



## A Message from the General Manager



Providing high quality, reliable water and sewer services is a complex process that is critical to the quality of life in our communities. BJWSA continually addresses both environmental and financial challenges to ensure excellent customer service.

Recently, some customers in southern Beaufort County experienced an earthy

taste and odor in their water. There was no health hazard; the water has continually met all regulatory standards and is safe to drink. The problem was caused by a naturally occurring algae bloom in the raw water reservoir that brings water to the Purrysburg Water Treatment Plant from the Savannah River. River water can acquire a distinctive flavor from algae, which forms in the reservoirs during temperature shifts in the spring and fall. We have been taking steps to lessen the algae bloom's affects by treating the water with powder activated carbon to absorb the taste and odor, increasing the supply of water from the Chelsea Water Treatment Plant, and flushing water lines.

Regarding the challenges of the current unsettled financial and credit markets, I want you to know that BJWSA has protected itself and our customers from serious financial risks. All of our bank deposits are safe, as long as the U.S. Treasury is viable.

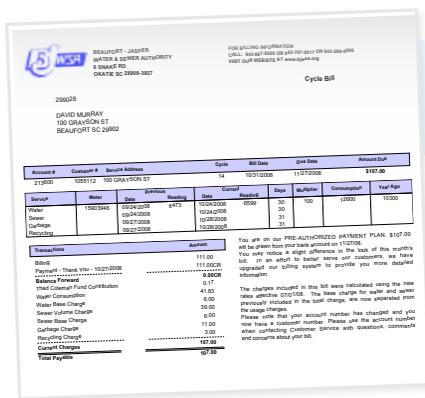
For every dollar we have on deposit, the bank must purchase equivalent amounts of U.S. Treasury instruments and hold them in our name in trust. If the bank should fail, that collateral becomes ours.

As you may have read in the national press, many local governments and utilities are in trouble because they issued variable-rate debt involving methods that have caused their interest rates to rise significantly. BJWSA is not exposed to this risk; all of our debt is fixed-rate and fixed long-term.

In addition, hundreds of local governments are unable to access credit either through bond issues for long-term needs or short-term loans for operations. BJWSA is currently not affected by this situation, since we do not plan to issue bonds until FY 2013 and we do not borrow for operations.

These are complex, challenging times for everyone. We understand the importance of our responsibility as your water agency and are committed to consistent, sound financial management and conscientious service.

*William D. Moss, Jr.*  
**William D. Moss, Jr.**  
 General Manager



**Inside:** How to read your new water bill, current water rates, how we read your meter & more...

## How Does Your Water Use Measure Up?

Find out how much water you used by looking at your last water bill. Calculate your daily household use per person by dividing the number of gallons used (consumption) by the number of days in the billing period. Then divide that by the number of people in your household. Compare the result to the chart below and see if you are a wise water user.

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

## Leaks Could Be Increasing Your Water Bill...

You may be paying too much for your water and you don't even know it. Many silent leaks allow water and your money to go down the drain. Homes can waste more than 10% due to leaking, which costs both you and the environment.

## How We Read Your Meter

BJWSA uses a highly accurate automatic meter-reading system. BJWSA employees drive a truck equipped with a special receiver down the street. As the truck passes a customer's residence, the computer inside sends a low-power radio signal to the water meter. The meter then automatically transmits detailed water usage data to the computer. This data is stored on the computer until your bill is printed.

The radio-based system allows much faster, more accurate readings and keeps billing cycles on schedule regardless of weather conditions, making sure that your water use is correctly tracked and billed. Meters are read and billed once a month.

Check around your house for water leaks. A toilet running, a constant drip in a sink, bathtub, shower or outdoor faucet, a loose washer connection, or a leaking pipe can mean a lot of wasted water.

### Pipes

Look for watermarks on floors, walls or ceilings, which can indicate that an indoor pipe is leaking. Outside, standing water on the ground or pavement when there has been no rain can be due to a broken underground pipe. If you suspect a leak, don't wait; call a plumber.

### Toilets

Leaky toilets, even though they are usually silent, can waste more water than any other fixture in the home - from 30 to 500 gallons per day. Check for toilet leaks by putting a little food coloring in the tank. Wait 30 minutes. DO NOT FLUSH THE TOILET. If the water in the bowl changes color, you have a leak. Leaky toilets often can be fixed by adjusting the float arm or plunger ball.

### Faucets

A continuously dripping bathtub or sink faucet can waste 20 gallons or more per day. Repairing a faucet is usually as simple as changing an inexpensive washer or valve seal. If you see a dripping faucet, fix it as soon as possible - all those drips add up quickly!

## How to Read the New Bill

We have upgraded our billing system to provide you with more detailed information on your water and/or sewer bill. The charges for water and sewer services are calculated using new rates effective July 1, 2008.

### New BJWSA Monthly Service Rates Effective July 1, 2008

#### Water Rates - Residential, Commercial, Irrigation

\$6.00 Base Charge  
\$3.32 per 1000 gallons

#### Sewer Rates - Residential, Irrigation

\$6.00 Base Charge  
\$5.60 per 1000 gallons  
\$45.00 maximum monthly bill

#### Sewer Rates - Commercial

\$6.00 Base Charge  
\$5.60 per 1000 gallons

**BEAUFORT - JASPER WATER & SEWER AUTHORITY**  
6 SNAKE RD  
OKATIE SC 29909-3837

FOR BILLING INFORMATION  
CALL: 843-887-8200 OR 843-707-0917 OR 843-288-0008  
VISIT OUR WEBSITE AT [www.bjwsa.org](http://www.bjwsa.org)

