



LIQUID

E-NEWSLETTER

A large, bold, black graphic of the letters "AA+" is centered over a background of a blurred financial document with various numbers and percentages.

Hilton Head PSD receives AA+ credit rating from S&P

Hilton Head Public Service District (PSD) has received a very favorable credit rating from S&P Global Ratings. S&P assigned its 'AA+' issuer credit rating to the PSD, with a stable outlook. The rating reflects the utility's ample system capacity to handle current customer needs as well as near-to-moderate term growth, its ongoing long-term water supply planning, strong finances, manageable debt burden, and its long-term financial and capital plans, according to S&P.

“The (PSD) has strong management,” wrote S&P in issuing the rating. “From an infrastructure standpoint, management recognizes that replacement and upgrading of aging infrastructure is a critical goal, and they have a capital plan in place to meet infrastructure needs.”

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Watch WHHI's Talk of the Town



Hilton Head Public Service District General Manager Pete Nardi was recently on WHHI's Talk of the Town.

In the interview, Nardi discussed how the PSD is seeking to expand its water supply capacity via several projects that would be funded by American Rescue Plan Act funds:

1. Expansion of the PSD's Reverse Osmosis (RO) Drinking Water Treatment Facility
2. Construction of a second Aquifer Storage & Recovery (ASR) Facility
3. Addition of booster pumping on the water distribution system and an

emergency generator at the Reverse Osmosis Facility.

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New portal coming soon!

Hilton Head PSD's new customer experience portal is almost ready to launch!

The new portal should make it easier to set up payments, track your water use, and more!

With the new portal, you'll be able to create an all new online account that will combine our previous water usage and payment portals — plus give you access to leak and high water usage alert notifications.

We hope the new portal will provide a simple and convenient way to manage your water accounts.

If you have enrolled in recurring credit or debit card payments, this will not transfer over to the new Portal. Once the Portal launches, you will need to create an account and re-enroll in this service.

Stay tuned!

The screenshot shows the Hilton Head PSD customer portal. At the top, there is a navigation bar with the logo, user name (DHARMENDRA MAHASETH), and language (ENGLISH). Below the navigation bar, there is a greeting: "Good Afternoon, Dharmendra". The main content area features a "Remaining balance" section with a blue background, showing a balance of \$51.00 and a due date of December 29, 2022. There are buttons for "MAKE PAYMENT" and "VIEW BILL". Below this is a "HOW YOU'RE DOING SO FAR" section with a bar chart comparing water usage for "NOV 2022" and "DEC 2021". The chart shows two bars of equal height, both labeled with "\$51.00 LAST BILL" and "\$53.00 LAST YEAR". To the right of the chart is a "WELCOME TO HILTON HEAD" section with a photo of a man and the text "Let us be connected to help you save more!". At the bottom of the screenshot is a section for "CONVENIENT AUTOMATIC PAYMENTS" titled "Auto Pay", which includes a description of the service and buttons for "ENROLLED IN AUTO PAY" and "MANAGE AUTO PAY". The footer contains links for "FAQs", "Connect Me", "Terms & Conditions", and "Privacy Policy", along with version information and copyright notices.

The Deep Well Project's Santa Shop was a success this holiday season!

The PSD once again teamed up with the Law Offices of James F. Berl to collect toys for the Deep Well Project's Santa Shop to help neighbors in need this holiday season.



The Deep Well Project's Santa Shop on Hilton Head Island gave to almost 800 children this year!

We're proud to be a part of such a generous community.

Please keep The Deep Well Project in mind year-round: They help neighbors in need with a whole lot more than just Christmas gifts. Projects include helping

pay rent and utility bills, providing affordable housing, helping with groceries and more.

And, of course, the Deep Well Project helps connect residents of Hilton Head Island to the sewer system.

Deep Well volunteers are on standby to help income-qualified homeowners and renters complete applications for Project SAFE and the Town of Hilton Head's sewer connection grant programs.

For more information, contact Deep Well at 843-785-2849 or deepwellprojectthi@gmail.com.

Click the link below to learn how you can help The Deep Well Project and donate to your neighbors in need.

INCOME-BASED FINANCIAL ASSISTANCE IS AVAILABLE.



Help The Deep Well Project



Winter is here. Protect your pipes if temperatures dip below freezing

Hilton Head experienced below-freezing temperatures in December.

If the temperature dips again, please follow these tips:

- Locate the main water shut-off valve for your home so that it can be shut off quickly in the event of a water pipe leak.
- Disconnect garden hoses from the spigot. Turn off irrigation systems.
- Keep a slow trickle of water flowing through faucets. This will help prevent the water in pipes from freezing.
- Keep kitchen and bathroom cabinet doors open to allow warm air to circulate around pipes.

[Learn
More](#)



Members of the Hilton Head Island Audubon Society conducted their annual Christmas Bird Count last month at the PSD's Recycled Water Plant on Oak Park Drive. The birders were treated to a group of bufflehead ducks visiting the lagoons.

Did you know the PSD is a Certified Audubon Cooperative Sanctuary?

We love the wildlife on our little island — and our recycled water program helps give the birds and other animals water habitats.

Learn more about our conservation efforts by clicking the button below:

[Read
More](#)



WIPES CLOG PIPES

So-called "flushable" wipes don't break down in the sewer system, causing costly damage to our sewer lift station pumps.



#DidYouKnow so-called "flushable" wipes can still clog your pipes?

Did you know those so-called "flushable" wipes aren't really flushable?

In fact, those wipes can clog your pipes.

The PSD needs your help to put wipes in the trash can — not down the drain.

