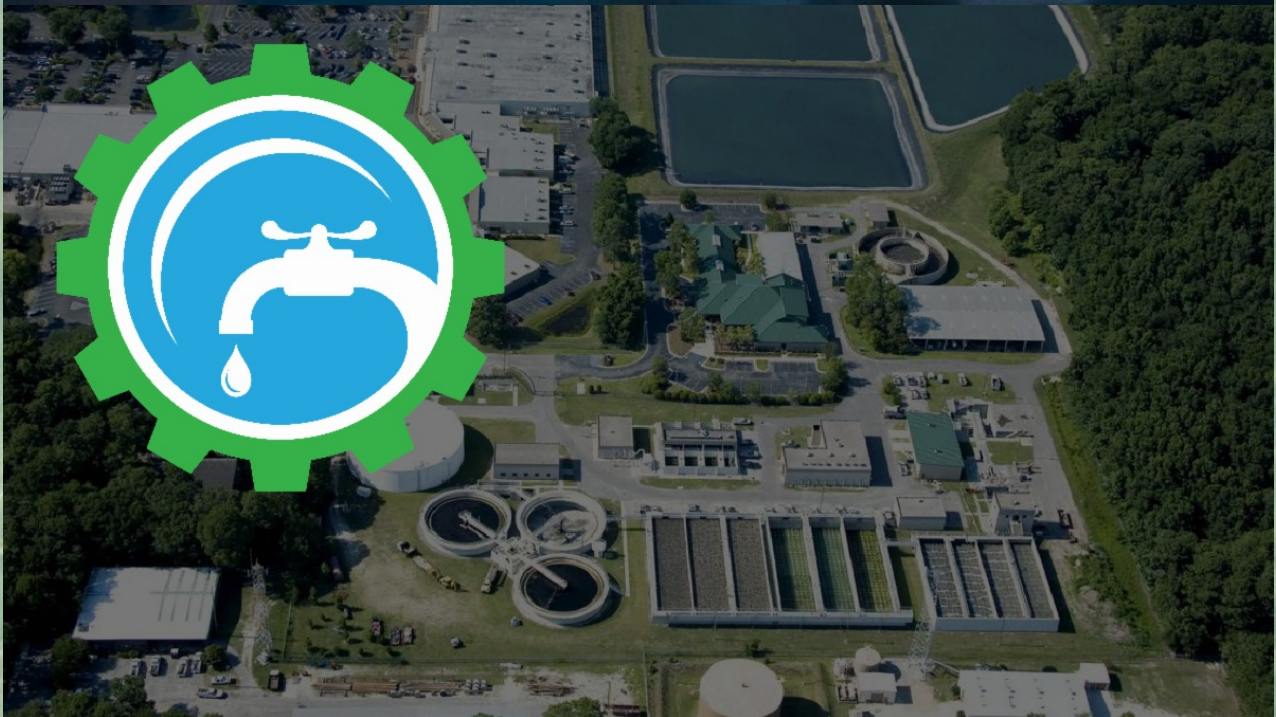




# LIQUID E-NEWSLETTER



## 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. 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. Water and sewer systems are functioning as normal.

## **Customer Service Center walk-in and drive thru is temporarily 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. Our online and telephonic bill payment services and after-hours emergency dispatch are functioning normally. The secure drop-box at our drive-thru is available for bill payments.

**Call 681-5525 24 hours a day for emergency services only or to pay a bill. Our technicians remain available to assist you with emergency water and sewer service calls 24 hours a day.**

## **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](mailto:info@hhpsd.com).

[Learn More  
Here](#)

## **"Flushable" wipes aren't actually good for your pipes**

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

If you experience a toilet paper shortage, please do not flush paper towels or



"flushable" wipes 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

## What do do if you have a plumbing problem

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.



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**Hilton Head PSD's General Manager Pete Nardi  
featured in *LocalLife Magazine***



Hilton Head PSD General Manager Pete Nardi photo by Lisa Staff, LocalLife Magazine.

Hilton Head Public Service District's (PSD) General Manager Pete Nardi was recently featured in LocalLife Magazine for his leadership at the utility and to speak about the PSD's innovation to save water — including the recycled water program.

