

W on the Waterfront

A Publication of the Hilton Head Public Service District

Winter 2013

PSD wins MarCom Award

The PSD won a 2012 MarCom Award for its Annual Water Quality Report. The utility received an Honorable Mention in the External Newsletter-Public Utilities category. More than 6,000 entries were received for this year's MarCom Awards from both the private and public sectors in the U.S., Canada and several foreign countries. Less than 10 percent receive Honorable Mention. The awards are administered and judged by the Association of Marketing and Communication Professionals. This is the PSD's first-ever MarCom entry and award. The Water Quality Report is prepared by PSD staff members Lee Barnard, Scott Moffatt, and Pete Nardi.

Four elected to PSD Commission

Three incumbents and one new member were elected to seats on the Hilton Head PSD Commission during the November 2012 general election. Commissioners are elected to four-year terms.

Incumbent Commissioners Bob Manne and Gary Kratz were reelected to seats from PSD District 4, which comprises Hilton Head Plantation. Incumbent Commissioner John Geisler was reelected to a seat from PSD District 3, which includes the Port Royal Plantation and Palmetto Hall areas. Manne and Kratz have served as the Commission's chairman and treasurer, respectively, since 2003. Geisler has served as the Commission's secretary and chair of its Finance Committee since 2003.

David McCoy is the new Commissioner from PSD District 2. McCoy moved to Hilton Head Island in 2006. He is the former Senior Vice President of Finance and Chief Financial Officer for the Community Foundation of Northwest Indiana, a health care system that included three hospitals among other facilities. McCoy began his career as a CPA with a firm in Chicago. On Hilton Head, he has served as the



Beaufort County Probate Court Associate Judge Heather Galvin, center, performed the swearing in ceremony for PSD Commissioners elected during the November general election. From left are: Commissioners David McCoy, Bob Manne, John Geisler, and Gary Kratz.

president of both the Hilton Head Island and Indigo Run computer clubs. He is a Rotary Club Paul Harris Fellow and resides in Indigo Run with his wife, Betsy. McCoy replaces Jack Burke, who did not seek reelection.

The PSD Commission is a seven-member board elected from four PSD Voting Districts. The Commission's duties include setting the policies and long-term goals of the PSD and approving the annual operating budget and PSD property tax rate.

The Commission normally meets on the fourth Tuesday of each month in the PSD Community Room at 21 Oak Park Drive, off Mathews Drive. The public is welcome and customer input is encouraged. Customers can contact the Commission via email at commissioners@hhpsd.com.

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Burke recognized for service to utility

Jack Burke was recognized in October for his nine years of service on the Hilton Head PSD Commission. Burke did not seek reelection this fall to a third term in office. The Commission recognized Burke for his work on the utility's strategic planning and its overall organizational development.

"I've always thought of you as a team player, an individual who fought hard for what you believed in and pushed," said Commission Chair Bob Manne in presenting Burke with a resolution of appreciation on behalf of the Commission.

Burke served as a member of the Commission's Planning & Operations Committee. He was vital in the PSD's efforts to extend the public sewer system and he worked to strengthen the utility's relationships with other local governments and community partners.

"You have led the way with your

determination to do what's right for our business and for our customers consistently," Commission Vice Chair Bob Gentzler told Burke.

Burke has lived on Hilton Head for more than 25 years and has served in an array of leadership roles with local organizations. He was a member of the Boys & Girls Club Board of Directors and was instrumental in the formation of the Leadership Hilton Head Island-Bluffton professional development program.

"Jack was there to push us along to form ourselves into a real strategic organization," said Commission Treasurer Gary Kratz.

Burke worked for IBM for more than 30 years in a variety of marketing executive positions. A native of Rutland, Vt., he graduated from the University of Vermont and served on the school's Board of



Jack Burke

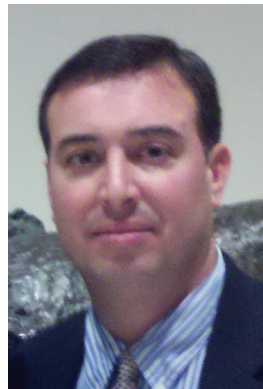
Trustees.

He lives in Indigo Run with his wife, Beverly.

PSD's Nardi achieves Certified Manager certification

PSD Community & Personnel Relations Manager Pete Nardi has earned the Certified Manager (CM) certification from the Institute of Certified Professional Managers at the James Madison University College of Business in Harrisonburg, Va. Nardi, of Hilton Head Island, joined the PSD in 2004. His duties include public affairs, human resources and customer project management.

Certified Managers must pass examinations that cover areas such as strategic planning, risk and human resources management, financial management and accounting, value-chain and project management, communications, and leadership. The credential must be retained through annual continuing education credits that are audited by the ICPM.



Pete Nardi

S&P rates PSD "AA" on revenue bonds

Standard & Poor's Rating Services recently assigned its AA long-term rating to the PSD's 2012 water and sewer system improvement revenue bonds. S&P also reaffirmed its AA rating on the PSD's previously rated revenue bonds.

S&P cited a local economy with above-average income and low unemployment, a relatively stable and diverse customer base, and the utility's ample resources to meet current and future customer needs among its reasons for the positive rating.

"The AA rating reflects our sound financial picture," said PSD General Manager Richard Cyr. "The PSD Commission has adopted financial policies that reflect our commitment to fiscal responsibility and our bond rating is a key component of our ability to maintain a strong utility and high-quality product for our customers."



Customers in the Spanish Pointe neighborhood off Spanish Wells Road are having the PSD's low-pressure sewer system installed. HDPE low-pressure sewer lines can be bored underground, similar to cable TV, making it an ideal option for many neighborhoods wishing to convert from septic systems to sewer.

