

# Water Lines

MOUNT PLEASANT WATERWORKS

November/December 2015



MountPleasantWaterworks.com

## Wastewater Excessive Use Charges to Begin in January 2016

Wastewater Excessive Use Charges will begin in January.

In order to prepare for this change, MPW has published information regarding wastewater excessive use charges in previous newsletters and reached out to customers who may be impacted by this change.

### Understanding Wastewater Excessive Use Charges.

Wastewater excessive use charges will be assessed once a customer exceeds their assigned number of gallons. Residential customers will be charged wastewater excessive use charges for up to 18,400 gallons. All other customers will be charged wastewater excessive use charges for all gallons beyond their allotment.

### Wastewater Rates

#### IN TOWN

Volumetric Rates/1000 gals

Single Family Residential

1st Tier (All gallons/month) \$4.90

Additional Excessive use Charge (effective 1-1-2016)

2nd Tier (9,201-18,400 gals/REU/month) \$4.90

All Other Customers (Per 1,000 gallons)

1st Tier (All gallons/months) \$5.76

Additional Excessive Use Charge (effective 1-1-2016)

2nd Tier (9,201-18,400 gals/REU/months) \$5.76

3rd Tier (18,407-27,600 gals/REU/months) \$11.52

4th Tier (27,607 gallons or more/REU/months) \$17.28

Wastewater Fee (No Meter)/month \$38.45

#### OUT OF TOWN

Volumetric Rates/1,000 gallons

Single Family Residential

1st Tier (All gallons/months) \$5.39

Additional Excessive Use (effective 1-1-2016)

2nd Tier (9,201-18,400 gals/REU/months) \$5.39

All Other Customers

1st Tier (All gallons/months) \$11.52

Additional Excessive Use (effective 1-1-2016)

2nd Tier (9,201-18,400 gals/REU/months) \$11.52

3rd Tier (18,401-27,600 gals/REU/months) \$23.04

4th Tier (27,607 gallons or more/REU/months) \$34.56

**Additional information can be found at  
[www.mountpleasantwaterworks.com](http://www.mountpleasantwaterworks.com) or customers  
can contact a Customer Service Specialist at  
843.884.9626.**

## Moody's Upgrades MPW Credit Rating to Aa1

Moody's Investors Service has upgraded Mount Pleasant Waterworks (MPW) credit rating from Aa2 to Aa1.

The upgrade reflects the strong service area, which is experiencing steady growth, well-managed financial position with ample coverage and liquidity, strong asset management and budget controls, below-average debt ratio, and satisfactory legal provisions.

Moody's noted that MPW's overall financial profile has been consistently strong. The implementation of annual rate increases, coupled with efforts to cut costs related to personnel, salaries, and general expenses, has enabled MPW to consistently maintain a positive financial standing. Moody's indicated that the system's sizable and economically diverse service area contributes to its financial stability. Moody's expects the system's financial operations to remain healthy given strong debt service coverage, expected future rate increases, satisfactory levels of liquidity and the expectation of long-term growth in the region.

"MPW operates and maintains over \$1 billion in assets. In order to do so and provide our customers with safe clean water we have to maintain a strong reliable financial position. Our overall financial performance is stable due to our management of expenses and financial planning. We have and will continue to stay focused on what is best for our customers. We continue to identify and implement cost saving ideas as we maintain our current high level of service and implement financial policies that create financial reliability and stability," stated Clay Duffie, General Manager. He added, "the Commissioners have provided great leadership and worked with staff to develop a successful Cost Recovery Policy, which has played a vital role in MPW maintaining a positive financial record."

## 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' Easy Pay system 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 Easy Pay Online.

## Congratulations

The Commissioners chose the winners of the Annual Calendar Photo Contest. Congratulations to the following winners:

*Douglas Berry, Beth Kirchner, Daniel Villanueva, Jane Zalkin, Herbert Niemyer, Julie Rowe, Ann Tiller, Brian Carroll, Jennifer Blackman, and Michael Taylor*

2016 Calendars will be available at Mount Pleasant Waterworks Operations Center in early January. Thank you to all who participated. We look forward to next year's photo contest.



Cover Photo Winner: Douglas Berry

### 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).

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

### Keep Pipes Clean with Proper Disposal of Grease and Oil

When poured down a kitchen sink, grease from cooking oils and fats cool and adhere to pipes like glue. That's bad news for a home or business owner, who ends up with clogged drains and an expensive plumbing job.

Much of the grease residue from home and restaurant plumbing makes its way through the wastewater collection system, where it clogs vital pump stations and costs Mount Pleasant Waterworks time and money. Ultimately, the residue ends up at the wastewater treatment plant and drives up operating costs.

Grease also causes undesirable bacterial growth. These bacteria impede the efficient treatment plant process.

To learn more about what you should not put down your drain or toilet visit [www.mountpleasantwaterworks.com](http://www.mountpleasantwaterworks.com)



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.

### Santa Isn't the Only One Working During the Holiday

As families across Mount Pleasant are tearing into gifts on Christmas morning, chances are they won't be thinking about one of the most valuable gifts we all receive every day – clean, safe drinking water. But the water and wastewater professionals working that morning no doubt will.

Few people realize the job of producing drinking water goes on 24 hours a day, 365 days a year. The dedicated water and wastewater professionals who sacrifice time away from their families on Christmas and other holidays know the job they do goes largely unnoticed, but seeking the spotlight isn't why they do it.

"Making sure our neighbors and families have safe drinking water is something that never takes a break. We know we're working on the front lines of public health and that's what makes it worthwhile" said Tim Moultrie, Mount Pleasant Waterworks (MPW) Water Distribution Mechanic.

Tim is just one member of the MPW staff of water and wastewater professionals working to keep water flowing through the hundreds of miles of lines across the community.



"We are proud of the men and women who recognize the critical job they are performing, and are willing to do it even when that means time away from their families on important occasions," stated to Clay Duffie, General Manager of MPW. "Yes, it's their job but it's also something they are committed to and take seriously. It takes training and dedication to earn licenses to operate water and wastewater treatment facilities."

Along with staff working at the plants, there are other MPW personnel who are on-call during the holidays to respond at a moment's notice to emergencies such as large water line breaks and service outages.