

# W on the Waterfront

A Publication of the Hilton Head Public Service District

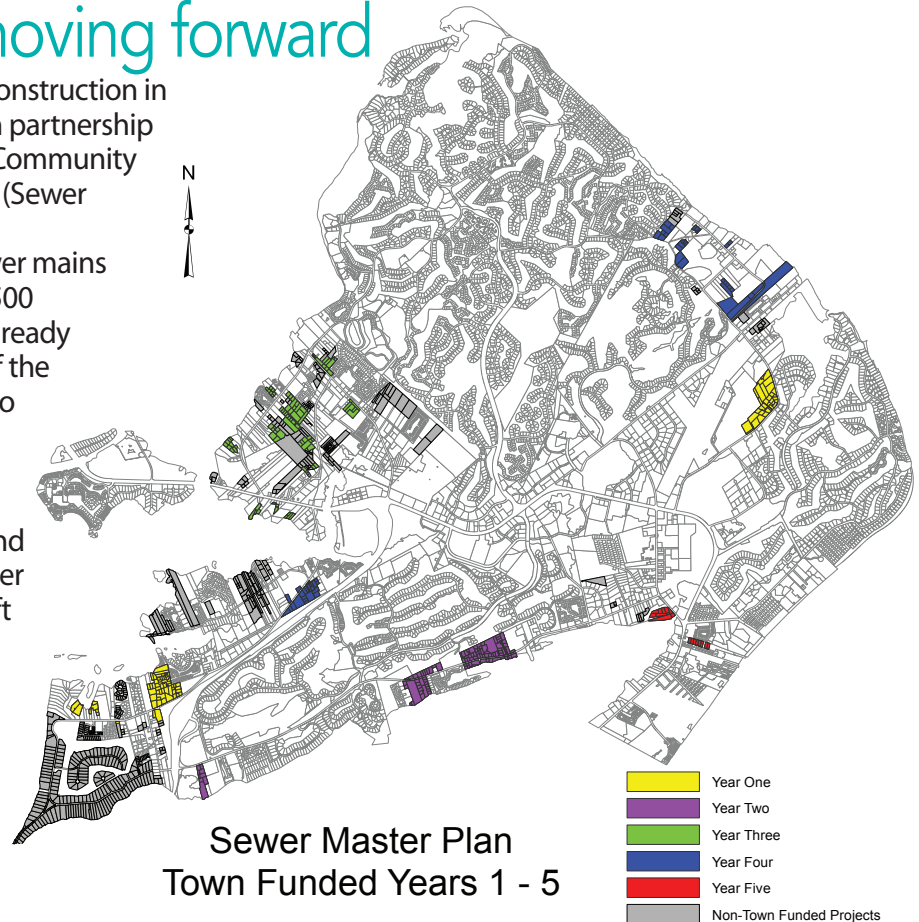
Fall 2017

## Sewer construction moving forward

The PSD is performing an array of sewer construction in our service area over the next several years, in partnership with the Town of Hilton Head Island and the Community Foundation of the Lowcountry's Project SAFE (Sewer Access for Everyone) charitable fund.

- **The Town** is funding the installation of sewer mains that will provide service to approximately 500 parcels on more than 50 roads. The Town already has committed approximately \$6 million of the estimated \$10 million that will be needed to complete the effort.
- **The PSD** has secured a \$1.3 million low-interest (1.9% over 20 years) loan from the South Carolina Water Quality Revolving Fund to pay for the construction of two new sewer lift stations and upgrades to two existing lift stations that are needed to accommodate the Town-funded sewer mains. **PSD Commissioner Herbert Ford** is leading the effort to collect scores of donated easements needed to install the sewer mains. Easements are needed when no prior public nor utility right of way exists along an affected road.
- **Project SAFE** is working to raise \$3 million to provide grants for low- and moderate-income homeowners to connect to the sewer system when it becomes available.

Work currently is under way in the Oakview, Spanish Wells Road, Marshland Road, and Dillon Road areas. Sewer connection now is available on Nazarene Road, Sassafras Lane, Trinh Palace Way, and Rasta Drive, thanks to recently completed work. Construction of the new sewer lift stations is anticipated to wrap up by early 2018.