Damage to the PSD's pumps and our island's sewer system can cause

WHY CAN'T I FLUSH WIPES?

A SCIENCE EXPERIMENT TO TEST IF "FLUSHABLE" WIPES REALLY DISSOLVE

MATERIALS:

- 2 CLEAR BOWLS OR CUPS OF WATER
- A SPOON
- A STOPWATCH OR TIMER
- TOILET PAPER
- "FLUSHABLE" WIPES

INSTRUCTIONS:

1. FILL 2 CLEAR BOWLS OR CUPS WITH WATER
2. ADD 2 SQUARES OF TOILET PAPER TO ONE CUP OR BOWL
3. ADD 1 "FLUSHABLE" WIPE TO THE OTHER CUP OR BOWL
4. STIR BOTH GENTLY WITH A SPOON
5. SET A TIMER FOR 10 MINUTES
6. OBSERVE IF EITHER THE TOILET PAPER OR THE WIPE DISSOLVED MORE. WHAT HAPPENS IF YOU STIR THEM AGAIN? WHAT IF YOU TOUCH THEM WITH YOUR FINGERS? DO THEY FALL APART?

Visit hhpsd.com to learn more about what not to flush.

HHPSD.COM

FREE DOWNLOADS

WIPES CLOG PIPES

So-called "flushable" wipes don't break down in the sewer system, causing costly damage to our sewer lift station pumps.



Learn more at hhpsd.com

environmental harm, and higher utility bills. And YOU could personally be responsible for the PSD's costs of repairing its systems if you are found to be misusing them.

So please, don't flush anything besides toilet paper and human waste.

If you want to learn more about what happens when your pipes get clogged or why you shouldn't flush wipes, visit our [What Not To Flush](#) web page!

It's packed full of information on what you can't flush and why, so next time your kid asks, you'll have an answer! We also included a ton of free printables — including posters to hang in your bathroom as a reminder, plus activity worksheets for the kids and even a fun science experiment to **SHOW** kids why they can't flush wipes but can flush toilet paper.

Just click the button below to view the page and download your free printables!

What Not To
Flush

New year ... New connection? Sign up now to get connected to the sewer system in the New Year

Happy New Year! Is it time for a new connection?

If you're still not connected to the sewer system on Hilton Head, it's not too late.

Get on the waitlist now and start the new year off right!

Don't wait 'til your septic system breaks to make the switch. A leaking septic system can be hazardous to your health, your family's health and your whole neighborhood's health — and it can't legally be repaired where sewer connections are available (which means all of Hilton Head Island).

If you've been waiting to get connected for financial reasons, we



understand. But financial aid is available.

Earlier this year, the American Rescue Plan Act broadened who's eligible to receive assistance connecting their homes to the sewer system: Meaning, you might be eligible for financial assistance now, even if you weren't approved last year.

Deep Well volunteers are on standby to help income-qualified homeowners and renters complete applications for Project SAFE and the Town of Hilton Head's sewer connection grant programs. For more information, contact Deep Well at 843-785-2849 or deepwellprojectthhi@gmail.com.

[Connect Now](#)

#SaveWater

Take the "I'm for Water"
pledge to reduce your
water use this year!



Did you take the "I'm for Water Pledge" this year?

It's a great way to save water all year long! Just download the free monthly


checklist and start taking simple steps to save water (and money!).

By taking one or two simple steps each month, it's easy to do your part to protect our water for future generations.

Yes, it's that easy! And your wallet will thank you, too.

Click the link below and download the free 2023 monthly resolutions checklist from our WaterSense partner now!

Start Saving



On January 16, we celebrate the life and legacy of Martin Luther King, Jr.

Did you know that he wrote his famous "I have a dream" speech here in Beaufort County?

The Penn Center on St. Helena Island wasn't just the first school for freed slaves — it was also a refuge for Martin Luther King, Jr. and other Civil Rights activists.

[Learn more here.](#)

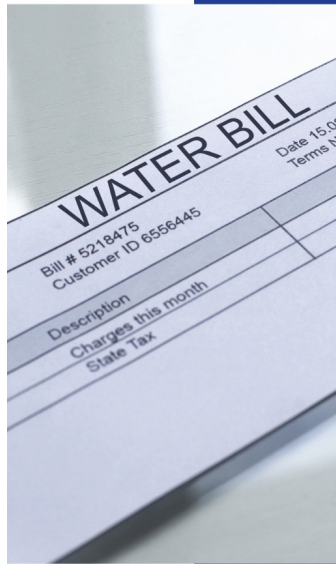
Need help reading your water bill?

If you're following the "I'm for Water Pledge" to save water in 2023, you need to be tracking your household's water use.

Until the PSD's new water usage portal is up and running, the best place to find this information is on your monthly water bill.

Pull out your water bill now and follow these steps from our WaterSense partner to learn more about it and your own water use.

Just click the button below!



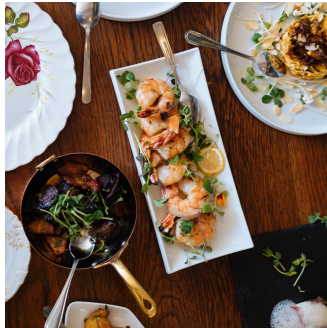
**Confused about
your household's
water use?**

**LEARN HOW TO READ
YOUR WATER BILL &
START SAVING!**



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Community Happenings



**Chamber Restaurant Week —
Jan. 28 - Feb. 4**

Get a taste of our local restaurants during the Hilton Head Island-Bluffton Chamber of Commerce Restaurant Week!

[View menus and learn more here.](#)

Hilton Head PSD Affiliations

We are proud to partner with the following organizations.





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INFORMATION