A rain gardener's story

By Betty Manne, Clemson Master Gardener

I have always wanted a butterfly garden and an area to attract birds. When we had the opportunity to build a new home we had the perfect spot to put in a rain garden. As the yard was being graded I had them dig out an elongated swale about two feet deep. I chose plants that could take a lot of water and could also withstand a dry period. We routed a downspout from a portion of the roof that empties into the garden.

I wanted the area to be attractive throughout the year and have plants blooming all year long. I found it is not what plants I used but where I placed them in the garden. I planted Ajuga to cover the rain spout and Creeping Jenny as a ground cover in the bottom of the rain garden to have something green all year long. I started a Confederate Rose from seed three years ago and today it is 20 feet tall – a real beauty in the fall.

The rain garden is just two years old, but the pictures indicate a more mature setting. As the plants were being put in the ground I mixed compost with the soil. After planting I used Quick Start on all the plants to give them a good start.



Betty Manne's rain garden inside Hilton Head Plantation. Manne, a Clemson Master Gardener, planted the rain garden as a beautification and water-efficiency project.

Here's what's planted around the garden perimeter:

- Beauty Berry *Callicarpa americana*
- Black Eyed Susan
- Rudbeckia *Rudbeckia hirta*
- Bronze Fennel *Foeniculum vulgare*
- Cassia *Cassia bicapsularis*
- Confederate Rose *Hibiscus mutabilis*
- Forsythia Sage *Salvia Madrensis*
- Guara *Guara lindheimeri*
- Hollyhock *Alcea*
- Holly Fern *Cyrtomium falcatum*
- Knockout Rose
- Lantana

- Here's a list of the plants in the garden:
- Ajuga reptans* (this covers the end of the rain spout)
 - Blue Flag Iris *Iris virginica*
 - Cannas*
 - Creeping Jenny *Lysimachia nummularia* (ground cover)
 - Elephant's Ear *Colocasia esculenta*
 - Firecracker Plant *Russelia equisetiformis*
 - Golden Rod *Solidago*
 - Jewels of Opar *Talinum paniculatum*
 - Mexican Petunia (Pink & Purple) *Ruellia brittoniana*
 - Swamp Sunflower *Helianthus angustifolius*
 - Texas Star *Hibiscus coccineus*
 - Walking Iris *Neomanica gracilis*

- Meyers Lemon Tree
- Mexican Heather *Cuphea hyssopifolia*
- Mexican Petunia *Ruellia brittoniana*
- Milkweed *Asclepias curassavica*
- Papyrus *Cyperus papyrus*
- Pentas*
- Perennial Hibiscus
- Mexican Bush Sage *Salvia leucantha*
- Walking Iris *Neomanica gracilis*
- Yellow Butterfly Weed *Asclepias tugerosa* ("Silky Gold")



PSD Commissioner Frank Drehwing, left, and General Manager Richard Cyr review their presentation on the island's efforts to replace drinking water supply lost to saltwater intrusion into our freshwater aquifer at the 2012 Water Environment Federation meeting. Drehwing, a water and wastewater engineer, wrote a manuscript on the topic entitled, "Hilton Head Island Groundwater Crisis Management: Past, Current & Future." The paper is available at www.hhpsd.com.



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Base charges increase one dollar to cover fixed costs

The PSD Commission has approved one-dollar increases to the monthly base charges for water and sewer service for both residential and commercial customers. The monthly water base charge increased \$1.00 to \$12.00 for residential customers and \$17.00 for commercial customers. The monthly sewer base charge increased \$1.00 to \$15.00 for both residential and commercial customers. The new base charges are effective Jan. 1, 2013.

“The base rate increase was needed in order to cover increases in the utility’s fixed costs of providing service, namely fuel and power,” said PSD General Manager Richard Cyr.

The PSD uses a cost-of-service and water-efficiency rate structure resulting in rates that cover the utility’s costs of providing drinking water, wastewater treatment, and recycled water services while encouraging customers to save money and our natural resource by using less water.

Water quality audit shows lower hardness level

The PSD recently completed an independent water quality audit that revealed an overall decline in the water hardness level of our drinking water. The average hardness in our drinking water has dropped 51 percent since 2009, from 140 parts per million (ppm) of calcium carbonate to 68 ppm. The decline in hardness primarily is due to the PSD’s use of our Reverse Osmosis (RO) Drinking Water Treatment Facility, which was launched in 2009. The RO facility is providing more than 41 percent of our total drinking water supply and its treatment process yields softer water.

Hardness is a measure of the amount of certain naturally occurring minerals found in water, namely calcium and magnesium. While calcium and magnesium are essential minerals for human health, hardness may cause spotting on dishes and shower walls, affect the lathering of soap or cause deposits on water related fixtures.

Please be aware that hardness levels can vary based upon time of year and your location in the PSD’s water distribution system. Please check our “Water Hardness” Web page at www.hhpsd.com or call the PSD Water Quality Laboratory at (843) 681-0541 for hardness levels near your home or business.

Customers using water softeners in their homes or businesses should be mindful of the hardness level in setting their water softeners. The following table provides a general guideline for determining the hardness of water. This table can be consulted when choosing your water softener settings. Always consult your water softener manufacturer’s recommended settings:

- 1 to 3.5 grains per gallon (gpg); or 17 to 60 parts per million (ppm) = Slightly Hard
- 3.5 to 7 gpg; or 60 to 120 ppm = Moderately Hard
- 7 to 10 gpg; or 120 to 180 ppm = Hard
- More than 10.5 gpg or 180 ppm = Very Hard