

W on the Waterfront

A Publication of the Hilton Head Public Service District

Fall 2015



Hilton Head Town Council helped local water utilities celebrate "Imagine a Day Without Water" on Oct. 6, to recognize the importance of our local tap water resources and the need for ongoing upkeep of our water infrastructure. Learn more at www.thevalueofwater.org. From left are PSD General Manager Pete Nardi, Beaufort-Jasper Water & Sewer Authority General Manager Ed Saxon, PSD Commission Vice Chair Bob Gentzler, and Hilton Head Mayor Pro-Tem Bill Harkins.

Finishing our sewer system

*PSD & Town commit to more projects
Foundation creates Project SAFE task force
Donations are needed today*

The PSD and the Town of Hilton Head Island have committed to a set of projects needed to bring sewer service to the Oakview and Dillon roads areas. The Town Council in September voted unanimously to provide \$840,000 to pay for sewer lines in the two areas, which represent the first year of a five-year effort aimed at providing sewer access to all properties in the PSD's service area. As part of the first year's work, the PSD will build a sewer pump station for the Oakview area.

In all, about \$6 million in funding is needed to install the pipes and pump stations needed to complete the PSD's Master Sewer Plan, which provides sewer access to the approximately five percent of PSD customers who still lack it. Additionally, another \$3 million is needed to help low-income customers connect to the sewer system once they have access. To that end, the Community Foundation of the Lowcountry has created a task force to help Project SAFE (Sewer Access for Everyone) provide for low-income sewer connections.

Project SAFE is a charitable fund of the Foundation. Donations to it are tax-deductible. Please consider a gift to Project SAFE as our community embarks upon this critical campaign to complete our public sewer and help connect our neighbors in need of assistance. You can donate today:

- Visit www.cf-lowcountry.org/give/donate-online
- Select "Project SAFE Fund" from the "Select Fund" drop-down menu.
- Or call the Foundation at (843) 681-9100 or Hilton Head PSD at (843) 681-5525 and say you'd like to make a donation to Project SAFE.

IN THIS ISSUE...

Finishing our sewer system... page 1
Annual water distribution treatment and flushing ... page 2
Another fresh water well lost to saltwater intrusion ... page 3
Gumtree Road sewer project wrapping up ... page 3
Customer Satisfaction Survey ... page 4
Take a tour page 6



Hilton Head Public Service District
P.O. Box 21264
Hilton Head Island, SC 29925

Customer Service Center
21 Oak Park Drive, off Mathews Drive
Hours: 8:30 – 5 p.m., Mon. – Fri.

**24-HOUR EMERGENCY
HOTLINE
(843) 681-5525**

Hilton Head PSD Commission
9 a.m., 4th Tuesday of the Month
Community Room
at Customer Service Center

Bob Manne, Chair
Bob Gentzler, Vice Chair
John Geisler, Secretary
Gary Kratz, Treasurer
Frank Drehwing, Commissioner
Herbert Ford, Commissioner
David McCoy, Commissioner
Pete Nardi, General Manager

www.hhpsd.com
@HiltonHeadPSD

Annual water distribution treatment and flushing, Oct. 23 - Nov. 6

The PSD and our wholesale water provider, Beaufort-Jasper Water & Sewer Authority, will conduct our annual water distribution system treatment and flushing program from Oct. 23 to Nov. 6.

The change is part of the routine maintenance program for the utilities' water distribution systems. There will be no interruption in service as a result of the work. Customers can use their water as normal.

Customers may notice a slight chlorine taste or odor in the tap water during this time. Customers in some areas may notice brief discoloration in the tap water as a result of lines being flushed. If water appears discolored, customers should run cold water for a few minutes. If discoloration persists, customers can contact the PSD at (843) 681-5525.

Customers who are especially sensitive to the taste and odor of chlorine can keep an open container of drinking water in their refrigerator. This will reduce the chlorine taste. Water stored in refrigerated containers should be changed weekly.



Having a meeting?

We've got a room for you and your group – and it's free! The PSD's Community Room can be reserved for civic and social groups of up to 100 people. The Community Room is located at our Customer Service Center at 21 Oak Park Drive off Mathews Drive. To reserve the room, please contact Connie Whitehead at the PSD at (843) 681-0549 or cwhitehead@hhpsd.com.

Another fresh water well lost to saltwater intrusion

The PSD has been forced to take another well out of production due to saltwater intrusion into the fresh water Upper Floridan Aquifer. The well, known as the Squire Pope Well, is located near the intersection of Squire Pope and Gumtree roads. There will be no interruption in customers' water service as a result of the shut-down.

Salt levels in the Squire Pope Well have exceeded the standard for drinking water production. The PSD has lost the full use of seven water production wells as a result of saltwater intrusion since 2000. The utility expects to lose four more wells to the intrusion by the year 2024. All but one of the PSD's remaining Upper Floridan wells are now used only to meet peak demands in the summer months.

