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E-NEWSLETTER

Hilton Head PSD recognized by state for excellence

*Hilton Head PSD earns third straight
Facility Excellence Award*



*Hilton Head PSD Recycled Water Supervisor, Bob Davis, left,
and General Manager Pete Nardi with the 2018 Facility Excellence Award*

Hilton Head Public Service District (PSD) has once again been honored with the S.C. Department of Health and Environmental Control's Facility Excellence Award for the PSD's Recycled Water Plant on Oak Park Drive. This is the PSD's third straight year earning the award, which recognizes the plant for environmental protection and regulatory compliance. The PSD's Recycled Water Plant annually recycles about 1 billion gallons of treated wastewater, producing beneficial recycled water that is then used for golf course irrigation and wetlands nourishment, with zero discharge to area waterways.

"Earning the Facility Excellence Award is a testament to the hard work and dedication of the PSD's entire Recycled Water Plant team," said PSD General Manager Pete Nardi. "Our pioneering recycled water program on Hilton Head Island continues to be a great example of 'doing the right thing' for our island's water environment."

Individuals or groups interested in touring the Recycled Water Plant can contact the PSD at (843) 681-5525 or info@hhpsd.com.

Hilton Head PSD's Bob Davis earns prestigious statewide honor for wastewater treatment



Bob Davis, Hilton Head PSD Recycled Water Superintendent, has been honored with the Water Environment Federation's William D. Hatfield Award from the Water Environment Association of South Carolina.

The statewide award recognizes outstanding performance and professionalism in wastewater treatment plant operations.

Named for Dr. William Hatfield, who was Superintendent of the Decatur (IL) Sanitary District, the award goes to treatment plant operators who have distinguished themselves through plant improvements and sharing of knowledge.

Bob Davis, Hilton Head PSD Recycled Water Supervisor, holds the plaque for the William D. Hatfield Award from the Water Environment Association of South Carolina

Davis joined the PSD in 2016. He previously served as Operations Director with Georgetown County (S.C.) Water & Sewer. He began his career in the water and wastewater industries with International Paper in New York and South Carolina. Davis holds advanced operator licenses in all water and wastewater categories, as well as a B.S. in Biology from Coastal Carolina University and an Associate's degree in Science from Horry-Georgetown Tech.

He is a father of two and has been married for more than 25 years.

Satellite technology finds water distribution system leaks



Hilton Head PSD is detecting leaks in our water distribution system from outer space! The PSD recently completed the island's first-ever satellite based leak detection – resulting in the identification and repair of leaks that saved 7 million gallons of water per year.

Here's how it works.

- First, microwave sensor onboard a satellite acquires images of the PSD service area.
- Leaks are detected using an algorithm that can isolate the signature of treated tap water.
- This information is then layered over the Geographic Information System (GIS) mapping of the PSD's water distribution system, creating a set of areas to investigate in the field for possible leaks.

Satellite based leak detection allows the PSD to review our entire distribution system – approximately 245 miles of water mains – at one time, as opposed to former methods that relied solely on field-based approaches. The PSD now can receive updated information on possible leaks using ongoing passes of the satellite. This technology is a wave of the future that will benefit water efficiency on the island for years to come.

What Not to Flush

Please help us keep our sewers rag-free



These simple actions can help protect our environment, public health, and your pocketbook.

“Rags” is the sewer utility term for fibrous materials that don’t break down after being flushed down your plumbing. Rags and other items disposed of improperly within the PSD sewer system can damage sewer pumping equipment and impede pumping operations at our sewer lift stations and wastewater treatment plant.

They clog the impellers inside system pumps and then have to be manually removed. Such clogging hinders the operation of pumps and diminishes their efficiency, which subsequently causes back-ups and high levels in lift stations. This creates a threat of sewer system overflows that can be a serious hazard to public health and the environment.

Additionally, it creates unnecessary maintenance expense that can eventually impact customer rates and bills. Your assistance is needed to stop the practice of placing rags, towels, cleaning wipes, feminine hygiene products, as well as objects such as rope, mop-heads and even old clothing, into the PSD sewer system.

Please be sure to dispose of these items in the garbage, and make sure all floor drains within your home or business are protected with grating.

**Participate in EPA WaterSense's
Fix A Leak Week**

During March 18-24, find and fix le



In just **10** minutes **you could save...**

- 10** percent on your water bill
- 10** thousand gallons of water
- 10** months of laundry water

Find and fix leaks!

Are you ready to chase down leaks? Household leaks can waste nearly 1 trillion gallons of water annually nationwide, so each year we hunt down the drips during Fix a Leak Week. You can find and fix leaks inside and outside your home to save valuable water and money all year long.

From family fun runs to leak detection contests to WaterSense demonstrations, Fix a Leak Week events happen from coast to coast and are all geared to teach you how to find and fix household leaks.

[Fix A Leak Week Resources](#)

Smart irrigation starts with you

Water Efficiency Resources:

(Click Below)

Clemson Extension's
Carolina Yards

Clemson's Home and



Garden Information
Center

Clemson's statewide
Extension Service system

Beaufort County's
Clemson Extension
Service office

Hilton Head PSD believes it is each property owner's duty to irrigate responsibly in order to conserve our greatest natural resource – water. The Town of Hilton Head Island has adopted both a rain sensor ordinance and a local irrigation ordinance, and the PSD strongly encourages property owners to adhere to these local laws.

[Read More](#)

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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