



LIQUID E-NEWSLETTER

Hilton Head PSD won a WaterSense award!

*The U.S. Environmental Protection Agency (EPA)
has recognized the PSD with a WaterSense
Excellence Award for Education and Outreach.*



Pictured: Heather Bragg, from left, president of Bragg Media Marketing, and Pete Nardi, Hilton Head PSD General Manager, stand at the entrance to the Whooping Pond Crane Conservancy. The PSD recycles more than 1 billion gallons of

wastewater a year. Recycled water is used to nourish wetlands in Palmetto Hall and the Whooping Crane Pond and Cypress Conservancies in Hilton Head Plantation. The PSD was recently recognized by the EPA's WaterSense Program for education and outreach regarding local water efficiency.

Hilton Head Public Service District (PSD) has earned the 2020 Excellence in Education and Outreach Award from the U.S. Environmental Protection Agency's WaterSense program. The PSD earned the award for its efforts to inform and educate customers about water efficiency and environmental sustainability programs.

"Hilton Head PSD has done a great job of amplifying WaterSense campaigns with interesting and engaging messages to reach their customers," said Veronica Blette, head of the EPA WaterSense program. "And customers should be proud of how PSD is leveraging other partners like the Clemson Cooperative Extension to develop materials that benefit the community."

The PSD actively promotes Clemson University Cooperative Extension's "Carolina Yards" program, which teaches sustainable landscape management practices. It also informs customers about the local irrigation and rain-sensor ordinance on Hilton Head Island that restricts irrigation to no more than two days a week at all times and requires working rain sensors on all irrigation systems.

"Our customers play a pivotal role in helping to save our most precious natural resource — water," said PSD General Manager Pete Nardi. "Earning this national recognition from the EPA shows the importance that our entire island places on natural resource stewardship and environmental protection."

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Annual water main flushing program scheduled for later this month

Beaufort-Jasper Water and Sewer Authority (BJWSA), Hilton Head Public Service District (HHPSD) and Broad Creek Public Service District (BCPSD) will temporarily change the drinking water treatment method and flush water lines throughout their service areas for a two-week period **starting October 29**. The change is part of the routine maintenance program for the utilities' water distribution systems. There will be no interruption in service as a result of the work.

Customers can use their water as normal, but may notice a slight chlorine taste or odor in the tap water beginning Thursday, October 29 through Friday, November 13. Customers in some areas may notice brief discoloration in the tap water as a result of lines being flushed. If water appears discolored, customers should run cold water for a few minutes. If discoloration persists, BJWSA customers can call (843) 987-9200, Hilton Head PSD customers can call (843) 681-5525 and for Broad Creek PSD, customers can call (843) 785-7582.

In addition, the following wholesale customers will be affected: Callawassie, Moss Creek (Water Oak Utilities), Harbor Island, Fripp Island and the military facilities. Contact your designated utility with any questions.

Customers who are especially sensitive to the taste and odor of chlorine can keep an open container of drinking water in their refrigerators. This will reduce the chlorine taste. Water stored in refrigerated containers should be changed weekly.

Join Hilton Head PSD on October 21: *Imagine a Day Without Water*

October 21, 2020, marks the sixth annual Imagine a Day Without Water — a day to raise awareness and educate America about the value of water.

This year, Americans have realized the importance of clean water maybe more than ever before: As we've all been constantly washing our hands to try to prevent the spread of COVID-19.

For most of us in the Hilton Head area, access to clean water is a given.



But that's not the reality for everyone.

The reality is, America's water infrastructure is deteriorating as it gets older — and there are even communities around the country that have never had access to infrastructure in the first place.

So imagine: What would just a single day without water mean for you? No clean water when you turn on the tap. No flushing waste down the toilet. No showers. No coffee.

Firefighters wouldn't be able to do their jobs.

Hospitals would be unsanitary.

Water is essential.

We can't live without it.

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JOIN OUR FACEBOOK GROUP

RESPONSIBLE LANDSCAPING & GARDENING



Join PSD's Facebook Group!

Let's keep the conversation about water conservation going! The purpose of the Facebook Group is to encourage responsible irrigation, landscaping and gardening. Take us on a virtual tour of your gardens, yards and landscaping by posting photos. Share tips and resources.

[JOIN HERE](#)

Important Water Safety Tips for Reopening Schools and Businesses

As re-openings of schools and businesses occur in South Carolina, the PSD would like to provide the following guidance from the Centers for Disease Control and Prevention



(CDC) because safely restarting water use in an unused or underused building requires several preventative steps. COVID-19 has not been detected in any public drinking water because current water treatment methods remove or inactivate the virus that causes COVID-19.

Schools and businesses, including churches, still need to make sure their building's water system is safe to use. Stagnant or standing water in

unused or underused buildings can increase the risk for growth and spread of other biofilm-associated bacteria. Stagnant water can also lead to low or undetectable levels of disinfectants, such as chlorine. If you have buildings that have been sitting idle for an extended period with little or no water use, water in the building lines and piping can become stagnant and needs to be flushed from the lines.

For most schools and businesses, some common steps can be taken to return their buildings to service. When a school or business is being returned to service, please ensure that the private plumbing system is working properly, leaks are minimized, wastewater piping is intact, and most importantly the building's plumbing is flushed. A thorough flushing process is necessary to ensure that all the water inside the building piping is filled with fresh water.

The PSD cares deeply about our customers and community's safety, if you have any questions or concerns related to your water service as you reopen, please give us a call (843) 681-5525 or email us at info@hhpsd.com.

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Is your water bill a little scary?

It might be a water-wasting phantom fixture.

WaterSense makes it easy to find and select water-efficient products that can help your wallet and the environment. Just look for products bearing the WaterSense label at your local retailer.

WaterSense labeled products are backed by independent, third-party certification and meet EPA's

specifications for water efficiency and performance. When you use these water-saving products in your home or business, you can expect exceptional performance, savings on your water bills, and assurance that you are saving water for future generations.

Check out the list of WaterSense labeled products to start saving today.



[Browse WaterSense Products](#)



**Don't forget!
Daylight Savings time ends soon**

Daylight Savings time ends on November 1!

When you change your clocks, don't forget to adjust your irrigation controller for the changing seasons!

Just like your wardrobe, when the seasons change, so should your irrigation schedule.

As we head into the cooler weather, try only turning on your irrigation system once a week – and make sure you're using a system with a functioning rain gauge. ☐

And remember: Even during those random heat waves we'll see throughout the late fall and winter, local ordinance still limits water use for irrigation to twice a week.

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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!

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Hilton Head PSD Affiliations

We are proud to partner with the following organizations.





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