299028  
JOHN DOE  
123 MAIN STREET  
BEAUFORT, SC 29902

**SAMPLE BILL**

Account #	Customer #	Service Address	Bill Date	Due Date	Amount Due
213600	1055112	123 MAIN STREET	11/27/2008	11/27/2008	\$107.00

Service	Meter	Date	Previous Reading	Current Reading	Days	Multiplier	Consumption	Year Ago
Water	15903946	09/24/2008	6473	6599	30	100	12600	10300
Sewer		09/24/2008			30			
Garbage		09/27/2008			31			
Recycling		09/27/2008			31			

Transactions	Amount
Billing	111.00
Payment - Thank You - 10/27/2008	111.00CR
Balance Forward	6.00CR
Thad Coleman Fund Contribution	0.17
Water Consumption	41.83
Water Base Charge	6.00
Sewer Volume Charge	39.00
Sewer Base Charge	6.00
Garbage Charge	11.00
Recycling Charge	3.00
Current Charges	107.00
<b>Total Payable</b>	<b>107.00</b>

**PLEASE RETURN THIS PORTION WITH PAYMENT**

Current Due Date	Past Due Charges	Current Charges	Total Charges	Amount Enclosed
11/27/2008	0.00	107.00	\$107.00	

BEAUFORT - JASPER WATER & SEWER AUTHORITY  
PO BOX 580475  
CHARLOTTE NC 28258-0475  
128258047591

21360010551120000107001

### Important Information on Your Bill

- Use the 6-digit account number when you contact us. This number is assigned to the service location.
- Your customer number is your permanent number, even if you relocate within our service area.
- The date the bill is produced
- The date that your payment is due
- Your meter number
- Beginning date and end date of this billing period
- Your meter reading for the previous billing period and for this billing period
- The number of days in this billing period
- Your water usage (consumption) is calculated by subtracting the previous billing period's reading from this billing period's reading and multiplying it by 100 (the water meter reading is per 100 gallons) [example using this sample bill: 6599 - 6473 = 126 X 100 = 12600 gallons used this month]
- Your water usage at this time last year
- This section includes all other charges for your specific services.
  - The Thad Coleman Foundation is a voluntary program that helps low-income people in need of water and sewer services. Contributions are made by rounding up the bill to the nearest dollar. To sign up for this program, contact our Customer Service Department.
  - The base charges for water and sewer services cover overhead costs for meter reading, meter maintenance and billing operations. These charges were previously included in the water and sewer charges, but are now separate line items on your bill.
  - BJWSA handles the billing for garbage and recycling fees for the City of Beaufort and Town of Port Royal. If you have any questions regarding these fees or services, DO NOT CALL BJWSA - contact your local municipal government.
- A notice for customers using the Bank Draft Plan (see Ways to Pay Your Bill on the previous page)

**NewsSPLASH**

A quarterly publication of the Beaufort-Jasper Water & Sewer Authority

Dean Moss General Manager

- Members of Authority Board**
- David M. Taub Chairman
  - Brandy M. Gray Vice Chairman
  - Mark C. Snyder Secretary/Treasurer
  - Michael L. Bell
  - James A. "Jim" Carlen III
  - Robert G. Holzmacher
  - James "Pat" O'Neal
  - John D. Rogers
  - Charlie H. White

**Need More Information?**  
Contact Jerrie Legare,  
BJWSA Communications Manager  
at 987-9213 or [jerriel@bjwsa.org](mailto:jerriel@bjwsa.org).

## WAYS TO PAY YOUR BILL

### By Bank Draft

BJWSA's Bank Draft Plan is the easiest, quickest, and safest way to pay your monthly utility bill without writing another check. By authorizing the payment of your water and sewer bill directly from your checking account, your bill will be paid automatically on the date the bill is due. You will still receive a copy of your bill. For further information on the Bank Draft Plan, visit our website at [www.BJWSA.org](http://www.BJWSA.org) or contact our Customer Service Department: Beaufort- 987-9200, Hardeeville- 288-0006, Bluffton- 707-0017.

### Online

You can enroll on our website, [www.BJWSA.org](http://www.BJWSA.org), to make online payments by credit card.

### By Mail

Mail a money order or check made out to BJWSA to Beaufort-Jasper Water and Sewer Authority, 6 Snake Road, Okatie, SC 29909.

### In Person

Drop off your payment at the BJWSA headquarters building, at the intersection of Highway 170 and Snake Road. You may use our drive-thru window, come inside to our payment counter, or use the drop box next to the drive-thru window (available 24 hours). Office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.



## Beaufort-Jasper Water & Sewer Authority

6 Snake Road  
Okatie, SC 29909

843.987.9292  
www.bjwsa.org

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

### WANT MORE INFO?

Visit [bjwsa.org](http://bjwsa.org) to learn about:

- Water quality
- Water conservation
- Wastewater treatment
- Outages and emergencies
- Payment policies and options
- How your money is used
- Meter reading
- Rates



### WHAT IS THAT PINK STUFF ON MY BATHROOM FIXTURES?

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.

#### WHAT YOU CAN DO

Always keep bathtubs and sinks wiped down and dry. Frequently clean your sinks with a cleaning solution that

contains chlorine. Chlorine bleach (3 to 5 tablespoons) can be periodically stirred into the toilet tank and flushed into the bowl itself. Cleaning and flushing with chlorine will not necessarily eliminate the problem, but will help control the bacteria growth. If you have a septic tank, use a non-chemical cleaner, such as borax to avoid damaging your septic system.

Important! Follow the manufacturer’s cleaning instructions for your plumbing fixtures and countertops; chlorine cannot be used with some designer products. Use care with abrasives to avoid scratching fixtures, which will make them even more susceptible to bacteria.