

Master Sewer Plan effort moves ahead

Work is continuing to bring sewer service to homes in Hilton Head Island's north- and mid-island neighborhoods as part of the Town of Hilton Head Island and Hilton Head Public Service District (PSD) Master Sewer Plan projects. About 440 existing homes will ultimately gain access to sewer thanks to this jointly funded project.

The PSD already has installed 5 miles of sewer mains to serve 230 existing homes on more than 25 streets in the the Oakview, Marshland, and Dillon Road areas. More than 60 homes already have connected to sewer. The utility also has built two regional sewer lift stations on Marshland and Oakview roads, and has upgraded existing lift stations on Summit Drive and Muddy Creek Road.

Work is now under way to install 4 miles of sewer on more than 25 streets in the Squire Pope, Wild Horse, Mitchelville, Fish Haul and Baygall areas. More than 150 existing homes will receive sewer access as a result of these projects, which are anticipated to wrap up by Spring 2019. The PSD also is funding a group of projects for additional streets and landlocked properties, which will bring access to about 60 homes.



Recent sewer work along Bligen Lane

S.C. Septic System Regulations

The following S.C. Department of Health and Environmental Control regulation is what governs the install and repair of septic systems (aka "onsite wastewater systems") in S.C., including Hilton Head Island:



SC DHEC Regulation 61-56:

300.1 Permits for new onsite wastewater systems shall not be issued where a wastewater treatment facility is accessible for connection.

300.2 Repairs to or replacement of failing onsite wastewater systems shall not be allowed where a wastewater treatment facility is accessible for connection.

LOCAL NOTE: The "wastewater treatment facility" in the regulation means the public sanitary sewer system operated and maintained by the Hilton Head Public Service District.

The SC DHEC definition of accessibility is:

S.C. Code Sections 44-55-1410 and 5-31-2010 authorizes county and municipal governments to determine if a wastewater treatment facility is accessible to properties. Where annexation or easements to cross adjacent property are required to connect to a wastewater treatment facility, the wastewater treatment facility shall not be considered accessible.

LOCAL NOTE: The Hilton Head Public Service District considers public sanitary sewer service to be available to a property when the property is within 100 feet of an available sewer main. Any and all easements or rights of way must be in place to allow the property to connect to the available main, or else it is not considered to have sewer available regardless of the distance to the available main.

Important Information for Renters



If you are renting unit that has a failing septic system and your unit has Hilton Head PSD public sewer service available, your landlord has an obligation to connect your unit to sewer.

Contact the South Carolina Department of Health and Environmental Control's (DHEC) Beaufort County office at 843-846-1030 to report your septic problem. DHEC will respond to your call and investigate the situation on site. They have the authority to require your landlord to connect the unit to the public sewer system if it is available and the unit's septic system is improperly discharging your household wastewater.

Keep tabs on your water usage — wherever you are!

Hilton Head PSD's new Water Usage Portal can tell you exactly how many gallons of water you use each day. This is a free and optional service. You do not need to sign up for the Water Usage Portal to pay your bill online.

The Water Usage Portal takes advantage of the PSD's Automated Metering Infrastructure (AMI) technology that communicates with our meters via smart-points and towers. The Portal is especially useful for landlords and second-home owners, allowing you to keep an eye on your property's water use while you're away. You can set up text, email, and phone alerts to signal you when your usage exceeds a level you determine.

Getting started is as easy as visiting the Water Usage Portal tab at hhpsd.com. You can activate your account with your email address.

Easy way to pay your bill

Want to pay your bill online? Look for the big red "Online Bill Pay" button on the Hilton Head PSD website. It's over on the right hand side of each screen. It's convenient, secure, and puts you in control.



To log in and view your account or to pay your bill, you need the following information:

- 1) Your PayID or account number. You can find both of these on your paper bill.
- 2) Your street address number. This will function as your starting password (be sure to change it later, if this is your first time using online bill pay). For example, if you live at 1234 East Main St., you would enter "1234" where it asks for a password. If your address is a PO box, you'll type in "PO."
- 3) A major credit card — Visa, MasterCard, Discover or American Express. You'll enter the number after you've logged in. We keep all your information *very* secure.

Once you have typed in the PayID or account number, plus your street address number, click the blue "Login" button and follow the directions to view and pay your bill with your credit card information.

WHERE'S YOUR SHUT-OFF VALVE?

Do you know where your water meter is hiding? Be sure your meter is accessible and readable — no debris, plantings, or old cars should obscure your meter, so we can read it accurately.

Even more importantly, do you know where your whole-house shut-off valve is? Everyone in your home should know where it is. The main valve (usually with a wheel-type handle, but it could also be a lever) is normally located in its own box after the PSD meter box on your side of your water service line to your home or business, or located just outside the point where your water service line penetrates the foundation of your house. Please do not attempt to open PSD meter boxes.



Don't wait until the next big storm to find out where your shut-off valve is. You can contact the PSD to have us help you find your shut-off valve under normal operating conditions. However, the PSD cannot come to your home or business to locate your valve or turn off your water when a storm is pending or occurring. Depending on your home or business' construction, you may not have a shut-off valve on your side of your water service line and will have to consider having one installed by a licensed plumber at your expense. It is always better to be safe than sorry.

Don't trash 'em or flush 'em

Here's what to do with unused medications

Two drop-off boxes in Beaufort County allow safe places to properly dispose of extra or unused prescription medications. Flushing these chemicals can contaminate our water supply and cause harm if they can't be removed from our wastewater.



There are two drug drop-off boxes in Beaufort County — one at the sheriff's office on Hilton Head, located at 58 Shelter Cove Lane, and the other at the Beaufort County Sheriff's Office, located at 2001 Duke Street in Beaufort.

The drop-off boxes are open Monday through Friday 9 a.m. to 5 p.m. You can also call to arrange a time after hours or on weekends. Individuals are not allowed to use the box without a deputy present.

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21 OAK PARK DRIVE
HILTON HEAD ISLAND, SC 29926
(843) 681-5525
hhpsd.com



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