



PipeLines

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SPRING 2021

www.sipsd.com

SCDHEC Water System #0720001

RESIDENTIAL AND COMMERCIAL CUSTOMER RATES

Revised Billing Cycle - Effective July 1, 2021

NEW WATER RATES

Monthly Base Charges

Single-family Residential	\$12.55
Multi-family Residential Unit	\$12.55
Commerical & Restaurant	\$37.65
Hotel / Motel Room ¹	\$7.84
Irrigation (Separate Meter)	\$12.55
Reclaimed Water	\$12.55

Monthly Volumetric Charges per 1,000 gallons

Residential and Irrigation Rates ²	
Tier 1 Rate (0 - 6,000)	\$1.12
Tier 2 Rate (6,001 - 12,000)	\$2.54
Tier 3 Rate (12,001 - 20,000)	\$3.55
Tier 4 Rate (Avohe 20,000)	\$4.88
Commercial & Restaurant Rate	\$2.54
Reclaimed Water Rate	\$1.08

NEW SEWER RATES

Monthly Base Charges

Single-family Residential	\$14.28
Multi-family Residential Unit	\$14.28
Commerical & Restaurant	\$42.84
Hotel / Motel Room ¹	\$8.93

Monthly Volumetric Charges per 1,000 gallons

Standard Sewer Rate ^{2, 3}	\$1.93
Restaurant Sewer Rate	\$3.86

- 1. Hotel / Motel accounts are billed based on the number of rooms.*
- 2. Rates apply to single-family, multi-family hotel/motel, and all non-restaurant commercial customer accounts.*
- 3. Single-family Residential accounts are charged the standard rate for the first 12,000 gallons metered water use only.*

Monthly Billing Cycle

Effective July 1, all SIPS D Residential and Commercial customers will receive their current water and sewer services billing once a month, rather than quarterly. This will go far helping us detect and fix water leaks before too much is lost. Some important notes apply:

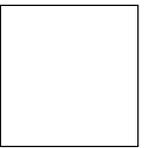
All Bills... will be issued the first working day of the month beginning July 1, and will be due on the 20th;

AutoDraft: is a free special service offered by your utility that provides for automatic first-of-the month payments and e-statements. It couldn't be easier or more convenient and it's as simple as calling our office at 843-785-6224 or emailing cindy@sipsd.com to sign up. **There are no fees associated with AutoDraft, and for a limited time your utility is offering up to a \$10 credit on your next bill if you sign up now;**

Credit or Debit Cards: if you pay by card, your payment must be received by the 20th calendar day of the month. A 3% processing fee will be charged on all such transactions;

Bill Pay: are monthly payments arranged through your bank's online portal. Be sure to update payment amount and due date based on the new rates. Payments are due on the 20th day of each month;

Check or Cash: watch for your bill to arrive around the first of each month beginning July 1. Payment is due on the 20th of each month.



What's in the Pipe?

Spring in the Lowcountry... If there were ever a question, this year's spring puts any doubt to rest--there is no finer season. The birds are frantic in their delight; what's more fun than watching them flutter about in baths or puddles left from a warm rain? The say if you listen very quietly you might even hear the blossoms opening, the light air redolent with their scent. Wisteria makes its once-a-year appearance, so brilliant a color that the amaranthine vines preen and pirouette in violaceous beauty during their all too brief two week performance on the Lowcountry stage. Sitting on your porch, thoughts idling, it's easy to trace everything back to its source, the pure, clean gift of water that makes it all possible. By now loyal readers know the drill: go to your tap, pull a tall cold glass of the precious stuff of life, and then sip it slowly as you would a fine white wine while reading this spring issue of *The PipeLines*. There's much to learn.

During A Time When Happier News Would Be Welcome... issues still abound. We've known for many years that saltwater intrusion into the Upper Floridan Aquifer (UFA), the primary source of our drinking water, has been increasing. This upturn is the result of growing demand from coastal communities in South Carolina and Georgia.

What was also suspected but now proven yet again, this time during the most recent update of your Water Supply Master Plan, is that the rate of intrusion is continuing to accelerate. In addition to the saltwater intrusion, our state-of-the-art reverse osmosis plant which accesses our second source of water from deep into the Cretaceous Aquifer, is at capacity.

The Problem is Further Compounded... by waste, pure and simple. Millions of gallons of pure water is squandered through unknown leaks, pools, broken water lines and even running toilets.

One of the greatest offenders are irrigation systems, left on when it's raining, watering unnecessary areas like concrete paths and driveways or simply leaking away, drop by drop by drop, from we'd all much like to know where.

What To Do? Although we didn't expect to put our contingency plans into action quite so soon, our Water Supply Master Plan has provision for key short, medium and long-term answers. Here's a look at some immediate action items:

Effective July 1 Your Bills Will Now Come Monthly: For the first time in nearly 50 years of operations, your water district will be changing from a quarterly to a monthly billing cycle effective July 1 of this year. Coupled with recent technology improvements, your district professionals will now be able to spot leaks and other abnormal usage patterns up to three times faster. **The savings in otherwise wasted water is potentially enormous.**

For new billing details, and more on an innovative AutoDraft plan, see the front of this *PipeLines* issue.

Rates, Bonds and a Stunning \$100 million in New District-Wide Water Initiatives: Increases in your water and sewer rates are coming July 1st. They have been rare in the past and we are doing our best to keep them to a minimum. The upcoming rate increase is so small it's nearly invisible. In fact, more than half of all SIPSD customers will see an increase of only about \$4.35 in their now monthly bills. It's never easy to raise rates, but you can take solace in the fact that you're still paying the lowest water and sewer rates not only on the island, but pretty much throughout the state and the region for some of the purest water in the nation. This rate increase represents the essential cost of keeping things just that way.

The new funding will be used for a variety of water sourcing and delivery improvements to secure the future of your increasingly thirsty water district. Among many other capital efforts, plans are well along for a new well into the deep Cretaceous, along with a second Reverse Osmosis Plant to process the newly pumped liquid gold. New pipelines and related pumps and control systems will need to be installed, plus a host of other support structures.

As we said, this will take money, a lot of it. But with our fresh water disappearing at an alarming rate it has to be paid for. Although your hard-working and far-seeing Board of Directors has chosen not to exercise its taxing authority at this time, the Board is looking hard at a number of bond issues. And while future rate increases will be kept to an absolute minimum, there will most likely be others beyond this year. This is for all of us today, and our children tomorrow.

See You Next Time... Remember that irrigation systems should be monitored closely for leaks and overall usage. Don't water in the rain. Aim your sprinklers away from pine straw and paved surfaces since nothing grows there. Much less water is needed than you might ever imagine, but make sure you and beloveds drink their fill. Don't forget your Board of Commissioners meets 8 a.m. the fourth Tuesday of every month at the SIPSD offices, 2 Genesta Street and you're most welcome to attend. We're always interested in your comments, so please write: *Pipelines*, c/o South Island Public Service District, Post Office Box 5148, Hilton Head Island, SC 29938.

Call us first....if you have a sewer issue, we may help diagnose the problem. Call our maintenance department @ 843-785-6224.