

W on the Waterfront

A Publication of the Hilton Head Public Service District

Spring 2016

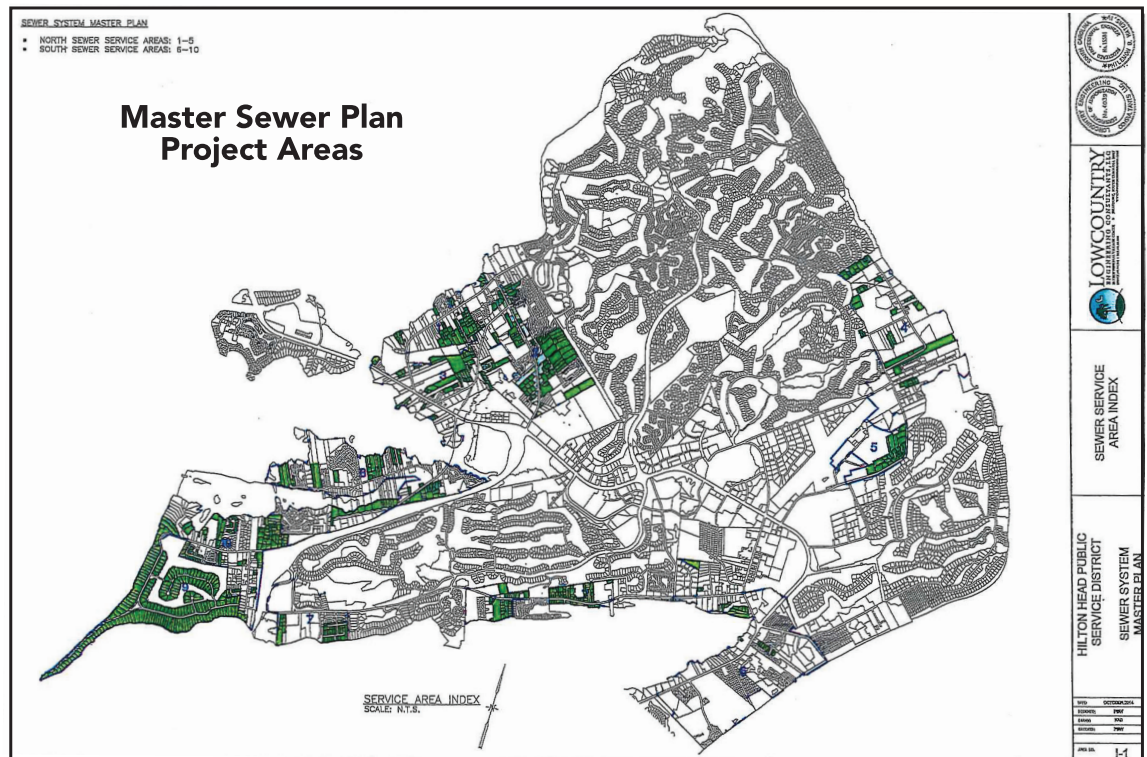
Schedule of Master Sewer Plan Projects Set

Hilton Head Public Service District (PSD) is pleased to announce the anticipated schedule of Master Sewer Plan sewer projects. These projects are necessary to complete the PSD's Master Sewer Plan to provide sewer access to all properties in the north- and mid-island parts of Hilton Head Island.

The Town of Hilton Head Island is funding \$3.5 million for sewer mains on the streets listed on page 2. The PSD will fund \$1 million for new sewer pump stations needed to facilitate the street projects.

Even after the mains are installed, homeowners connecting to the system will have sewer connection costs. The PSD offers all customers long-term, low-interest financing of all sewer project costs. Community Foundation of the Lowcountry plans

Master Sewer Plan Project Areas



to launch a capital campaign to raise money for sewer connection grants for low-to-moderate income homeowners.

The projects are broken down into a five-year plan. The PSD has initiated the surveying and engineering necessary to complete the projects. The first year's schedule of projects is anticipated to be put out for construction bids this spring. Some of the streets will receive

gravity sewer service, while others will be served using low-pressure sewer service. Both types of systems are operated and maintained by the PSD. Placement in a particular year on the list does not prevent a street from receiving sewer service sooner, based on market or other factors.

Many of the roads being served require easements from property owners in order for the sewer mains to be installed.

