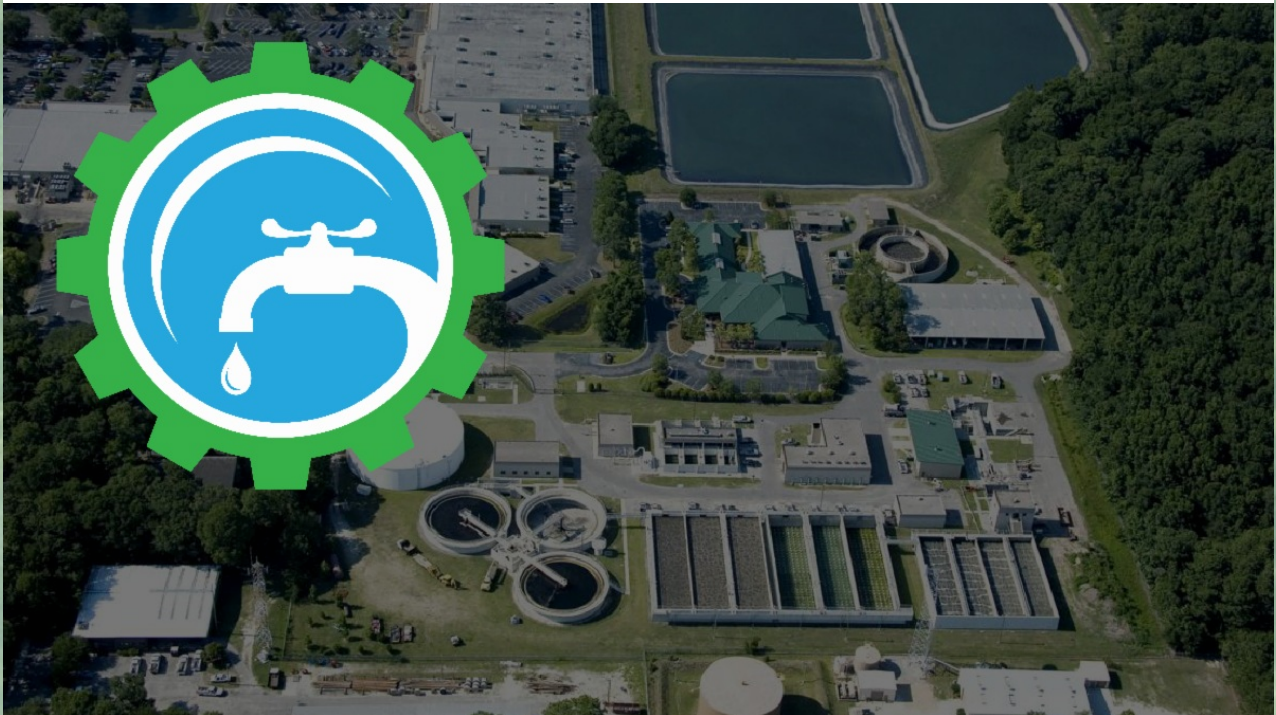




LIQUID E-NEWSLETTER

Hilton Head PSD Services and the Coronavirus



The clean tap water and sanitary sewer service provided by Hilton Head PSD are vital to public health in our community. The PSD team is committed to the continuity and effectiveness of our water and sewer systems in the face of all hazards, including the coronavirus pandemic.

Your tap water is safe.

Continue to use your tap water and sewer service as normal. The PSD is conducting

normal business hours at our Customer Service Center and normal field and treatment operations, as well as emergency after-hours service calls.

Customer Service Center walk-in and drive thru is closed.

In order to keep our staff and workplace as safe as possible at this time, we have temporarily discontinued walk-in service at our lobby of our Customer Service Center at 21 Oak Park Drive. All in-person transactions can be conducted at our drive-through window and/or drop-box at our Customer Service Center. Our online and telephonic bill payment services and after-hours emergency dispatch are functioning normally.

