

Water Lines

MOUNT PLEASANT WATERWORKS

January/February 2016

CLEAN WATER

MountPleasantWaterworks.com

The Results Are In

During the Summer of 2015, Mount Pleasant Waterworks (MPW) conducted a Customer Satisfaction Survey. The overall purpose of these surveys is to supply MPW Commissioners and staff with customer generated information on satisfaction with product quality and services, as well as to obtain opinions about policy and operations.

The results are in and we are pleased to report overall, 88% of MPW's customers are satisfied or very satisfied with MPW.

Although we know the quality of our water meets and/or exceeds all drinking water standards, we asked our customers for their impression of water quality. Of those that responded, 72% rated MPW's drinking water as good or very good. Customers can learn more about the quality of their drinking water by reviewing the Annual Water Quality Report which can be found online or mailed to customers.

MPW Commissioners and staff work hard to provide water and wastewater services at an affordable cost. MPW has the lowest rates in Charleston County and the second lowest in the Tri-County area. For less than \$3 a day, MPW provides with clean safe drinking water, takes away dirt water, and treats it before returning it into our beautiful environment. This year, 77% of customers felt that MPW is doing a good or very good job with providing water and wastewater services that are affordable and reasonably priced.

A new question asked this year was "How do you think MPW is doing with protecting the environment?" The wastewater collected from homes is treated to the highest standards and put back into the Charleston Harbor. MPW utilizes efficient and effective treatment processes and equipment in order to treat wastewater. Imagine if the water flushed went directly into nearby waterways. Having quality wastewater treatment is vital to public health and community sustainability. Of those who responded, 85% said MPW was doing a good job or very good job with protecting the environment.

MPW offers a number of avenues for customers to receive information. The main form of communication is the monthly bill. This year's survey followed the question set forth in the 2008 survey asking respondents if their water bill is easy to read and understand. 92% of those surveyed responded that they agree or strongly agree. Customers were also asked if they specifically had problems with their bill in the past year. 85% have not had an issue while 12% have. When asked to describe their issues, MPW received comments like those below:

- "I don't know what the rows mean"
- "Would like better explanation of fees"
- "No unit price for water and wastewater"

Customers were asked how they preferred to receive information from MPW. The majority of customers (46%) prefer to receive information through the bi-monthly newsletter. This number decreased from 70% in 2008. The major change noted is that more customers prefer to get information from the website.

The Communications staff is working to develop a focus group to assist with learning more about customer understanding of the services provided, overall customer service, and communications.

MPW operates and maintains over \$1 billion in assets, many of which are the pipes that deliver clean water and take away the wastewater. Customers were asked how important they felt it is for MPW to replace deteriorating pipes before their fail, even if it is not in their neighborhood. 90% felt it was very or somewhat important. When those customers were asked if they would be willing to pay more on their bill so that MPW could do so, 52% said they would not. MPW's ONLY source of revenue is directly from monthly water bills. MPW does not receive funds from taxes paid by customers. No Federal, State, or Town funds subsidize MPW.

All MPW surveys request that customers rate MPW on a scale of 1-10 with 1 being very poor and 10 being an excellent job. This year 85% of those surveyed rated MPW as a 6-10.

Thank you to those of you who participated in this bi-annual survey. The results of this survey have been presented to the Commissioners and Management. Staff is working to answer questions and address comments brought forth through this survey. Those answers will be published at www.mountpleasantwaterworks.com.

Staff is working to analyze the results and make recommendations. Feedback from customers is extremely important to MPW. This survey provides insight into customer's thoughts and opinions, and highlights areas that need to be addressed. The results and comments also offer the opportunity for MPW to provide more education about the services provided and the value of those services.

Indispensable to jobs, the economy, our health and our community, water runs through our lives in many ways. We must all work together to keep our water clean and to protect the environment that we live in. To do what, we each need to learn the value water. It is important to invest our time and energy in protecting our natural resources and infrastructure.

Would you be willing to participate?

MPW wants your input and is seeking volunteers to participate in a focus group regarding stakeholder understanding and communications. The group would meet for three one and a half hours sessions in the evenings. To learn more or volunteer contact Dionna at 843.375.5462 or debeling@mpwonline.com.



