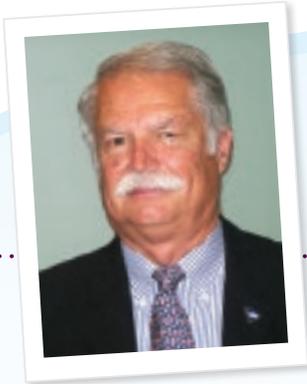




NewsSPLASH

Winter 2013

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



Message from the General Manager

I began my career with Beaufort-Jasper Water and Sewer Authority over two decades ago. Back then we were a small “mom and pop” utility serving 6,000 water customers. Last month our Board of Directors granted me the privilege of serving as BJWSA’s acting General Manager. As I step into my new role, I reflect on how BJWSA has grown to become a progressive, regional water and wastewater utility. We serve over 150,000 Lowcountry citizens with state of the art facilities and a staff of 167 professionals dedicated to providing you the best service in the business.

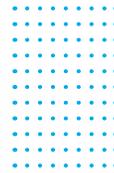
I look forward to assuming this role and serving the people and the community we all hold so dear. Over the years, I have had the opportunity and honor to work with many great organizations in our two county area like the United Way, Rotary, Beaufort Water Festival and the Chamber of Commerce. I know these experiences will serve me well to ensure that BJWSA continues to provide the service our customers expect.

Like so many of you, I was not born in the Lowcountry, but “I got here as fast as I could.” This is a truly magnificent community with endless opportunities to enjoy outdoor activities in an unmatched water oriented environment. BJWSA is committed to protecting this precious resource by providing safe, affordable high quality drinking water and efficient, environmentally sound wastewater collection and treatment.

I encourage each of you to get to know us a little better by visiting our webpage, “liking” us on Facebook, watching our YouTube videos, or even scheduling a tour. BJWSA has always been and will remain an organization that exists to serve you, our valued customer.

We are dedicated to continue serving our customers with high quality utility services.

Ed Saxon, General Manager



Helping Lowcountry Customers in Need

BJWSA’s Thad Coleman Fund offers a helping hand to families in Beaufort and Jasper counties who are faced with financial hardship. Named after a beloved past Board member, the fund helps these families pay the costs to connect to the BJWSA water and sewer system. It is funded through various government organizations and—most importantly!—our customers.

Helping is Easy! Make a one-time donation by sending a check to Thad Coleman Fund, BJWSA, 6 Snake Road, Okatie, SC 29909 or, make automatic monthly contributions by authorizing us to “round up” your bill to the next highest dollar amount (for example, \$26.64 would be rounded up to \$27.00 and the extra 36 cents would be deposited into the fund). Go to our website at www.bjwsa.org/info/thad-coleman.html and fill out a sign-up form or call Customer Service, 987-9200.





THE GREAT SWAMP



BJWSA'S COMMITMENT TO ENVIRONMENTAL STEWARDSHIP

BJWSA owns 1111 acres in southern Jasper County called the Great Swamp. The first 511 acres were purchased in 1998 from Union Camp to be used as a wet weather disposal site for our highly treated reclaimed water produced at our Cherry Point Water Reclamation Facility (CPWRF). This 511 acre parcel was scheduled to be timbered, but BJWSA was able to preserve the 80+ year old hardwood forest dominated by cypress trees. The reclaimed water that we send to the Great Swamp is helping to restore its natural stream flows, and once again become a thriving freshwater wetland—home to many plant and animal species.

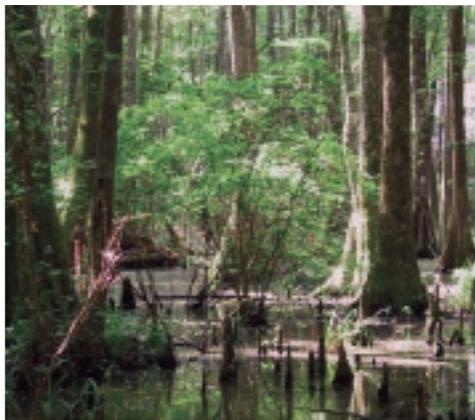
In 2003, in conjunction with Beaufort County, BJWSA purchased an additional 600 acres adjacent to the original 511 acre parcel. This area had been timbered, and the flows within the swamp had been altered due to the logging activities. BJWSA removed the logging roads to restore the natural flow patterns and planted cypress trees throughout the entire 600 acre parcel to create a wetlands mitigation bank.

