

MPW Commissioners Consider New Policy and a Policy Revision

The MPW Commission conducted a Public Hearing May 18th to discuss a proposed **Read and Leave On Policy**, and the proposed revision of the **Discontinuation of Water Service Policy**.

The Read and Leave On Policy

The proposed new Read and Leave On Policy is to ensure that all basic facilities charges are paid on all rented/leased properties connected to the water system. This new policy would ensure that all water and wastewater system customers pay their fair share.

When a tenant leaves, the landlord or property manager would have the choice of either being billed monthly or having the basic facility charges accrue and not have the water turned back on until the accrued charges have been paid in full without penalty. The basic facilities charge appears on residential bills every month regardless of the amount of water and wastewater gallons. This monthly fee is a charge per residential equivalent unit (REU) to recover each customer's fair share of annual debt service, billing and collection and general administrative expenses.

The Read and Leave On Policy would produce a final bill to the leaving tenant and automatically transfer the responsibility for the monthly water and wastewater bill to the landlord or property management company.

In the fall of 2008, Mount Pleasant Waterworks considered a policy making it mandatory for all rental/leased properties to be in the names of the property owner or manager to ensure the recovery of unpaid bills by renters.

"Many of the landlords and property managers in the area spoke out against that policy and suggested a Read and Leave on Policy instead," stated MPW General Manager Clay Duffie, "The Cost Recovery Committee met with property owners and managers in April to collaborate on the newly proposed policy. We feel this new policy will help reduce our bad debt and improve communications with the landlords which is a good situation for both of us," he added.

The Discontinuation of Water Service Policy

The proposed revision of this policy will require that the total amount due on an account (including the unpaid balance

brought forward, the current charges and the late, delinquent and reconnection fees) be paid to have water service reinstated after service has been disconnected due to non-payment.

Customers that have an unpaid balance are notified on their next monthly bill that the unpaid balance and applicable fees must be paid within 10 days after the billing date to avoid having their service discontinued.

To have their water service reinstated after it has been turned off due to nonpayment; customers must currently pay the unpaid balance from the previous month and associated late, delinquent and reconnection fees.

The revision requiring payment of all outstanding charges on their account to have their service restored (plus applicable fees) could help keep customers from being on the turn off list repetitively.

"Our experience has been that half of our customers on the turn off list will be disconnected for nonpayment again in one to three months," stated Clay Duffie, MPW General Manager. "We hope this policy will help prevent that."

Commission will vote to adopt policies at the Annual Meeting on June 29th

Implementation of the proposed Read and Leave On Policy is recommended to begin on July 1, 2009. Implementation of the revised Discontinuation of Water Service Policy is recommended to begin on August 1, 2009. The Commissioners are scheduled to vote on both policies at the June 29, 2009 Commission Meeting at 6:00 p.m. The public is encouraged to attend.



Hurricane Season Began June 1st:

Are you prepared?

Get instructions for shutting off your water supply, turning off your hot water heater, collecting and storing water for drinking and household use and more on our website—www.MountPleasant-Waterworks.com. Click on "Conservation Tips

and Other Information" tab in the main navigation bar on the left side of the page, then choose "Hurricane Preparation Tips" from the menu.

Time to Update Your Contact Information



New Notification System will Alert Customers with Important Information

To improve responsiveness and to provide a higher level of customer service to our customers, MPW is implementing an **Outbound Notification System**.

MPW will have the ability to quickly notify customers via phone or e-mail of an emergency situation such as a water main break that may impact them.

To receive important updates, it is imperative that your contact information be up-to-date with current phone number and e-mail address.

To update your contact information, please call **884-9626**, or email the information to customerservice@mpwonline.com.



MPW's water quality report card, the **2008 Consumer Confidence Report**, was enclosed with your June bill. Please read this brochure and keep in your files as it contains important information about your drinking water.

The MPW Commission Newsletter Water Lines is produced in-house and mailed to customers each month with bills and statements. Current and past issues can also be viewed and downloaded from our website:

Save Money on Your Water Bill



Make a Smart Start to the Summer — Save Rainwater

If you have a summer vegetable garden, a flower cutting garden, patio or house plants, they need lots of water. And the idea of rainwater going to waste hurts the gardener in all of us, doesn't it? So don't let it go to waste—save it!

Save money while you protect a natural resource.

More and more homeowners are turning to the harvesting of rainwater to save money and protect this precious natural resource. Use your harvested rainwater as an alternative to turning on the hose for newly transplanted material, window boxes, flower pots and container gardens.

Saving rainwater helps the environment.

The more we use rainwater, the less that will go into storm sewers where it is mixed with oil and other toxic residues from streets, parking lots etc. And, rainwater is actually better for your plants as it does not contain any chlorine and is at ambient temperature.

Invest in a rainbarrel.

A small investment now in a rainbarrel or other rainwater collection system will save you many \$\$\$ on water bills all through the summer. You can find them online or at most home and garden supply stores. MPW also has rainbarrels for sale as a convenience to our customers. They are \$95—almost half the price of a similar type found at online stores.



Or, make your own rainbarrel. Any large container, such as a plastic garbage bin (with a lid), works well. Keep your rainwater container covered to prevent mosquito's breeding and for safety reasons.

Get more information on our website at www.MountPleasantWaterworks.com. Click on the **Conservation Tips and Other Information** link on the navigation bar.

MPW Operations Center
1619 Rifle Range Road
Monday - Friday • 8 a.m. - 5 p.m.
884-9626 • 884-4858 (fax)
customerservice@mpwonline.com
Email requests will be processed the following business day.

Quick News and Notes

Meeting Schedule

- ♦ **June 8** - Public Hearing on Proposed Operating and Capital Budget Update and FY2010 and FY2011 rates, fees and charges, 5:30 p.m.
- ♦ **June 29** - Annual Commission Meeting to Adopt FY2010 and FY2011 Budgets and Rates, 6:00 p.m.

Have a safe and happy 4th of July!

Mount Pleasant Waterworks will be closed on **Friday, July 3rd** in observance of **Independence Day**. If you have a water or wastewater service emergency, please call 884-9626 and our answering service will page on-call personnel to assist you.



Turn your pennies into **DOLLARS** to benefit East Cooper Community Outreach (ECCO) or Water Missions International (WMI). Just call **884-9626** and tell us you want to **ROUND-UP** your bill payment to the next highest dollar and request the change go to either ECCO -or- WMI. You can also sign up online by clicking the **Customer Service** tab on the navigation bar, then **ROUND-UP** on the drop-down menu.