**New Feature
For You!**

Your Community Projects

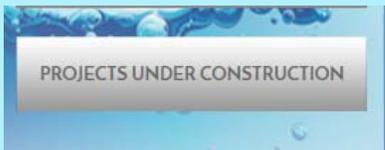
In order to keep you up to date on what is happening in your area, MPW has added a new feature to the website. Customers can now stay abreast of community projects.

Visit www.mountpleasantwaterworks.com and click on "Projects Under Construction". This will link you to up-to-date project information.

The new feature provides the following:

- Project Location
- Project Name and Number
- Project Manager's Contact Information
- Project Inspector's Contact Information
- Contractor
- Budget
- Construction Start Date
- Estimated Completion Date
- Current Work Activity
- Community Impact
- Map (if necessary)
- Project photos

Information will be updated on a weekly basis. Customers are encouraged to stay up-to-date by utilizing this feature and to contact the Project Manager if you have any questions.



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

Your Water Meter

It is important to understand how your meter works and how you can monitor your water consumption. Your water meter detects water as it flows through the meter into your private water line. As water passes through the numbers on the register increase much like your car odometer. These numbers do not increase unless water flows through the meter to your water line. Once that water passes through it is considered "consumption".

Although, MPW cannot explain how you utilize your water once it passes through the meter, we can tell you how much water has passed through the meter to your water line and help you monitor your water consumption.



Most customers have a meter that looks like the meter here. The red triangle located at the bottom of the meter only moves when water is passing through. If you suspect you may have an issue, turn off all water inside and outside your home, locate your meter, and monitor the "red triangle". If the triangle is moving this indicates that water is passing through the meter.

One of the most common leaks found in homes is the "deadly" silent leaking toilet. To check your toilet for leaks, lift the cover from the back of your toilet and drop in several drops of food coloring. Walk away and do not use the toilet for 60 minutes. When you return, if you see any color in the toilet bowl you know you have a leak.

Visit www.mountpleasantwaterworks.com/customers/resources/videos to learn more about monitoring your water consumption by viewing our educational video "Concerned about an Increase in Your Water Consumption".

What happens if you can't find an issue? Don't worry, MPW is still here to help. Our meter techs can check your meter to verify that it is functioning properly and that the read received is correct. MPW also offers free home audits. During your audit, you and an MPW representative will check various locations in and around your home (toilets, sinks, irrigation system, pool fill valve, etc) and monitor your meter. You can schedule these by calling 843.884.9626.

If you determine that you did have a leak, follow the leak adjustment process to request a leak adjustment. Customers can complete the Leak Adjustment Form online at www.mountpleasantwaterworks.com. Simply click on the customer tab and the Leak Adjustment Form will be found under "Customer Forms."

MPW strives to provide our customers with exceptional service. We understand that unexpected increases in your monthly bill can be puzzling. Our staff is here to help in any way possible. Our Customer Service Specialists are available Monday - Friday from 8:00 a.m. to 5:00 p.m. Call 843.884.9626 or email customerservice@mpwonline.com for assistance.

MPW Operations Center
1619 Rifle Range Road
Monday-Friday 8 a.m.-5 p.m.
843-884-9626 (phone)
customerservice@mpwonline.com

Poster Contest

Calling all Children from Kindergarten through 8th grade!

MPW's Annual Poster Contest is underway. The contest is open to all students public, private, or home-schooled. The winners in each category will be presented with checks for \$100 (1st Place), \$75 (2nd Place), and \$50 (3rd Place).

Posters should be a celebration of our most precious natural resource-WATER. So get out your markers, crayons, or paints and be creative (all mediums are acceptable, there are no restrictions to your creativity). Poster size submissions should be 11" x 17". Please make sure all posters are labeled with the student's name, teacher's name, school, grade, home phone number and address.

PLUS, winning posters and artists will be photographed and published in the Moultrie News during Drinking Water Week, May 1-7, 2016.

All entries must be received by the end of the business day on March 31, 2016.

For more information email debeling@mpwonline.com.

Experiencing Financial Difficulties?

If you are experiencing financial difficulties, MPW can help. MPW's Customer Care Program offers a variety of customer assistance options. Together with East Cooper Community Outreach, MPW will determine if you qualify to receive assistance through the Customer Care Program. To learn more contact MPW's Account Management Team by calling 843.884.9626 or emailing accountmanagment@mpwonline.com.

Want to contribute? Customers can contribute to the Customer Care Program by rounding up your monthly bill and donating the change to "Customer Care."