

Mount Pleasant Waterworks Makes Changes to the Cross-Connection Control Program Guidelines

In June of 1998 Mount Pleasant Waterworks (MPW) Commissioners adopted the Cross-Connection Control Program Guidelines. These guidelines were adopted in an effort to protect the public water supply from the possibility of contamination by requiring that the customer's distribution system to be isolated with backflow preventers so that contaminants cannot backflow or back-siphon into the public water supply.

South Carolina Department of Health and Environmental Control requires that backflow devices be tested on an annual basis to assure that they are functioning properly. Customers have the option of hiring a private contractor to perform this testing or contracting with MPW.

Since 2000, MPW's program has grown to inventory 4,362 backflow devices of which 2,674 are under contract to be tested by MPW. Each year, MPW staff communicates with customers relative to their responsibility as it relates to their backflow device. Recently, staff has reviewed this process and found that MPW can cut expenses by reducing the number and type of notifications sent to customers.

In addition to providing better clarification to a number of standard letters, the following will take place:

- In lieu of sending a letter informing customers who have contracted MPW to conduct testing, MPW will execute the testing and only send results.
- For those customers who have not contracted with MPW, MPW will send the initial notice that the testing is required; and if testing is not completed, customers will receive a second notice with a notice of termination of service if compliance is not achieved. The second notice will **NOT** be sent via certified mail as done in the past.
- MPW will no longer send violation notices via certified mail as done in the past.
- MPW will be stamping the outside of envelopes with an "Important Information Enclosed" notice to encourage opening of letters.

Although these changes reduce the number of written communications to customers, MPW will continue to use other less costly means of communicating with customers. The Outbound Notification System will call customers who are scheduled to have service terminated for non-compliance.

These small changes will save MPW nearly \$10,000 per year. MPW's Commissioners and staff will continue to implement cost saving measures in an effort to provide affordable and reliable service. Customers are encouraged to contact MPW's Customer Service Department at 884.9626 with any questions.

Operations Challenge 2010: Mount Pleasant Waterworks' Team, Liquid Force, Takes 3rd at National Competition

Now in its 23rd year, Operations Challenge is conducted each year in conjunction with Water Environment Federation's (WEF) Technical Exhibition and Conference. This year's Challenge included teams from the US, Canada and Argentina. It was held October 4-5, 2010 at the New Orleans Morial

Convention Center and showcased the skills of some of the best wastewater collection and

treatment personnel in the world. There were thirty-six teams sponsored by their respective WEF

Member Association or recognized Operator Association. Sponsored by the Water Environment Association of South Carolina was state champion Mount Pleasant Waterworks' Liquid Force.

The competition combines five equally weighted skill tests (events) required for the operation and maintenance of wastewater treatment facilities, their collection systems and laboratories—all vital to the protection of public health and the environment.

South Carolina and Mount Pleasant Waterworks had their best Operations Challenge showing ever. Competing in Division 2, Liquid Force placed 3rd in the Maintenance event, 3rd in the Collections event and 3rd Place Overall. "We have gone through the training, stress and adrenaline rush of competition together and have stories that will last a long time" said team member Greg Hill. The actual competition is only half of what makes this event special. "All the Teams that compete are great. You meet a lot of good people from all over the country. I'm proud to say that I'm a part of it, while representing South Carolina" said team member Troy Newton.



Liquid Force 2010: Troy Newton, Tom Kohler, Allan Clum, Greg Hill and David Niese



OSMO's TIPS

Fluoridated Tap Water Now Provided by Mount Pleasant Waterworks

Mount Pleasant Waterworks is pleased to inform you that we have resumed fluoridation of drinking water.