Studies show that the saltwater intrusion is being caused by over-pumping of the aquifer in the Savannah, Ga., area, and also is occurring naturally. The intrusion is advancing at about 400 feet a year from Port Royal Sound through the PSD's service area in the north- and mid-

islands parts of Hilton Head Island. The PSD launched its Reverse Osmosis Water Treatment Facility in 2009 to replace water supply lost to the intrusion. In 2011, it built the island's first-ever Aquifer Storage & Recovery (ASR) facility, which stores treated water underground in the winter months of lower demand and a less expensive wholesale water rate, and then withdraws and retreats the water in the summer months of peak demand and a higher wholesale rate.

Earlier this year, the PSD expanded the capacity of its Reverse Osmosis facility to 4 million gallons of water a day. The utility experiences an average demand between 5 and 6 million gallons a day and a peak demand between 8 and 9 million gallons a day in the summer months. The Reverse Osmosis and ASR facilities, purchased wholesale water, and Upper Floridan well water comprise the PSD's water supply.

Gumtree Road sewer project wrapping up

The PSD and Town of Hilton Head Island's project to install a sewer main along Gumtree Road between School and Wild Horse roads is nearing completion. The Town funded \$500,000 for the project, which completed immediate sewer access along the majority of Gumtree Road and provided future access to several side streets. Drainage improvements along Gumtree Road also were included in the project.

Property owners receiving immediate access will be notified by the PSD when the system is ready for their connection. The PSD provides long-term, low-interest financing for all connection costs for all customers. Customers who meet income qualifications can receive connection assistance through Project SAFE (Sewer Access For Everyone), a charitable fund of the Community Foundation of the Lowcountry.



The PSD recently completed construction of this water booster pump station at our Reverse Osmosis Water Treatment Facility on Jenkins Island. The station aids in the distribution of water and is part of the utility's overall effort to replace water supply lost as a result of saltwater intrusion into the fresh water Upper Floridan Aquifer.

Hilton Head Public Service District 2015 Customer Satisfaction Survey

Welcome to the annual Hilton Head PSD Customer Satisfaction Survey! Your feedback is very important to us. The PSD uses customer survey responses to help guide our policies and programs. We greatly appreciate you taking time out of your busy schedule to provide us with your valuable feedback.

1. How would you rate the overall quality of your tap water?

- Excellent
 Good
 Fair
 Poor

2. Do you believe the PSD's water and sewer rates are reasonable?

- Yes
 No

3. How do you feel about the following statements?

		Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
a.	People on Hilton Head use water efficiently					
b.	I use water efficiently					
c.	I get good value for my water/sewer bill					
d.	Connection to public sewer should be mandatory once it's made available to a property					
e.	The PSD should sponsor more community events and organizations					
f.	PSD employees are friendly					
g.	PSD employees are knowledgeable					
h.	I follow the two-day-a-week local irrigation law					
i.	I have a working rain sensor on my irrigation system					
j.	My neighbors have working rain sensors on their irrigation systems					
k.	My neighbors follow the two-day-a-week local irrigation law					

4. Overall, how would you rate Hilton Head PSD?

- Excellent
 Good
 Fair
 Poor

Name _____

Address _____

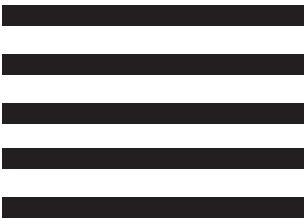
Phone _____

Email _____

5. Please provide any other comments or questions in the space below.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 104 HILTON HEAD ISLAND, SC

POSTAGE WILL BE PAID BY ADDRESSEE

HILTON HEAD PSD
PO BOX 21264
HILTON HEAD SC 29925-9834



Fold here and seal at top





21 Oak Park Drive / Hilton Head Island, SC 29926
www.hhpsd.com / (843) 681-5525

PRSR STD
U.S. Postage
PAID
Augusta, GA
Permit No. 45

Customer Satisfaction Survey



Play it SAFE

What if your children couldn't play in the backyard because the soil is soggy and polluted from a failing septic system? Sadly, that is reality for many families on Hilton Head Island. Project SAFE, a charitable fund of the Community Foundation of the Lowcountry, provides qualified homeowners with assistance in connecting to the public sewer system.

Please consider giving to Project SAFE by calling the Community Foundation of the Lowcountry at (843) 681-9100 or visit www.cf-lowcountry.org/give/donate-online and choose "Project SAFE Fund" from the drop-down menu on your screen.

You'll be helping to make the Lowcountry quality of life we all envision a reality for your neighbors in need.



Take a Tour

We would love to give you or your group a tour of our facilities. We also have staff available to speak to your group about our services and the water environment on Hilton Head Island.

Just give us a call at (843) 681-5525 or email info@hhpsd.com to learn more.