



LIQUID

E-NEWSLETTER

The PSD celebrates 50 years



**FIFTY YEARS
1969-2019**

The PSD is celebrating its 50th anniversary this month, and we are taking some time to look back at all the changes that have happened since our first year, 1969, and the difference the PSD has made to life on Hilton Head Island.

**We also invite you
to flip through our memory
book of PSD facts and photos**

**Step back in time
with the PSD on
social media**

Please check out the PSD's social media feeds on [Facebook](#), [Twitter](#) and [Instagram](#) for 50 years of memories about your water utility company.

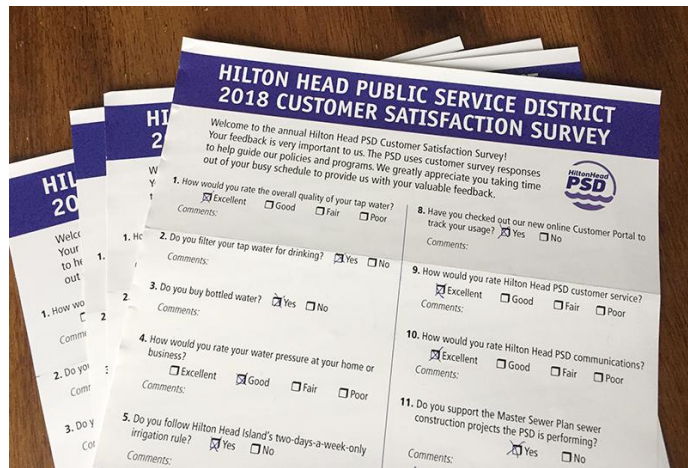
View the 50th Anniversary Memory Book Here

The results are in!

Hilton Head PSD receives record number of Customer Satisfaction Surveys

Thank you to everyone who participated in the Hilton Head Public Service District (PSD) 2018 Customer Satisfaction Survey.

This was the first year we included the survey in our monthly billing, and we received an all-time record number of responses. The previous high for survey responses was 400 — a 3.2% response rate.



The 2018 Survey received a whopping 1,385 responses — an 11.3% response rate!

More good news: By including the survey in our monthly bill mailing, rather than sending it out as a separate mailing, we saved roughly \$9,000. Those savings help keep costs down for our customers.

The PSD is proud to report that respondents gave us an overall approval rating of 96%, and a 97% Customer Service approval rating. Thank you for the great feedback!

Some of our favorite comments:

- "Kudos to your service crews. They come quickly, are courteous and know how to fix problems."
- "Your office personnel are the most congenial and friendly of any business on HHI."
- "The PSD communicates its plans and initiatives well, and cares about informing its customers."
- "Never had a problem in my 40 years here! Thank you!"

Visit Complete Survey Results

Black slime mold or fungus in bathrooms & kitchens

You may have noticed "black slime" growing around areas of your home that are often exposed to water, such as the faucet, sink, shower or toilet. These microbes are airborne mold and/or fungal spores that are nearly ubiquitous in the very moist, subtropical Lowcountry climate. They grow in areas where they are frequently exposed to moisture. These microbes are NOT contained in the drinking water, but when they land in a place that is exposed to water they can grow quickly.

There are many different strategies for eliminating this "slime":

- Clean affected areas with a bleach solution.
- Eliminate leaks that provide a constant source of water.
- Make sure that susceptible areas are dry after use.
- Maintain good ventilation.
- Spray areas with white vinegar and let soak before rinsing.

The black mold on faucets may be growing in the aerator that is attached to the end of the faucet. Unscrewing the aerator from the faucet and cleaning with a mild bleach solution is recommended. Replace aerators that are old or rusty, and you may want to look into purchasing antimicrobial sink fixtures to help combat the problem.

Microbial growth in your household fixtures is a common issue, but can be solved with a little elbow grease!

[Read more](#)

Master Sewer progress makes the News

Hilton Head PSD general manager Pete Nardi recently made an appearance on WHHI TV's "Hilton Head News" program with Bob Stevens. Pete touched on several topics: the ongoing sewer projects on the north end of the Island, how future bridge work to Hilton Head could affect PSD customers, and an amazing bit of technology that is helping the PSD discover leaks in the water system.



[See entire interview](#)

Do you know a Water Champion?

The Hilton Head PSD Water Champion Award is presented to individuals, businesses, or



organizations that have made a positive impact on the water environment in the Hilton Head PSD service area. Human health and environmental protection related to water resources, water efficiency, watershed protection, and water-related education and outreach are all examples of the topic areas that Water Champions may have an impact upon.

Why nominate a Water Champion?

The PSD Water Champion Award is a great way to recognize contributions that affect our most precious natural resource – water. Learning about a recipient’s efforts will help inspire others to think about what they can do to enhance, preserve and protect the water environment. In this regard, the Water Champion Award is a knowledge-sharing effort that can benefit our entire community.

[How to nominate](#)

Online Billing

- Pay your bill or check your account online! Here’s how it works:
- To login and view your account or to pay your bill, you will need to use your PayID or account number and address number. Your PayID and account number can be found on your water bill.
- Your default password is the first word or number in your mailing address number, which you can change once you register.
- If you want, set up recurring bill pay so you never miss a payment!

[Read More](#)

Water Usage Portal

Hilton Head PSD's Water Usage Portal can tell you exactly how many gallons of water flow through your pipes every day. This is an optional service, and you do not need to sign up for the Water Usage Portal to pay your bill.

- The Water Usage Portal is especially useful for landlords or second home owners, allowing you to keep an eye on your property here in Hilton Head while you are away. Set up text or phone alerts to signal you if your water usage exceeds a level you determine.

[Water Usage Portal](#)

Hilton Head PSD Affiliations

We are proud to partner with the following organizations.



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