



BROAD CREEK

Public Service District

January 2010

Dear Fellow Residents,

As we enter a new decade, Broad Creek PSD, would like to reiterate its goals to you. That is, "to provide you with high quality water and dependable sewer service in a timely manner and at a reasonable cost".

In order to achieve these goals, the commissioners and management of BCPSD meet monthly and, also, at specifically called special meetings to discuss all matters of interest and to review, scrutinize and amend "revenues and expenses" against a previously prepared budget. These meetings are open to the public and normally last 1 1/2 to 2 hours.

If a more efficient and economical way can be found to obtain the required results, we make the change accordingly. Keeping charges for services to the lowest possible level is our objective. Being a nonprofit public entity, it is our mandate that all residents should be treated fairly and equally.

Insuring an adequate supply of water for the future is critical and essential. During the early years on Hilton Head Island, the upper Floridan Aquifer had an ample supply of water to satisfy a relatively small population. As the Island expanded, the Aquifer's supply was no longer ample and some of the wells were being invaded with salt water. The Savannah River became our alternate source with the Floridan.

With Bluffton's population explosion and heavy usage in Savannah, the River and the wells were being highly utilized. Therefore, there was a need for a third source.

Now, BCPSD receives quality water from the newly constructed "reverse osmosis" facility on Hilton Head, which desalinates brackish water from the middle strata of the Floridan Aquifer. These three sources

insure us a supply for many years. The search and supply of this valuable commodity is always on going.

The sewer system requires constant surveillance and modifications. Lines are always being repaired and replaced. Service interruptions, although rare, are being serviced immediately. BCPSD residents are either on a vacuum or gravity system. There are no septic tanks in use by residents in this District. The treatment of sewage is one of constant vigilance, since this is a very corrosive substance.

As you can readily see, the management and commissioners are dedicated to serve you. We welcome any constructive suggestions that you might have. Wishing you a good 2010.

I am
Yours very truly,

Marshall Katz PE
Chairman, Board of Commissioners



CONSERVATION OF THE FLORIDAN AQUIFER

In 2009, the Island utilities engaged Groundwater Management Associates, a firm that has been studying saltwater intrusion on the Island for many years, to

re-evaluate the Aquifer. The discoveries were disconcerting in that a new intrusion point in Long Cove Club was discovered. The Island utilities have developed a number of alternative sources of water and Broad Creek PSD has access to additional groundwater and surface water sources. However, though most of the saltwater intrusion is caused by over pumping in Georgia, we must do all that we can to prolong the life of this invaluable resource.

Our newsletters for years have stressed the need for conservation of landscaping irrigation. The good news is that it appears that residential property owners are responding to that call. Single family usage is down about 10%. I would like to thank all of those who have addressed this issue with their landscape contractors and remind all of our customers that a rain sensor is an extremely inexpensive way of controlling irrigation use. Please make certain that this device is installed and functioning at your home.

We ask that you keep up the good work so that we can all contribute to the protection of this needed and irreplaceable source of drinking water.

Sincerely,

Russell Hildebrand
General Manager

Let us hear from you.

Visit our web site at:

www.bcpsd.com

Call us at (843) 785-7582

or fax us at (843) 785-8196

Or write us at

P.O. Box 5878

Hilton Head Island, SC 29938

Broad Creek Public Service District
PO box 5878
Hilton Head Island, SC 29938



«Name»

«Street»

«City»

«Zip»

FREQUENTLY ASKED QUESTIONS:

My water bill is unusually high this month; could someone at Broad Creek check for leaks?

Yes. Our Meter Reader/Customer Service Representative will perform a courtesy leak check at your meter and on your exterior property as his schedule allows. Please remember it is a "courtesy" check, and we are not liable for the results. Prior to calling in a leak check at 785-7582, we suggest that you or your property manager consider the following:

- After a power outage, recheck the settings on your irrigation timers.
- Be mindful of the Hilton Head Island Municipal Code Sec. 17-10-211 which allows for irrigation twice weekly only.
- If you irrigate manually, a standard hose can use as much as 20 gallons of water per minute. A hose left running can waste as much as 28,000 gallons in 24 hours.
- An underground leak may not only appear as soggy ground or a puddle, but also as areas of lush grass, unexpected vegetation or dark spots that result from fungus growth.
- A continuously running toilet can use as much water as 4,000 gallons per day. Put a few drops of food coloring in the tank to see if it seeps to the bowl. If so, replace the flapper valve.

- A slow dripping faucet can use as much as 5,000 gallons per month, and a steady stream can use as much as 21,000 gallons per month.
- Water softeners, water filters, water heaters, and automatic pool fillers have water level floats that can stick. This may not be apparent if the overflow is piped into the drains.

FISCAL YEAR 2010 CAPITAL PROJECT UPDATE

With the goal of reducing capital replacement costs by more effectively monitoring the operation and maintenance of our equipment, Broad Creek has contracted with M/R Systems of Atlanta, GA to install a new SCADA (Supervisory Control and Data Acquisition) System. SCADA utilizes a central computer at the plant to monitor the functioning of the lift station, well, and plant equipment and processes. This allows our crew to remotely monitor a number of operations, and respond quickly to emergency situations. SCADA also allows us to respond more quickly and precisely to the increasing regulatory reporting requirements of the EPA and SCDHEC.

Phase 1 has been completed with the data radio links between the central monitoring station at Broad Creek and Palmetto Dunes Water Tower, Capici Water Pump Station, two vacuum stations, and the three main sewer lift stations. Phase 2 will begin this fiscal year also, with the monitoring of the three District wells. We hope to complete the SCADA project in fiscal year 2011 with the installation of remote monitoring hardware for key plant equipment and processes.

Visit www.bcpsd.com for Online Bill Pay/Forms/Rate Info and more...

For all of our out of town customers, as well as our high-tech local residents Broad Creek PSD offers the convenience of online credit card bill payments! Simply go to our website at www.bcpsd.com and click on ONLINE BILL PAY. Then enter your Broad Creek account number and service zip code (29928) to access your account. You will be able to view your account balance, along with your payment, billing and usage history. You are able to pay your bill using MasterCard, VISA, or American Express. Paying your bill is just a few clicks away.

While you are online you can check out the current weather and rainfall amounts. You can view Broad Creek PSD rates and fees, and email any inquires to Broad Creek PSD contacts! We encourage all of our customers to avail themselves to the entire breadth of our web page capabilities!

Broad Creek PSD

Board of Commissioners:

Marshall Katz - Chairman

William Dugle

Tom Hopkins

John Joseph

James Rowe

Your board normally meets every second Friday of the month at 9:00AM in the conference room of our office at 3 Marinaside Drive. The public is welcome to attend, but should verify the date by calling (843) 785-7582