Sewer Master Plan  
Town Funded Years 1 - 5

Homeowners who are receiving sewer service under the Town-funded initiative are notified directly by the PSD about their project and sewer connection costs. Project SAFE grants and the PSD's own long-term, low-interest financing help owners cover their connection costs. All homeowners receiving sewer service are provided with information about SAFE and the PSD's financing options.

**If you are a homeowner who is not connected to sewer and want to be, please call the PSD today at (843) 681-5525 or email us at [info@hhpsd.com](mailto:info@hhpsd.com) so we can discuss your connection options.**

### IN THIS ISSUE...

- Sewer construction moving forward... page 1
- Pay Your PSD Bill Online... page 2
- There's a problem, and we can fix it... page 2
- PSD water quality lab recognized as Laboratory of Excellence... page 3
- 2017 Customer Satisfaction Survey Results... page 3
- Water Wisely and Create a True "Carolina Yard" ... page 4

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3. Click on "Online Bill Pay" to get started!



**HILTON HEAD PUBLIC SERVICE DISTRICT**  
21 Oak Park Drive, Hilton Head Island, SC 29926

## There's a problem, and we can fix it.



Hundreds of households on Hilton Head Island are not yet connected to the public sewer system, relying instead on septic systems. Compromised by unsuitable soil conditions, the high water table and dense underground root systems, some of these septic systems are producing an overflow of contaminated waste water that threatens the safety and beauty of our island home.

Water contamination caused by septic systems affects every single one of us. **It affects our health.**

When the water table rises, so does the level of unsafe, untreated waste water. Backyards get filled with bacteria, which can lead to a variety of illnesses. **It affects our environment.**

Contaminated waste water from septic systems – carrying detergents, soaps, bleach and other unsafe chemicals – runs off into Port Royal Sound, the May River, Jarvis Creek, Broad Creek, the Colleton River and the Atlantic Ocean, threatening the ecological health of our waterways, shellfish beds and marine life. **It affects our economy.**

The effects of waste water contamination endanger our world class Hilton Head Island resort brand, our beautiful natural environment and the livelihoods of the people who make their living serving our 2.1 million annual visitors. **You can help.**

Public sewer connection can be cost prohibitive for households struggling to make ends meet. So Community Foundation of the Lowcountry, Hilton Head Public Service District and the Town of Hilton Head Island have come together to address the issue of septic systems.

The Town of Hilton Head Island has allocated over \$10 million to bring sewer mains to areas of the Island still unserved. Hilton Head PSD is performing the sewer construction work. But that doesn't finish the job – and the Town and PSD can't do it alone. That's where Project SAFE (Sewer Access for Everyone) comes in.

Through Project SAFE, Community Foundation of the Lowcountry will raise the remaining \$3 million in funds needed to connect low-income homes to the public sewer system, eliminating the septic systems that are failing us all. It's time for those who can contribute to come together to raise the money for those who cannot afford to make the connection.

**Help us connect for good.**

Visit [www.cf-lowcountry.org/projectsafe](http://www.cf-lowcountry.org/projectsafe) or call the Foundation at (843) 681-9100 and donate today.



The PSD is performing an array of sewer projects as part of a Town of Hilton Head Island-funded effort to provide access to the public sewer system in neighborhoods that had lacked access. Recent work has been performed on Chisolm Place, in the Oakview area and the vicinity of Marshland and Spanish Wells roads. As part of the effort, the PSD is funding the construction of two new sewer lift stations and upgrades to two existing lift stations, in order to accommodate the new sewer lines funded by the Town.

# PSD water quality lab recognized as Laboratory of Excellence

The PSD's water quality laboratory has been recognized as a Laboratory of Excellence as part of its annual certification by the S.C. Department of Health and Environmental Control (DHEC). The independent agency that conducts DHEC's certification recognized the PSD lab for "achieving 100% acceptable data" in a group of more than 600 participating labs, according to a statement from the independent agency. "This achievement is a demonstration of the superior quality of the laboratory," according to the statement. The PSD water quality lab conducts thousands of tests annually on the quality of our tap water and treated recycled wastewater. The lab is led by PSD water quality chemists Scott Moffatt and Lee Barnard.

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.

