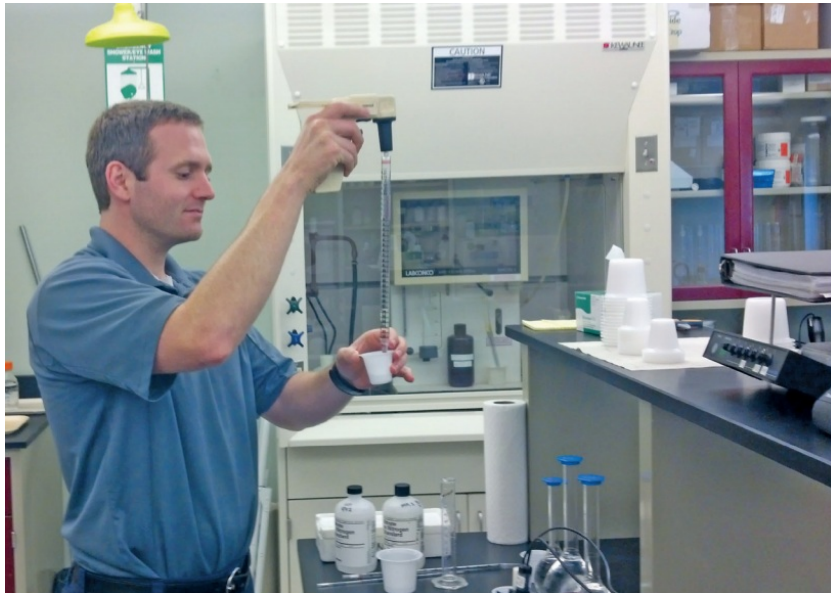




LIQUID E-NEWSLETTER

Hilton Head PSD Passes SCDHEC Tap Water Tests



Hilton Head PSD Water Quality Technician Scott Moffatt

The tap water provided by Hilton Head Public Service District (PSD) in 2018 has 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 for 2018 can be found under "Publications" at hhpsd.com.

The PSD routinely collects water samples for analysis from its wells, treated surface water supplies, storage tanks and numerous strategically located sampling sites throughout the distribution system. In fact, more than 500 samples of PSD drinking water are analyzed during the year to verify the safety of the drinking water we

provide to you. We analyze the quality of our water in our Water Quality Laboratory.

The PSD also utilizes independent contractors to periodically review and assess our water quality and treatment methods, to make sure we are using the most effective and efficient treatment techniques available to us.

[View the report](#)

Hilton Head PSD is vital to the island during a hurricane

Hilton Head PSD General Manager Pete Nardi wrote a column for American Water Works' publication on utility response to hurricanes



Did you know Hilton Head PSD's administration building serves as the island's Emergency Operations Center during a hurricane?

It's critical for the utility to be closely linked to local emergency management agencies. The PSD functions as part of a unified command of local agencies that work on disasters. We work with local emergency management professionals throughout the year on items such as prioritizing our critical water and wastewater assets for initial debris removal and reserving space for our team alongside police and firefighters in a

first-responder base camp on the mainland.

We're also the home of our local emergency management agency. Our administration building is rated to withstand a category 3 storm and serves as the island's Emergency Operations Center (EOC) for disasters. The EOC is important to our operations during a storm because it serves as a Joint Information Center (JIC), aggregating affected agencies' updates and pushing them out as public advisories on topics such as evacuation routes and utility services.

This approach is key to providing consistent, accurate information from appropriate sources and minimizing rumors that create stress and distrust. It's important for local agencies to use a JIC concept in the age of social media, where rumors can spread rapidly.

[Read More](#)

Hilton Head PSD is celebrating 10 years as WaterSense partner

**Celebrating
10 years**



The WaterSense team is celebrating our 10-year anniversary!

"Thank you to Hilton Head Public Service District (PSD) for 10 years of helping consumers use less water without sacrificing quality. Because of partners like you, we've saved a cumulative 3.4 trillion gallons of water and more than \$84.2 billion in water and energy bills."

WaterSense is a voluntary partnership program sponsored by the U.S. Environmental Protection Agency (EPA) that serves as both a label for water-efficient products and a resource for helping you save water.

[Visit the WaterSense Website Here](#)

School might be starting — but summer's not over yet!

Remember to minimize use of water for irrigation purposes as the Lowcountry's summer heat continues.

YOU skip a shower...



SAVE
17 GALLONS
of water

YOUR YARD skips a shower...



SAVE
2,500 GALLONS
of water

When in **DROUGHT**,
Every **DROP** Counts.

Please continue to be mindful of your water usage as the heat continues by following the Town's ordinances limiting lawn irrigation to twice a week and not overusing water efficiency inside your home.

Follow these simple tips on how to save water this summer from the Environmental Protection Agency's WaterSense partnership:

- Water lawns early in the morning or in the evening — you'll lose too much water to evaporation if you use your sprinkler during the heat of the day.
- Don't use an irrigation system that uses a standard clock controller. Make sure it takes weather data into account instead (*Hilton Head's town ordinance requires a working rain sensor*).
- Hire a pro to install your sprinkler system to ensure everything's working properly — and regularly check it for leaks and broken, clogged or misfiring sprinkler heads.
- Divide your yard into zones when planting. Then base your watering schedule off of those zones' specific needs — considering plant types, sun/shade exposure and soil type.

FURTHER READING

Celebrate World Water Week August 25-30



Do you know how much water a family of four uses every day in the United States? Not 50 gallons, not 100 gallons, but 400 gallons! You could take up to 10 baths with that much water—but who would want to do that?

During World Water Week, start the school year off with a lesson on where water comes from and how to save it. Visit the WaterSense Kids web page! <https://go.usa.gov/xPfqK>

[Read More](#)

**Those "flushable" wipes
aren't actually good for your pipes**

The only place to dispose of these products is the trashcan.



The widespread use of "flushable wipes" and similar products is clogging sewer lift stations and laterals — resulting in costly repairs and unnecessary maintenance expenses that are borne by all customers.

According to a recent Forbes article, a study tested 101 single-use wipes and not one of them passed a flushability test. Instead, the wipes failed to fall apart or disperse safely in tests.

[Read the entire article](#)

□ □ Save The Date Imagine A Day Without Water is October 23

Save the date:
October 23rd is
**Imagine a Day
Without Water.**

Join us and tell your water story!

[#ValueWater](#)



Hilton Head PSD wants to help raise awareness about the value of water by participating in "Imagine a Day Without Water" on October 23rd.

□ A day without water means firefighters □ □ can't do their jobs, hospitals □ □ would be unsanitary, and no one could wash dirty dishes or clothes.

□ Living without water is an economic crisis too: a single nationwide day without water service would put \$43.5 billion in economic activity at risk.

Some communities in America already know how impossible it is to try to go a day without our most precious resource: Water. But many Americans take water for granted every day. Imagine a Day Without Water 2019 is the fifth annual day to raise awareness and educate America about the value of water.

[Learn 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](#)

Sign Up for the 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.



MORE INFORMATION

