

## Annual Meeting and Budget Approval

On Monday, June 29<sup>th</sup>, Mount Pleasant Waterworks (MPW) Commissioners cast their final vote to approve the Fiscal Year 2016 Budget and make changes to fees and charges. Over the last several months the Commissioners and staff spent several hours studying the budgetary needs of the Commission. The budget along with rates, fees, and charges provides for financial stability and allows the employees to continue to provide excellent service to each customer.

The Commissioners approved an Operating Expenditures Budget of \$29,205,744. The Capital Budget was a two year budget of \$47,375,789 which was approved in June 2015. The approved budget covers the cost of operating and maintaining a system that consists of over \$1.5 Billion in assets, provide the funds necessary to assure that MPW continues to adhere to stringent regulations and expand the system to handle services needed for Mount Pleasant's growing community.

In addition to approving the Operating and Capital Budgets for Fiscal Year 2016, the Commissioners voted to maintain the current volumetric rates, adjust the Basic Facility Charge, adjust the Water and Wastewater Impact Fees, and adjust various charges.

The Commissioners and management are tasked with keeping the cost of providing water and wastewater services affordable. The services provided by MPW are life sustaining services that the residents could not live without. The value of clean safe water for the community is invaluable.

Customers will notice the change in the Basic Facility Charges. For those customers who have both water and wastewater services and are assigned one Residential Equivalent Unit (REU) the Basic Facility Charge will change from \$18.00 per month to \$22.00. This is the second year that the Commissioners have adjusted the Basic Facility Charge. This allows all customers to fairly and equitably share in the fixed costs associated with providing customer service.

MPW's employees do an outstanding job with providing efficient and effective service to nearly 75,000 residents. Each year, MPW undergoes an extensive financial audit to ensure that the funds allocated are utilized in a fiscally responsible manner. These audits continue to show that the employees are good stewards of the revenue collected from our customers. This year the Finance Department received their 17<sup>th</sup> Certificate of Achievement for Excellence in Financial Reporting along with their 6<sup>th</sup> Distinguished Budget Presentation Award. Both awards display the organization's

financial management and responsibility.

MPW does not receive funding from tax collections or the Town of Mount Pleasant, the operating revenues received are solely from water and wastewater sales. These funds are only utilized to operate and maintain the water and wastewater system. At MPW, the concept that growth should pay for growth is implemented through impact fees. Most costs related to expansion and extension are paid through impact fees.

Throughout the budget process, MPW Commissioners held several committee meetings and a public hearing. During the public hearing no comments or questions were received from the general public. During the Annual Meeting, four customers addressed the Commissioners. MPW holds monthly Commission meetings which are open to the public.

## HAVE YOU CHECKED OUT OUR NEW WEBSITE?

Mount Pleasant Waterworks recently made improvements to the website. The new website provides for improved navigation and services.

Before making that call, visit our website and find you answers online. Customers can now complete the majority of customer service needs online.

Visit

[www.mountpleasantwaterworks.com](http://www.mountpleasantwaterworks.com)



The screenshot shows the website's navigation menu with tabs for CUSTOMERS, WATER, WASTE WATER, DEVELOPMENT PROGRAM, CAPITAL PROGRAM, ABOUT US, and BIDS. Below the menu, there is a 'PAY YOUR BILL ONLINE' button with a plus icon, an 'ONLINE ACCOUNT LOGIN' button, and a 'MAKE ONE TIME PAYMENT' button. A 'QUICK LINKS' section lists: WATERLINES, WATER QUALITY REPORTS, EMPLOYMENT, NEWS, and CONTACT US. A large banner for 'H2O2GO' features a man speaking at a microphone and the text 'Book Our H2O2GO For Your Next Community Event'. Below the banner are four icons representing programs: SERVICE LINE CARE PROGRAM (water drop), EASY PAY PLAN (water droplets), ROUND UP PROGRAM (water drop), and BACKFLOW PREVENTION PROGRAM (water drop).

## GO PAPERLESS, Sign Up For Electronic Billing This Month

Want to reduce your incoming mail and help keep your water bill at an affordable rate? Electronic billing through Mount Pleasant Waterworks' Online Account Management is easy to use. After you sign up, you will receive a monthly email when your bill is available to be viewed. Electronic billing saves MPW money and that keeps your water and wastewater bill the second lowest in the tri-county area.

To go paperless today, visit our website and sign up for Online Account Management.

### ◆ ◆ ◆ ◆ ◆ ◆ ◆ ◆ **Update Your Contact Information**

Help us help you...contact a Customer Service Specialist at 843.884.9626 or [customerservice@mpwonline.com](mailto:customerservice@mpwonline.com) to make sure we have the most up to date contact information. This information will help us keep you informed.



The MPW bi-monthly Commission Newsletter, Water Lines, is produced in-house and mailed to customers with bills and statements. Current and past issues can also be viewed and downloaded from our website: [www.mountpleasantwaterworks.com](http://www.mountpleasantwaterworks.com)

## Show Us Your Best Shot!



### *Show us your pride in Mount Pleasant*

Mount Pleasant Waterworks is looking for beautiful water and environmentally themed photos of the East Cooper area for our 2016 Calendar Annual Report. It's your chance to be published and



receive a cash award for usage. First Place will be used for the cover and pays \$300. Inside monthly photos will be awarded \$100.

All photo entries should be no less than 300 dpi 11x8.5. Photos must be landscape orientation. No more than twenty entries per person. Entries can be emailed in rgb or jpeg form to: [debeling@mpwonline.com](mailto:debeling@mpwonline.com). CDs (no printed pages) can be dropped off at Mount Pleasant Waterworks Operations Center on Rifle Range Rd., attn.: Dionna Ebeling, no later than September 30, 2015. For further information please email Dionna Ebeling at [debeling@mpwonline.com](mailto:debeling@mpwonline.com)



*2015 Cover Photo  
By: Curtis Cabana*

**MPW Operations Center  
1619 Rifle Range Road  
Monday-Friday 8 a.m.-5 p.m.  
843-884-9626 (phone)  
[customerservice@mpwonline.com](mailto:customerservice@mpwonline.com)  
Email requests will be processed  
the following business day.**

## Customer Care Program



Turn your pennies into DOLLARS to benefit Mount Pleasant Waterworks' Customer Care Program. Just call 884-9626 and tell us you want to ROUND-UP your next bill payment to the next highest dollar.

You can also sign up online at [mountpleasantwaterworks.com](http://mountpleasantwaterworks.com).



### **Please Don't Block Access to Meters and Hydrants**



Water meters and fire hydrants are installed in public easements and must be visible and easily accessible at all times to both water and fire department crews.

Please don't cover meters or surround hydrants with plants, pine straw, etc. Plants and shrubs may also be hiding snakes, spiders, red ants, wasps and other biting or stinging creatures that lurk in the landscaping. Even the shrubs themselves can cut or stab.

So please help us by leaving clear access around our meters and hydrants.