

It's our Golden Anniversary!

We're looking back at 50 years of progress on Hilton Head Island

The PSD is celebrating its 50th anniversary this year, 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 invite our customers to take a look back with us. You can read about significant moments in PSD history and see some classic images in our 50th Anniversary Booklet, which is available at hhpsd.com (click the "Fifty Years" logo on our homepage) or by going to <https://bit.ly/2UDGxKQ>.

Here's to 50 great years — and many more to come!



PSD uses high-tech leak detection

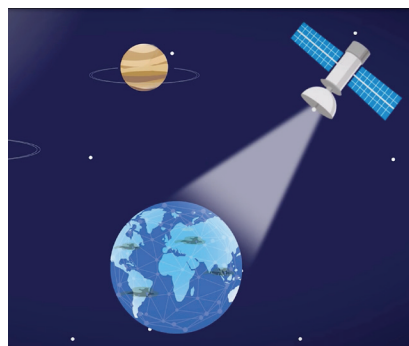
Hilton Head PSD is detecting leaks in our water distribution system from outer space!

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, a 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. This technology is a wave of the future that will benefit water efficiency on the island for years to come.



Great response from Customer Survey

Thank you to everyone who participated in the 2018 Customer Satisfaction Survey. This was the first year we included the survey in one of our monthly billings, and we received an all-time record number of responses.

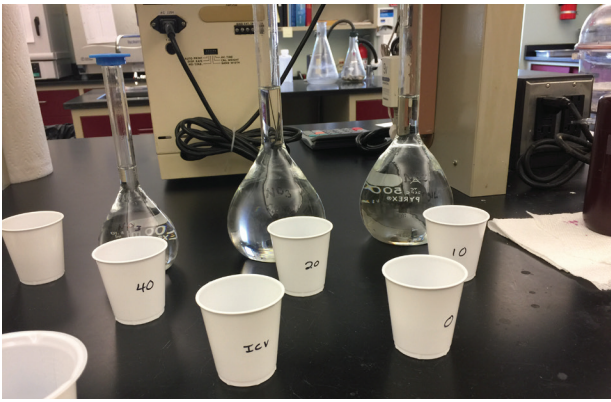
Some of the key numbers from the survey:

- 96% overall approval rating of PSD
- 82% approval rating of PSD tap water quality
- 97% Customer Service approval rating
- 82% believe PSD rates are reasonable
- 11.3% response rate

The previous high for survey responses was 400 — a 3.2% response rate. The 2018 Survey received a **whopping 1,385 responses!**

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.

To see all the numbers from your surveys, go to the "Latest News" section at hhpsd.com or go directly to hhpsd.com/psd-surveys-2019/.



PSD tap water receives thumbs-up for 2018

The tap water provided to you by Hilton Head PSD in 2018 once again met or exceeded all state and federal water quality tests, independent labs and the South Carolina Department of Health and Environmental Control (DHEC) have confirmed. The PSD's Water Quality Report can be found under "Publications" at hhpsd.com. The full link to the report is: www.hhpsd.com/wp-content/uploads/2019/05/Hilton-Head-PSD-2018-Water-Quality-Report.pdf.

Customers also can receive a copy of the report by visiting the PSD Water Resource Center at 21 Oak Park Drive, off Mathews Drive, or by calling (843) 681-5525 or emailing info@hhpsd.com.

Awards pour in for PSD



- Hilton Head Public Service District 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.
- Hilton Head PSD earned the "Wastewater System of the Year" award from the South Carolina Rural Water Association (SCRWA) for 2018. The PSD was recognized for several advancements, including: construction of two regional sewer lift stations; constructing about 10 miles of sewer mains in previously unserved areas; and implementing dissolved-oxygen based aeration to save energy during wastewater treatment.
- Hilton Head PSD's water quality laboratory has once again been recognized as a Laboratory of Excellence as part of its annual certification by the S.C. DHEC. The independent agency that conducts DHEC's certification recognized the PSD lab "achieving 100% acceptable data" in a group of more than 500 participating labs, according to a statement from the independent agency.
- 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. Davis joined the PSD in 2016.

PSD achieves Audubon Sanctuary Program certification

Hilton Head PSD has received certification in Environmental Planning from the Audubon Cooperative Sanctuary



Program (ACSP), an Audubon International program designed to help landowners preserve and enhance the environmental quality of their property. The plan was developed by Pete Nardi, General Manager, who is also recognized for his effort to plan for environmental stewardship.

they live, work, and recreate" explained Christine Kane, CEO for Audubon International. "We welcome Hilton Head Public Service District's commitment to managing the property in an environmentally-sensitive manner."

"The Audubon Cooperative Sanctuary Program gives people an opportunity to do something good for the environment right where

By joining and participating in the ACSP, Hilton Head PSD will be involved in projects that enhance habitat for wildlife and preserve natural resources for the benefit of the local community. The Hilton Head PSD annually recycles more than 1 billion gallons of wastewater into beneficial recycled water. It then plays a vital role in the island's economy and ecology by providing irrigation water for 11 golf courses — thereby conserving precious drinking water.

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Sign up for the Hilton Head Public Service District's E-newsletter! It's an easy and convenient way to catch up on all the latest news from the PSD. Go to hhpsd.com, enter your email address in the appropriate box and click "Submit" — it's that simple!