in need. Customers who meet the criteria for any program may contact BJWSA customer service 843-987-9200. To learn about eligibility, go to bjwsa.org/helping-people-need.

UNITED WAY HARDSHIP FUND BJWSA's hardship fund assists customers in crisis – those with extenuating circumstances who could be in danger of disconnection of their water and/or sewer services. BJWSA refers these customers to the United Way of the Lowcountry to facilitate the eligibility and assistance process.

GIVE. ADVOCATE. VOLUNTEER.
LIVE UNITED.

THAD COLEMAN FUND helps Beaufort and Jasper County families faced with financial hardship, helping them pay the costs to connect to the BJWSA public water and sewer system. It is funded through BJWSA and participating customers throughout our service area.

JUANITA WHITE FUND is dedicated specifically to residents of the historic Levy-Limehouse Bellinger Hill area of Jasper County. This fund assists with connection fees and is administered in the same manner as the Thad Coleman Fund.

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Binge-watch our spring Consumer Academy!
www.bjwsa.org/consumeracademy

2021 Lead & Copper Rule Revisions

Authority plans vigorous outreach to ensure compliance

BJWSA is already moving forward with the US EPA's Lead and Copper Rule Revision, ahead of a compliance deadline of 2024. The goals of the new rule are to: better protect children at schools and daycares, get the lead out of drinking water, and empower communities through information. Learn more at www.bjwsa.org/lead.

Join Us!
Wed | Fri | Sun Tue | Thu | Sat
EVEN **ODD**
TAKE THE PLEDGE & WIN!
1: Enter for a chance to win at bjwsa.org/water-use.
2: Reduce your water usage on Mondays thru spring and summer.
3: We'll draw three names each month, April thru September!
4: Three customers will get \$25 off their next bill!
5: Track your usage with **Eye on Water** app!
Not open to BJWSA employees or their families.

Keep landscaping off meters and hydrants
Ensure that your meter can be read!

Beacon meters are cloud-based, and shrubs block the signal! Please no planting within 3 ft. of meters and hydrants. Hydrants must be accessible for BJWSA and your local Fire Department!

Monitor your usage with Eye on Water app*
Track your usage daily and save money!

*Not available system wide at this time.

Make this your last printed newsletter! Share your current e-mail and mobile number with us at info@bjwsa.org.

Printed on recycled paper!

Our mission: Inspire trust and enhance public health.

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Beaufort-Jasper Water & Sewer Authority

6 Snake Road; Okatie, SC 29909

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Gerald H. Schulze
Dr. William Singleton

General Manager Joe Mantua, P.E.



Our annual Water Quality Report is now online:

https://bjwsa.org/wp-content/uploads/2021/06/2021_CCR_Excellence-002.pdf

PRESORT
STANDARD
US POSTAGE
PAID
COLUMBIA, SC
PERMIT #535

Ready for hurricane season?

Before you evacuate:

- Locate your water shutoff valve now. Shut off the valve when you evacuate.
- Turn off the irrigation system at the timer, and the power or gas to the water heater.
- Shut off and secure outside faucets.
- Fill unbreakable containers with fresh drinking water and store in a safe place.
- Fill bathtubs with water for non-potable use, such as cleaning and sanitary purposes.
- Monitor BJWSA's website and social media for messages and system outage updates.
- Ensure we have your MOBILE telephone number so you'll receive our recorded notifications.

When you return:

- Call 843-987-9200 or e-mail info@bjwsa.org.
- Public warnings may be issued to boil your drinking water because of possible contamination. Pay careful attention to these advisories. We will post these on our website and social media.
- If you remove debris from your property, do not place it over meter boxes or near hydrants.
- Please heed any warnings to conserve water during the recovery period.

If you choose to stay during a MANDATORY evacuation:

BJWSA's hurricane plan includes stay-behind crews at four locations to keep water and sewer systems operational. Depending on the severity of the storm, water and sewer services may be interrupted. Our crews will respond as quickly and safely as possible.



Where is my shut-off valve?

Homes built after 1990 should have a main shut-off at the home. Older homes have meters similar to the one in the photo. Identify yours or have one installed.

New rates effective July 1, 2021

RESIDENTIAL CUSTOMERS			COMMERCIAL CUSTOMERS		
	Current Rates	New Rates		Current Rates	New Rates
WATER			WATER		
Basic Facility Charge	\$8.75	\$9.25	Basic Facility Charge	\$13.40	\$13.40
Volume – per 1,000 gallons	\$3.55	\$3.55	Volume – per 1,000 gallons	\$3.58	\$3.58
SEWER			SEWER		
Basic Facility Charge	\$13.00	\$14.00	Basic Facility Charge	\$14.00	\$14.00
Volume – per 1,000 gallons	\$6.49	\$6.49	Volume – per 1,000 gallons	\$6.59	\$6.59
Maximum Charge (7,000 gallons)	\$58.00	\$59.00	IRRIGATION		
IRRIGATION			Basic Facility Charge	\$13.40	\$13.40
Basic Facility Charge	\$8.75	\$9.25	Volume – per 1,000 gallons	\$4.20	\$4.20
Volume – per 1,000 gallons	\$4.20	\$4.20			

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