## PSD EMERGENCY HOTLINE (843) 681-5525

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

Bob Manne, Chair  
Bob Gentzler, Vice Chair  
David McCoy, Secretary  
Gary Kratz, Treasurer  
Frank Drehwing, Commissioner  
Herbert Ford, Commissioner  
Patti Soltys, Commissioner

Pete Nardi, General Manager

www.hhpsd.com

# 2017 Customer Satisfaction Survey Results

Nearly 400 PSD customers took time out of their schedules to provide the utility with valuable feedback in the 2017 Customer Satisfaction Survey. The survey helps guide PSD decisions on policies and programs. Below are the results.

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

Excellent	36% (137 votes)
Good	52% (197)
Fair	9% (36)
Poor	3% (10)

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

Yes	86% (310)
No	14% (51)

### 3. How do you feel about the following statements?

	<u>Strongly Agree</u>	<u>Somewhat Agree</u>	<u>Neutral</u>	<u>Somewhat Disagree</u>	<u>Strongly Disagree</u>
a. My PSD bill is easy to read and understand	70% (272)	21% (83)	6% (23)	2% (8)	1% (5)
b. I'm aware that HHI law restricts irrigation to twice/week	37% (181)	13% (63)	15% (74)	27% (134)	8% (37)
c. I mostly drink tap water	46% (176)	15% (58)	15% (57)	9% (33)	16% (62)
d. I mostly drink bottled water	19% (71)	10% (35)	17% (63)	17% (62)	37% (137)
e. I would use a PSD online service that lets me track my water use	22% (83)	15% (58)	34% (129)	11% (44)	18% (69)
f. I'm aware that HHI law requires a working rain sensor on my irrigation system	36% (136)	12% (44)	25% (94)	9% (35)	18% (70)

### 4. Which of the following bill payment methods do you prefer?

By mail	47% (171)
Online	44% (162)
By phone	5% (20)
In-person	4% (14)

### 5. Overall, how would you rate Hilton Head PSD?

Excellent	55% (215)
Good	41% (158)
Fair	4% (16)
Poor	0% (0)



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

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## Water Wisely and Create a True “Carolina Yard”

Hilton Head PSD partners with Clemson University Extension Service to provide customer education about responsible lawn care and landscaping in the Lowcountry. Clemson’s “Carolina Yards” program promotes a set of landscape principles that will help you save water while simultaneously developing a beautiful and beneficial home landscape. Check out Carolina Yards at: [www.clemson.edu/extension/carolinayards](http://www.clemson.edu/extension/carolinayards)

According to the Extension Service, a truly efficient way to use water in a yard is to design the yard so that it thrives predominantly on rainfall. Even if your yard has a lawn and specialty gardens, it is possible to design it as a “Carolina Yard” in which you can water the plants “as needed.”

However, even an ideal landscape design can be over-watered. The Extension Service points out that many of the actions you’ll need to take deal with sprinkler systems. It’s extremely important that each irrigation zone is set to meet the needs of the plants in that area. For example, a lawn in full sun will demand more frequent irrigation than an established plant bed of shrubs and groundcovers.

Carolina Yards Water Wisely Action Checklist:

- Put a rain gauge in your yard and track rainfall to avoid unnecessary watering.
- Water your lawn and other plants only when they show signs of stress. Comply with any existing watering restrictions in your community.
- Use a drip- or micro-spray irrigation system to more

efficiently water plants and plant beds.

- Design or modify your sprinkler system to water lawn areas separately from plant beds, which require less water.
- Walk your yard when the irrigation system is on to ensure that water is being applied to lawn and plant beds only and not the pavement.
- Calibrate your sprinkler(s) to apply 1/2 to 3/4 inch of water per application.
- Connect an automatic rain shut-off device to your sprinkler system’s timer and set the device to 1/2 inch so it will override the timer when enough rain has fallen. Check to see if the shut-off device is working properly.

In addition to Carolina Yards, Clemson has several websites to help you learn more about responsible irrigation and landscape management:

[www.clemson.edu/hgic](http://www.clemson.edu/hgic)

Clemson’s Home and Garden Information Center is the resource for all of your horticulture and landscaping questions.

[www.clemson.edu/extension](http://www.clemson.edu/extension)

This website is the home base for Clemson’s statewide Extension Service system.

[www.clemson.edu/beaufort](http://www.clemson.edu/beaufort)

Beaufort County’s Clemson Extension Service office can be found at this website. Or contact their office at (843) 470-5109.