

## PSD services and 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. In order to keep our staff and community safe at this time, the PSD's Customer Service Center is closed to walk-in and drive-thru service. Because of the importance of handwashing 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.

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.

Bill payments can be made online at [www.hhpsd.com](http://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.



## Have you checked out the PSD's new website yet?

**The user-friendly design will help you find everything you need**

All of us at Hilton Head PSD are excited to share our new website! We strive to constantly make things easier for our customers. Our new site not only has an eye-catching design, but we hope it'll make finding information much easier. The new "mega-menu" is broken down to four main categories: Customer Care, Conservation, Water Quality, In Our Community.

This new design and drop down menu should make it easier to find what you need — when you need it — without having to touch that search bar.

Under "Customer Care," you can find the basics you need as a PSD customer, including:

- Online bill pay, billing & payment information, rates
- Our water usage portal
- Public information and contact information
- FAQs and more

One of our favorite pages under this section is the public information page. On this page, you can find our Mission & Vision, all of our publications, past newsletters, meeting information, press releases and all of our reports — water quality, wetlands biological monitoring and financial. We hope this



page can help keep you up-to-date on all things PSD — and it allows us to be transparent with our customers by giving the public access to all of our reports.

The "Conservation" tab not only highlights all of PSD's conservation efforts, but gives you all of the information and resources you need to save water. This includes a water efficiency page, a page outlining our recycled water program and more.

The "Water Quality" tab again links to all of our water quality reports, and also provides other information about our water service. All of Hilton Head PSD's processes are also included in this section.

The final section — "In Our Community" — again links you to all of our publications, and links to information on the PSD's mission, board of commissioners, programs, press releases and our latest news.

From all of us at Hilton Head PSD — we hope our customers enjoy the new website and have a much better user experience. Take a tour at [hhpsd.com](http://hhpsd.com).

# Water Quality Lab recognized again

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. Department of Health and Environmental Control (DHEC).

The independent agency that conducts DHEC's certification recognized the PSD lab "achieving 100% acceptable data" in a group of nearly 650 participating labs, according to a statement from the independent agency.

"This achievement is a demonstration of the superior quality of the laboratory," according to the statement.

The PSD water quality lab conducts thousands of tests annually on the quality of our tap water and treated recycled wastewater. The lab is led by PSD water quality chemists Scott Moffatt and Lee Barnard.



Hilton Head PSD General Manager Pete Nardi speaks to Beaufort County students about the PSD during a recent open house to kick off the local water utilities' paid internship program.

## PSD to offer paid internship program to high school seniors in 2020-21

### Internships will focus on Customer Service & Field Operations

Hilton Head 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.

## Directors Award given to PSD

Hilton Head PSD has earned the Directors Award from the Partnership for Safe Water for its efforts toward optimization of its drinking water distribution system. The PSD completed a rigorous self-assessment of its drinking water system that was then reviewed by utility peers from around the country. PSD Water Quality Supervisor Scott Moffatt led the self-assessment program. The peer review team stated it was "particularly impressed with the broad representation of (PSD) staff participating in the self-assessment effort."

The Partnership for Safe Water is a voluntary effort among drinking water organizations, including the U.S. Environmental Protection Agency and the American Water Works Association, and more than 300 water utilities. The goal is to optimize the protection of public health by improving utility performance beyond regulatory requirements.

"We're very honored to earn the Partnership for Safe Water Directors Award," said PSD General Manager Pete Nardi. "The PSD is committed to delivering the highest quality water to our customers 24 hours a day, 365 days a year. Engaging in the Partnership for Safe Water helps further our efforts to provide the best product to our customers."

## Sewer backup? Call the hotline

Experiencing a sewer backup? Call us first!

Customers are encouraged to call Hilton Head 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.



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