

GO TO OUR UPDATED WEBSITE:

www.iopwsc.com

EBB & FLOW



2011 Commission Elections and Appointments

The Commission is pleased to announce the Commission Officers and Standing Committees for the year 2011:

Chairman Dana W. Love, Jr., P.E.

9 Sand Dollar Drive
Telephone: 886-3869

Vice Chairman John J. Ferrell, Jr., P.E.

702 Ocean Boulevard
Telephone: 881-1500

Secretary Curtis R. Helfrich

32 42nd Avenue
Telephone: 886-0861

Commissioner Jay D. Leigh

2901 Hartnett Boulevard
Telephone: 224-1348

Commissioner Nicholas J. Stroud

8 Fairway Village Lane
Telephone: 886-3174

Personnel Committee

Jay Leigh, Chairman
Curtis Helfrich
Nick Stroud

Finance Committee

John Ferrell, Chairman
Jay Leigh
Nick Stroud

Property & Operations Committee

Nick Stroud, Chairman
John Ferrell
Curtis Helfrich

Safety Committee

Curtis Helfrich, Chairman
John Ferrell
Jay Leigh

Meter Removal Policy

The Commission's Meter Removal Policy states that the removal of a water meter incurs a \$250.00 removal fee to be paid by the current property owner. Removal of the meter closes the account and is no longer charged a Basic Facility Fee.

Upon reinstallation of a meter on the same property, all applicable fees apply to the new account including, but not limited to, additional impact fees. Based on the current rate structure, additional impact fees—less previously paid

Continued on page 2

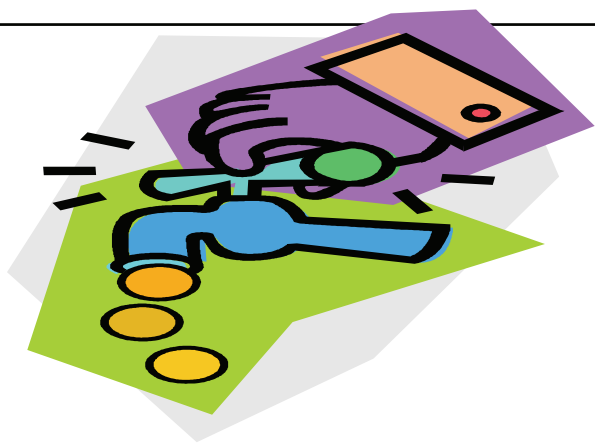
Isle of Palms
Water & Sewer
Commission

Volume 1, Issue XVV

Winter 2011

• *Pre-Addressed envelopes are available for mailing your water/sewer bill. Please call 843/886-6148 or stop by and we will be happy to give them to you.*

Index	Page
2011 Elections	1
Meter Removal Policy 1 & 2	
Leaks	2
Mission Statement	2
Asking for Assistance	3
Addendum to Additional Services	3
Right-Of -Ways	3 & 4
Bank Draft Form (Insert)	



Undetected Leaks are Costly!!

The Commission's Customer Service Representatives constantly monitor the meter readings for high consumption. If a high consumption for any customer is detected, the CSR will contact and make the customer aware of the high consumption. Usually there is a simple explanation such as filling a swimming pool, landscaping, etc. Occasionally the customer has no explanation and cannot understand the high consumption.

If your home is not always occupied, or you go on vacation (even for the weekend), the Commission urges and requests that you turn off your water, hot water heater, and irrigation system. Check for toilet and indoor/outdoor shower leaks. Remove handles from outside faucets and showers.

During your absence, and to your benefit, it would be wise to have someone check on your systems.

The main shut-off valve that turns off the whole house is usually located where the water pipe comes into the house. ***DO NOT TAMPER WITH THE OUTSIDE METER!!!***

If water goes through the meter, someone has to pay for it. The Commission cannot pass these unfortunate mishaps to other customers that do not have leaks.

Remember that the tiniest leak can be very costly.

A leak the size of a straight pin head can cause a loss of 3,600 gallons per month. If undetected, this could run into hundreds or thousands of dollars.

DID YOU READ THIS ARTICLE???

PASS ON THIS INFORMATION!!!

**Meter Removal Policy
Continued from Page 1**

or grandfathered impact fees, apply.

Please allow three weeks for the installation of a new meter.