As you may be aware, the water has been without fluoride since November 2008. Mount Pleasant Waterworks has an agreement with Charleston Water System (CWS) to purchase water to serve our customers. In November 2008, CWS discontinued the addition of fluoride after discovering a leak in the fluoride tank at their Hanahan Water Treatment Plant. The tank and other fluoridation equipment were replaced and fluoridation has been resumed. Mount Pleasant Waterworks took this opportunity to install fluoridating equipment so that our customers will receive a similar concentration of fluoride, whether they receive water treated by Mount Pleasant Waterworks or Charleston Water System. The optimal concentration of fluoride, as recommended by the Centers for Disease Control (CDC) and the SC Department of Health and Environmental Control (SC DHEC), is between 0.7 and 1.2 parts per million (ppm). The target concentration for MPW and CWS is 0.8 ppm.

Attention Parents of Infants

According to the Center for Disease Control and American Dental Association a recent study has raised the possibility that fluoride exposure during the first year of life may play a role in fluorosis development. It now appears that the amount of the fluoride contained in the water (bottled or tap) used for mixing infant formula may influence a child's risk for developing enamel fluorosis, particularly if the child's sole source of nutrition is from reconstituted infant formula. For more information please visit: http://www.cdc.gov/fluoridation/safety/infant_formula.htm.

Please discuss your family's fluoride needs with your dentist and pediatrician.

If you wish to obtain free non-fluoridated drinking water for any purpose please fill clean gallon or five gallon jugs at our reverse osmosis dispensing stations at King Street in the Old Village, Seventh Avenue (off of Mathis Ferry Road) and Labor Camp Road (off of Venning Road).

Learn to Be Water Wise

All irrigation meters are required to have backflow preventers installed to protect the public water system. Since these are above ground devices, they are particularly prone to freezing if not covered in the winter. If you haven't already, you need to do this now to prevent the costly expense of a burst pipe. Hardware or lawn irrigation supply stores have insulation in various forms that aesthetically enhance landscaping while protecting backflow preventers from freezing.

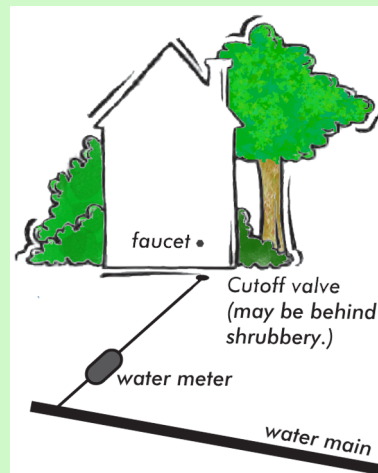


Cover Your Irrigation System's Backflow Prevention Device this Winter



Do you know how to turn off your water service?

If you leave your home for any length of time during winter months, you should shut off the water supply to your house in the event of freezing weather.



Your water can be shut off at the cutoff valve, a wheel-type valve normally located under the water faucet outside, 18 inches below the ground and 2 feet from the house. It will usually be in line with your water meter (located near the edge of your property line near the street).

MOUNT PLEASANT WATERWORKS SEEKING VOLUNTEERS

Mount Pleasant Waterworks is seeking friendly volunteers to greet Mount Pleasant Waterworks' customers/visitors.

Duties would include: greeting customers, notifying employees of visitors/appointment arrivals, directing customers to proper locations, and assisting with minimal clerical duties such as organizing mail.

Volunteer shifts will be Monday-Friday from 8:00 a.m. - 12:30 p.m. and 12:30 p.m. - 5:00 p.m. MPW is excited to have members of the community working with us. If you are interested in applying to volunteer please contact Dionna Ebeling at 843.375.5462 or debeling@mpwonline.com.

MPW Operations Center

1619 Rifle Range Road

Monday-Friday 8 a.m.-5 p.m.

884-9626 (phone)

customerservice@mpwonline.com

Email requests will be processed the following business day.

The MPW Operations Center will be closed

For Christmas

December 23-24, 2010

For New Year's Day

December 31, 2010

And

For Martin Luther King Jr. Day

January 17, 2011

On call personnel are available in case of emergency. Please call 843-884-9626.

We wish you and yours a festive and happy holiday season from all of us at Mount Pleasant Waterworks.