Because of the importance of hand washing and sanitation at this time, the PSD will not be shutting off any customers' water until further notice. Our technicians remain available to assist you with emergency water and sewer service calls 24 hours a day. Please limit any calls for service to emergencies only, which means lack of water or a sewer backup.

From the EPA

According to the U.S. EPA and other public health agencies, coronavirus has not been detected in any drinking-water supplies and is not understood to be transmitted via tap water nor sewerage systems. The virus is known to be effectively removed through the utility's standard chlorination of tap water and our maintenance of appropriate chlorine residual in the drinking water distribution system.

Standard wastewater treatment processes, such as those conducted by the PSD at our Recycled Water Plant on Oak Park Drive, are known to remove coronavirus and other pathogens. Some studies have found that coronavirus is considered to be even more susceptible to our treatment processes than other pathogens we fight every day through our treatments, according to the EPA.

If you have any questions about your water and sewer services, please email us at info@hhpsd.com.

More
Information

Wipes aren't good for your pipes

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



If you are using disinfectant wipes or even "flushable" wipes during the coronavirus, please refrain from flushing them in the toilet. 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 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 Full
Article

Experiencing a sewer backup?

Call us first!



Hilton Head PSD customers are encouraged to call the PSD's 24-Hour Service Hotline at (843) 681-5525 if they are experiencing a sewer backup in their home or business. We can check it out at no cost to you before you call a plumber.

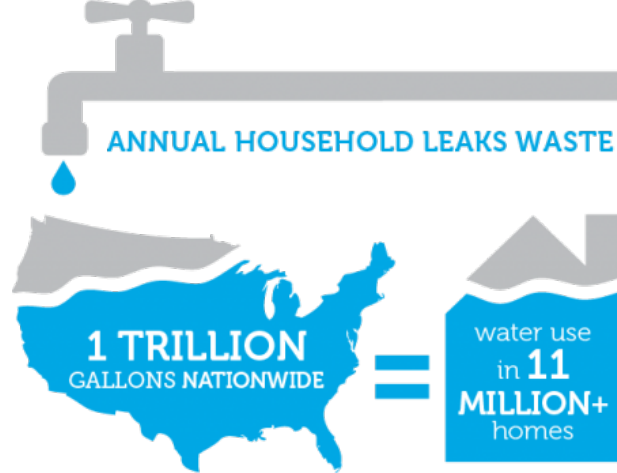
This week is "Fix a Leak Week"

The EPA's 12th annual Fix a Leak Week will take place March 16-22.

Fix a Leak Week is a time to encourage Americans to find and fix

household leaks. Household leaks can waste nearly 1 trillion gallons of water annually nationwide — and significantly increase your water bill.

Each year, the EPA's WaterSense partner hosts "Fix a Leak Week" to help raise awareness of this water-wasting problem — and show people how to track down these leaks on their own.



[Learn More Here](#)

Are you ready for #WorldWaterDay?



World Water Day 2020, on March 22, is about water and climate change – and how the two are inextricably linked.

Adapting to the water effects of climate change will protect health and save lives.

Using water more efficiently will reduce greenhouse gases.

We cannot afford to wait. Everyone has a role to play.

Learn More
Here

IN THE COMMUNITY: Hilton Head PSD Services

Hilton Head PSD joining high school internship program



Hilton Head PSD General Manager Pete Nardi speaks to Beaufort County students about the PSD during a recent open house held to kick off the program.

Hilton Head Public Service District (PSD), Beaufort-Jasper Water & Sewer Authority, and Broad Creek and South Island PSDs, are partnering with the Beaufort and Jasper county school districts on a paid internship program for high school seniors during the 2020-2021 school year. Rising seniors can learn more by contacting the guidance and career counselors at their schools. The internship will focus on careers in Customer Service and Field Operations at the utilities

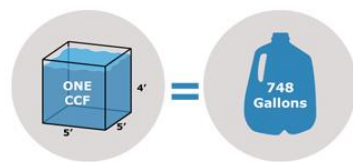
FURTHER READING

Understanding your Water Bill

Learn how you use water in your home and where to start saving this year by understanding your water bill.