WE ACCEPT COMPLIMENTS AS WELL AS COMPLAINTS

ISLE OF PALMS WATER AND SEWER COMMISSION'S MISSION STATEMENT

*To serve our customers by providing:
Safe, clean drinking water that meets
All Federal and State regulations, and
Environmentally acceptable wastewater
facilities that are properly operated and
that will protect and preserve the natural resources.*

WE ARE ASKING FOR YOUR ASSISTANCE!!

Another reminder!! Check your water meters, as well as fire hydrants, making sure that they are easily accessible for the meter readers and fire personnel. Cut back all shrubs, weeds, grass etc. for easy visibility and accessibility to meters and fire hydrants.

Our bills are mailed on the last business day of the month. If you do not receive your bill by the first week of the month, please call us and we will be glad to let you know the balance due. When remitting payments, please include your account number on your check and **return the large portion of the bill. The large portion of the bill has a scannable bar which ensures that your account is properly credited.**

Please do not fold, staple or mutilate the bill.

Please call us if you are buying, renting or selling property to establish new service or disconnect service. In order to read your meter, please notify us one business day in advance. If you are selling or renting your property, please let your buyer/renter know to contact us. In order for service not to be disconnected, a setup form by the reading date will have to be completed. If you are terminating service, you will receive a final bill for your property in the mail.

Enclosed you will find a Draft Authorization Agreement for pre-arranged payments. We encourage all of our customers to use this automatic bank draft to conveniently and effortlessly pay your water/sewer bill. One customer stated, "I love knowing that my bill is automatically drafted from my account. Then I know it has been paid. I have a terrible memory for the small things and this helps me avoid a late penalty."

Automatic draft accounts still receive a bill to ³ inform you how much will be drafted from your account and the stubs are marked "**Automatic Draft—Do not Pay**". If you have any questions or need additional information concerning this, please call one of our Customer Service Representatives.

ADDENDUM TO THE COMMISSION'S ADDITIONAL SERVICES POLICY

Upon request by the customer, it is the policy of the Commission to provide additional services at the customer's expense that are above and beyond the normal scope of meter reading, leak detection, repair and maintenance. The customer must sign an agreement to these terms.

Expenses incurred will be assessed at the prevailing rate for labor, equipment and materials.

CAN I PLANT A GARDEN OR PLACE A BERM NEAR THE ROADWAY?

The simple answer is "That area is State Highway Right-of-Way and no planting or berms are allowed". Highway/Roadway Right-of-Ways are green areas along the roadways that provide a location for Utility Companies to place their infrastructure. The Right-of-Ways also provide locations where, when allowed by law, to park for emergencies.

To determine where it starts and ends is to locate the power poles or transformers supplying power to your home. These are normally placed on the property line, or in the case of transformers, set no more than five feet into the yard.

Right-of-Ways (Continued on Page 4)

Isle of Palms Water & Sewer Commission

1300 Palm Boulevard
P. O. Box 528
Isle of Palms, South Carolina 29451

Phone: 843/886-6148
Fax: 843/886-6894
E-mail: dfill@iopwsc.com
Website: www.iopwsc.com

Right-of-Ways (Continued from Page 3)

Also, look at driveways in your area. When roads are resurfaced, SCDOT will pave, if drives are asphalt, up to the property line.

Water meters are placed as close to the property lines as possible.

Right -of -Way widths vary by Streets, Avenues and Boulevards. Right-of-Ways on the Isle of Palms vary between three (3) feet to forty (40) feet in the width from edge of road to property line..

BE AWARE: Utility companies are not responsible for plantings, and hard or soft scape that is removed from the Right-of-Ways in order to install, repair and or maintain service equipment.

IOP WATER AND SEWER DISCONNECT NOTICE POLICY

*Water and sewer bills are due upon receipt. If not paid by the due date, a balance greater than \$20.00 will be assessed a \$10.00 late fee. **The only notice you receive before water service is terminated will be on next month's bill. We will no longer send out or place warning notices on doors.** This notice will be on the right hand side of your next month's bill, above the **RETURN SERVICE REQUESTED LINE**. The message will indicate that your account is past due and the due date of the past due balance. If the past due payment is not received by the date in this notice, service will be terminated. A \$50.00 disconnect fee and the past due balance must be paid before service will be restored. If service is terminated, a pink disconnect notice will be hung on your door or mailed to your home. Water service can only be restored during normal business hours. Our office hours are Monday-Friday, 8:00 a.m. to 5:00 p.m.*