The table on the next page shows the streets for which the Town is funding sewer main installations by plan year:

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Master Sewer Plan Project Schedule

Year 1	Year 2	Year 3	Year 4	Year 5
Nazarene Road Sassafras Lane Trinh Palace Way Oakview Road Spanish Wells Road (portions) Sadie Common Sam Frazier Retreat Freddie's Way Rasta Drive Dillon Road (portion) Ferguson Lane Kids Way	Marshland Road (portions) Allen Road Julia Drive Mackerel Drive Pinefield Road Dianah Drive Nina Drive William Way Aiken Place L&L Broadcasting Drive Jessica Drive Chisolm Drive Ned Court Duey Hill Drive Clifford Miller Drive Fetterbush Drive Rhiner Drive Gumtree Road (portion) Orange Road	Cobia Court Wright Place Murray Avenue Amelia Circle Stingray Drive Outlaw Road Mustang Lane Lawyer Place Bligen Lane Chamberlain Drive Kirby Lane Darling Road Adrianna Lane	Thomas Cohen Drive Spanish Wells Road (portion) Fish Haul Road Yucca Drive Great Barracuda Lane Tarpon Trail Mitchellville Road Extension Adell Lane Horse Sugar Lane Alice Perry Drive Triggerfish Trail	Marshland Road (portions) Christopher Drive Mingo Green Pauline Manor Matilda Drive

In addition to these Town-funded projects, the PSD is prepared to offer assessment projects to provide sewer access to owners in areas not funded by the Town. The PSD offers all customers long-term, low-interest financing of all sewer project costs. Owners in these areas can also apply for low-to-moderate income sewer connection assistance grants to cover all connection-related costs. The assessment project areas are:

- Tanseyleaf Drive
- Spanish Wells Road (portion)
- Wells East subdivision
- Deep Fording Road
- Old House Creek subdivision (portion)

- Gibson Drive
- Caesar Place
- Eagin Court
- Sunday Ford Drive
- Screech Owl Lane
- Jonesville Road (portion)
- Elizabeth Road
- Benjamin Drive
- Mitchellville Road (portion)
- Spanish Wells Plantation subdivision

Property owners with questions about sewer projects can contact Hilton Head PSD at (843) 681-5525 or info@hhpsd.com.

Finding Your Water Shut-off Valve

Your water can be shut off at the main valve. Everyone in your home should know where it is located. The main valve (usually with a wheel-type handle) normally is located either on the customer side of the meter box or just outside the point where the water service line penetrates the foundation of the house. It will be in line with your water meter, which normally is located near the edge of your property line near the street.

Some homes may have a water shut-off valve in another location, such as inside the garage. Bear in mind that closing such a valve will turn off water to the interior of the home, but not the exterior.

Also remember to turn off all electrical appliances that use water, such as water heaters, so they do not create a safety hazard if they lose water. There also may be valves on appliances and fixtures, such as the water heater, washing machine and toilet. It is a good idea to turn these valves on and off from time to time in order to ensure they're working when you need them.

If you have questions about your water service or need help finding your shut-off valve, please call the PSD at 681-5525 or email info@hhpsd.com.



Members of the Leadership Hilton Head-Bluffton Class of 2015-16 toured the PSD's Recycled Water Plant in February. The program provides members of the local business community with information and experiences about the opportunities and challenges facing our area, in order to engender civic involvement and leadership.

PSD Planning For Future Water Demand

The effects of customers using water efficiently and the proliferation of water-efficient fixtures in indoor plumbing are showing up in the PSD's water consumption planning. The PSD recently reviewed and updated its Master Water Supply Plan, which uses consumption trends and customer growth projections to determine the utility's future water supply requirements.

The PSD currently estimates that build-out of our service area will occur around 2027, based upon current zoning and customer growth patterns. The PSD currently has 17,900 water customers. At build-out, the utility is projected to have 19,700 customers. The plan then projects both the average daily demand for water and the peak day demand for water into the future. The projections break down as follows:

	Average Daily Demand (in million gallons per day – mgd)	Peak Day Demand (mgd)
2015 (actual)	5.6 mgd	9.4 mgd
2020	5.9	9.7
2025	6.1	10.1
2027	6.2	10.3

The updated Master Water Plan calculates the peak-day demand for PSD water at build-out to be 10.3 million gallons. This projection is down from prior projections of 12 million gallons a day at peak. The PSD's peak-day demand for water in 2015 was 9.4 million gallons, which occurred on July 1.

The plan projects the PSD will need to provide an average daily demand for water of 6.2 million gallons at build-out. The current average daily demand is 5.6 million gallons.

The peak demand at build-out is 523 gallons per customer per day. The average daily demand at build-out is 316 gallons per customer per day – down from prior projections of 350 gallons per customer per day.