Read an excerpt of the article below:

*“We’re a utility that has to meet a pretty wide fluctuation in demand, from 6 million gallons a day in winter to a peak of 11-12 million a day in summer,” he said. That wide swing in the summer is partly due to our many visitors, but a much bigger piece of that is the increased demand for irrigation.*

*That irrigation not only puts a strain on water sources, it adds pollutants to the watershed. “We’re seeing 40 to 60 percent of our treated drinking water being used primarily for residential irrigation here on the island,” Nardi said. “That’s a paradigm that we really want to start a conversation about changing. If we do it, we can help save our precious local water resources, stave off the need for costly capital projects to develop more water supply, and reduce the amount of chemicals running off of our landscapes and into local watersheds.”*

*And it’s here that Hilton Head PSD has shown some real ingenuity.*

*“The PSD is not just drinking water, it’s a wastewater treatment and recycled water utility,” he said. “What we’re doing with treated wastewater is pretty unique; we’re recycling it into golf course irrigation or into interior wetland habitats to help maintain those habitats. Not a lot of North American communities do it, but Hilton Head Island kind of pioneered that.”*

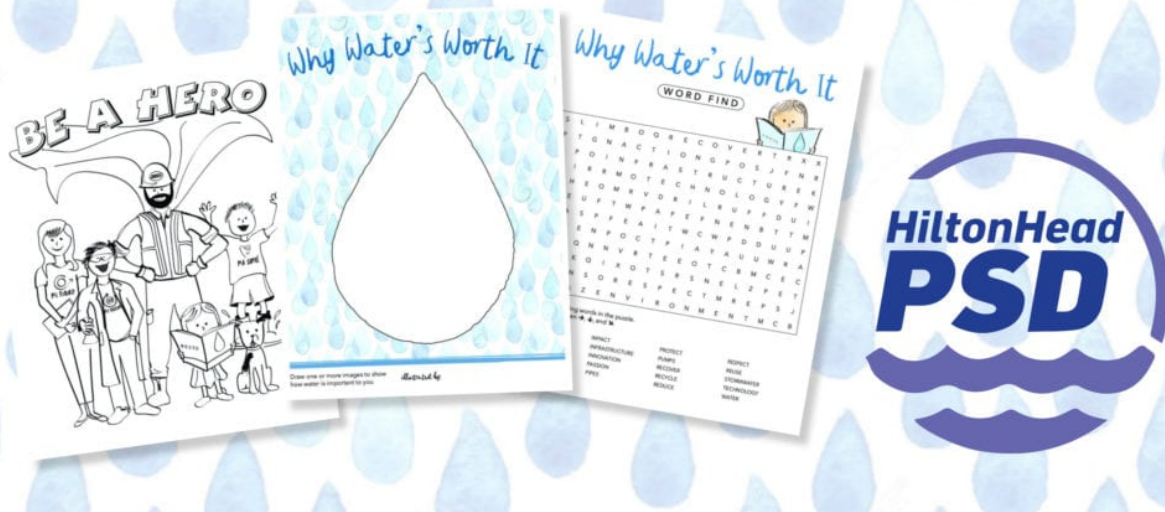
[Read The Full](#)



# Check out the **WATER'S WORTH IT®** Coronavirus resources for kids

*Add these free resources to your homeschooling toolkit to educate your kids on the value of water during coronavirus.*

## Water Resources for Kids



WATER'S WORTH IT® is a campaign by Water Environment Federation (WEF), the PSD's wastewater industry association that encourages the public to preserve and protect water.

The coronavirus pandemic has provided a reminder that access to water and wastewater services is essential and fundamental to all aspects of life and society. Water workers, along with many other critical professionals, are on the front lines of the global response to coronavirus.

That's why WEF created the WATER'S WORTH IT®/Coronavirus toolkit with targeted messages about the critical need for water and wastewater services and the dedicated professionals who work 24/7 to keep the systems clear and the clean water flowing.

Click the button below for downloadable coloring sheets and worksheets.

Download the free resources for  
kids

# Looking for ways to save water — and money — this Spring?

*Plant your way into savings and make sure  
your sprinkler system is up to code!*



We all love Spring in the Lowcountry!