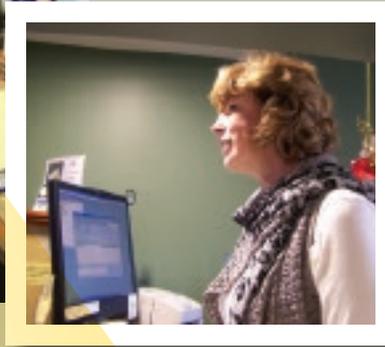
Wetland mitigation credits in the bank are used by Beaufort County and BJWSA to offset wetland impacts caused by construction projects in our service area. In addition, BJWSA plans to expand the reclaimed water system into this area to support any future growth in southern Beaufort and Jasper Counties.

Today, the Great Swamp is steadily returning to its original status as an outstanding wetland. BJWSA closely monitors water quality, trees, plants and aquatic life within the Swamp and we are glad to report that the preservation and restoration of the Swamp is going extremely well.



For more information on the Great Swamp, and BJWSA's reclaimed water treatment and disposal, check out our video channel at [Youtube.com/bjwsa](https://www.youtube.com/bjwsa).





customer service SPOTLIGHT

Customer Service is a core part of BJWSA's mission. Our Board of Directors has made it a priority to provide "efficient, reliable and courteous service".

Our Customer Service team is made up of 14 dedicated individuals who field calls, answer questions and sort out service issues. Our goal is to make your experience with BJWSA enjoyable, and to help you understand the services we provide.

Every day, our Customer Service team...

- Receives and average of 300 calls, with Monday's being the busiest day and the hours of 8:30am-10:00am and 11:30am-1:00pm being the busiest times.
- Assists new customers in establishing service or ending service for a customer moving out of the system.
- Coordinates service orders so that our field crews can address any problems in the system.
- Helps customers troubleshoot issues in their home, from water quality questions, to high consumption and water pressure concerns.
- Takes payments over the phone and in person.



We are constantly trying to enhance our customer's experience. Currently, we are testing "re-occurring" credit cards. This will allow our customers to give us their credit card number one time and have their monthly bill automatically drafted from that card. We are also looking into enhancing our IVR (Integrated Voice Response) system and online bill payment system. Stay tuned to our Website for updates of new features available.

If you have questions about anything at BJWSA, our dedicated team is here to answer them. Just give us a call at 843.987.9200!



BJWSA receives national recognition

BJWSA's water treatment videos have recently been recognized by the National Association of Clean Water Agencies (NACWA). The Authority received a "National Environmental Achievement Award" in the "public information and education" category.



See the award-winning videos at: youtube.com/bjwsa

Be prepared for freezing temperatures...

Lowcountry winters are usually pretty mild, but our temperatures can occasionally dip into the 20s. When this happens, let your outdoor faucets—and other fixtures—drip very slightly. This will help keep any outdoor plumbing from freezing and bursting.



NewsSPLASH

Winter 2013



Beaufort-Jasper Water & Sewer Authority

6 Snake Rd. | Okatie, SC 29909
843.987.9292 | www.bjwsa.org

PRSR STD
US Postage
PAID
Permit No. 1473
Savannah, GA

Ed Saxon General Manager

Members of the Authority Board

Brandy Gray Chair

Michael Bell Vice Chair

Lorraine Bond Secretary/Treasurer

Donna Altman

John D. Rogers

W.R. "Skeet" Von Harten

David Lott

Dr. William Singleton

James "Pat" O'Neal

James Scott

Need More Information?

Contact our Communications Manager at 843.987.9213 or visit www.bjwsa.org.

Printed using recycled materials.

CONNECT WITH US

There are a lot of ways to connect with us and learn more about BJWSA...



[facebook.com/bjwsa](https://www.facebook.com/bjwsa)

- "Like" us
- Find out about BJWSA events



bjwsa.org

- Learn about BJWSA
- Pay your bill
- View Water Quality Reports



twitter.com/bjwsasc

- Stay up-to-date on BJWSA news and events



[youtube.com/bjwsa](https://www.youtube.com/bjwsa)

- Watch award-winning videos of our treatment process
- Subscribe to our channel