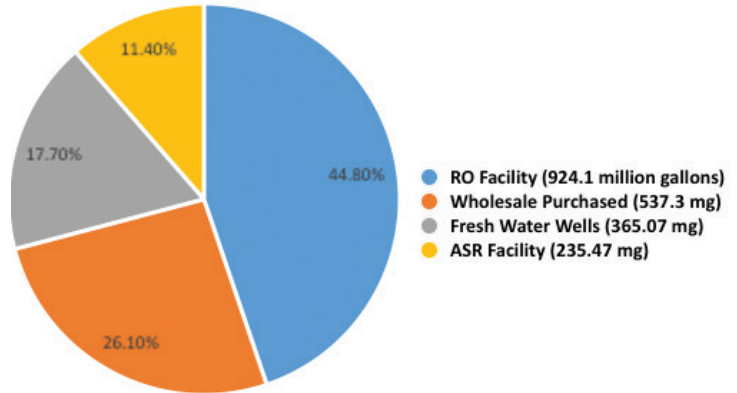
The PSD currently has four sources of water available to it:

- PSD Reverse Osmosis (RO) Facility. Produces 4 million gallons of water a day and is expandable to provide 6 million gallons a day.
- Wholesale water. Purchased from the mainland utility. Up to 4 million gallons a day is available. PSD must buy at least 1 million gallons a day under contract.
- Fresh water wells. Our traditional supply of fresh water from the Upper Floridan Aquifer is being lost to saltwater intrusion into the aquifer. The source represents 2 million gallons a day and may be lost by 2027.
- Aquifer Storage & Recovery (ASR) Facility. This facility allows the PSD to store treated water that it buys in the winter months at a reduced rate from the mainland utility. We then re-treat and distribute this stored water in the summer months of high demand and the full wholesale rate from our provider at a lower cost than summer rates. It yields 2 million gallons a day in the summer months.

The PSD supplied a total of 2.06 billion gallons

of water in 2015. The water supplied in 2015 is broken down by source in the pie chart below:

2015 PSD Water Supplied by Source



The utility's current sources can provide 12 million gallons of water a day. The phenomenon of saltwater intrusion into our fresh water aquifer means the PSD could lose 2 million gallons a day of that supply by 2027, leaving the utility with a total available supply of 10 million gallons a day.

Multiple options are available to the PSD to replace lost supply, including the expansion of the Reverse Osmosis Facility, purchasing more wholesale water, and constructing a second Aquifer Storage & Recovery Facility. The PSD and its elected Board of Commissioners are now reviewing the available options from a cost-benefit standpoint to ensure that our tap water remains high-quality, abundant, and affordable for years to come.



Doug Waldrop and Arthur Tonkinson of the Audubon Annual Bird Count visit the PSD's recycled water lagoons at our Recycled Water Plant off Mathews Drive to count water fowl at the lagoons. This year's count included more than a dozen hooded merganser ducks that were frequenting the lagoon at the time. The ducks' presence is a sign of high-quality recycled water.



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

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2015 Customer Satisfaction Survey Results

Nearly 400 PSD customers took time out of their schedules to provide the utility with valuable feedback in the 2015 Customer Satisfaction Survey. The survey helps guide PSD decisions on policies and programs. Below are the results.

1. How would you rate the overall quality of your tap water? Excellent 39% (129 votes) Good 47% (153) Fair 11% (35) Poor 3% (11)

3. Do you believe the PSD's water and sewer rates are reasonable? Yes 84% (263) No 16% (49)

4. 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	10% (32)	28% (90)	28% (89)	29% (92)	5% (16)
b. I use water efficiently	1% (3)	4% (15)	7% (22)	40% (134)	48% (161)
c. I get good value for my water/sewer bill	5% (16)	10% (32)	14% (45)	35% (112)	37% (119)
d. Connection to public sewer should be mandatory once it's made available to a property	7% (22)	6% (18)	13% (43)	20% (64)	55% (179)
e. The PSD should sponsor more community events and organizations	9% (29)	7% (23)	64% (212)	12% (40)	8% (25)
f. PSD employees are friendly	3% (10)	1% (2)	27% (87)	22% (71)	48% (157)
g. PSD employees are knowledgeable	3% (9)	2% (5)	25% (79)	27% (85)	44% (142)
h. I follow the two-day-a-week local irrigation law	3% (10)	6% (20)	12% (37)	19% (60)	60% (187)
i. I have a working rain sensor on my irrigation system	14% (42)	6% (18)	23% (69)	9% (26)	48% (141)
j. My neighbors have working rain sensors on their irrigation systems	13% (38)	10% (29)	65% (186)	4% (12)	7% (19)
k. My neighbors follow the two-day-a-week local irrigation law	11% (32)	16% (48)	49% (145)	15% (44)	10% (29)

5. Overall, how would you rate Hilton Head PSD? Excellent 49% (161) Good 45% (147) Fair 7% (22) Poor 0% (0)