Are you ready to plant your way into savings? Create a water-smart landscape and save both water and money!

Choosing regionally appropriate and native plants can help improve water efficiency in your landscape. In addition, grouping these plants based on their water needs — or creating "hydrozones" — and paying attention soil type and exposure to sun and wind can further reduce water use and help the plants thrive.

Learn how to create a water-smart landscape for your home or property with our WaterSense partner:

The Water-Smart Landscapes  
Guide








Already nailed down the water-smart landscape? As you water those beautiful flowers, remember: All sprinkler systems must have a working rain sensor per Hilton Head town ordinance — and can only be used twice a week.

You should also try to avoid turning those sprinkler systems on during the heat of



the day, instead limiting water use for irrigation to early in the morning or in the evening.

Is your irrigation system feeling outdated or not working as well as it used to? Check out the Consumer Reports 2020 Smart Sprinkler Rankings below to help you choose a new system.

Overall Score	Brand & Model / Price	
OVERALL SCORE <b>77</b>	<b>RainMachine</b> Touch HD-12 Recommended Price: \$240	
OVERALL SCORE <b>69</b>	<b>Orbit</b> B-Hyve 57950 Price: \$110	
OVERALL SCORE <b>68</b>	<b>Rachio</b> 8ZULW-C Price: \$230	
OVERALL SCORE <b>62</b>	<b>Rain Bird</b> ST8-2.0 Price: \$185	
OVERALL SCORE <b>46</b>	<b>Scotts</b> Gro 70001 7 Zone Controller Price: \$100.00	
OVERALL SCORE <b>46</b>	<b>Blossom</b> 7 Smart Watering Controller Price: \$100.00	
OVERALL SCORE <b>44</b>	<b>Skydrop</b> Halo Sprinkler Controller (SDCRW1.0) Price: \$190	

**Support the planet this Earth Day**   
**and build #yourbetterbathroom**



Earth Day is April 22. Support the planet and #yourbetterbathroom this Earth Day by installing WaterSense labeled products — and build the bathroom of your dreams without breaking the bank!

WaterSense labeled fixtures are both functional and frugal; if one in every 10 American homes upgraded to WaterSense labeled fixtures, the country could save about 93 billion gallons of water and around \$1.3 billion on utility bills per year.

Building #yourbetterbathroom can help your household save nearly 10,000 gallons of water each year, plus energy and money. Even better? You don't have to sacrifice style for functionality — WaterSense fixtures have a range of elegant designs, colors and finishes to fit your style, plus a range of price points all within your reach.

[Learn More  
Here](#)

**IN THE COMMUNITY: PARTNER PROGRAMS**

**Volunteers in Medicine Latin Food Festival**





Latinos Unidos along with Volunteers in Medicine Hilton Head Island (VIM) are hosting the 11th annual Latin Food Festival on Sunday, September 27, 2020 at Shelter Cove Community Park. All proceeds from the event will benefit VIM in providing for the healthcare needs of our community's medically underserved.

The event will include activities for kids of all ages, live Latino music and fabulous Latino cuisine. Sponsorship packages which include promotional print materials, exhibitor table display, tickets to the event and other benefits are available . Please contact VIM's Development Office at 843.689.6612 for additional information. A \$4 donation-based entry fee is suggested for adults.

Bring your lawn chairs and spread out your blankets. Join us and experience all the tastes, sights and sounds from Latin America, all while supporting a good cause!

## FURTHER READING

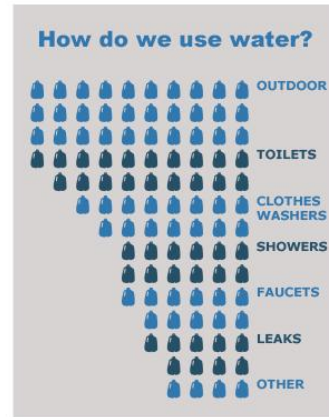
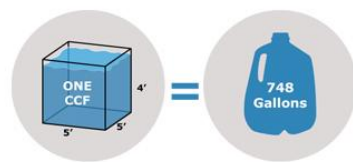
### Understanding your Water Bill

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](#)

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## 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](#)

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## 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