Here are some of the basics:

- A CCF, also called an HCF (hundred cubic feet), represents one hundred cubic feet of water. 1 CCF = 748 gallons.
- The average American uses 88 gallons per day. That means a family of four would use 10,500 gallons in a month on average.
- You can use Hilton Head PSD's water usage portal to see a detailed breakdown of your family's water use — and help you better understand those numbers on your water bill.



Learn More
Here

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.



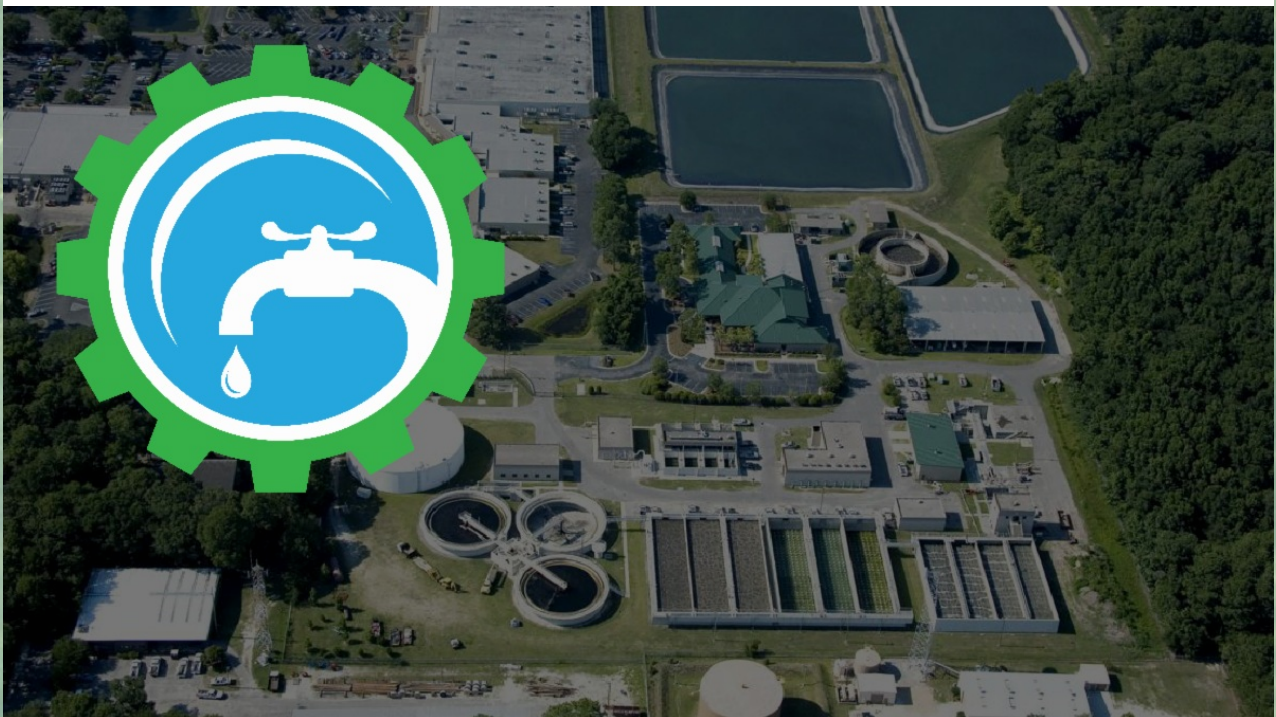
MORE INFORMATION



LIQUID E-NEWSLETTER

We are resending the below news announcement regarding the coronavirus to clarify a few important points.

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Your tap water is safe

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What the EPA is Saying

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Bill Payments

Bill payments can be made online at www.hhpsd.com, by phone at (843) 681-5525, by mail (Hilton Head PSD, P.O. Box 21264, Hilton Head Island, SC 29925), or using our secure drop-box our Customer Service Center at 21 Oak Park Drive. Please remember to include your payment stub, or your name, account number, address, and phone number with all payments.

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Hilton Head PSD Affiliations

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