



# Water Wise

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## 2011 water and sewer rates

### Rate increases to fund replacement of aging infrastructure

Water and sewer rates increased by an average of five percent on December 1st, and the increase will appear in your January bill.

The increases will fund the replacement of failing and undersized infrastructure, including the \$50 million West Ashley Sewer Tunnel replacement, as well as operation and maintenance of existing infrastructure.

This is the first in a three-year series of rate increases, which were approved by Charleston Water System's Board of Commissioners in September, along with CWS's 2011 budget and three-year Capital Improvements Program. Rates will increase by an average of five percent again next December and once more in December 2012. For more information, visit [www.charlestonwater.com](http://www.charlestonwater.com).

#### How much will my bill go up?

It depends on where you live and how much water you use. The table below shows the monthly increase for the typical residential customer, who uses 5,200 gallons of water a month, and a residential customer who uses the monthly minimum of 1,500 gallons.

Where you live	Service from CWS	Increase for typical customer	Increase for min. bill customer
Inside the City of Charleston	Water & sewer	\$2.87	\$2.20
Outside the City of Charleston	Water only	\$1.30	\$0.35
	Water & sewer	\$3.52	\$2.35

## New! View your bill online

### Paperless billing option coming in 2011

In response to customer requests, our online bill payment system, Epay, now allows you to view your bill.

If you're already registered for Epay, log in and click *View Most Recent Bill* to download a PDF of your bill. If you're not registered for Epay, visit [www.charlestonwater.com](http://www.charlestonwater.com) to sign up.

The next Epay improvement is a paperless billing option, which will be available next year.

## Schedule a speaker!

We want to share our knowledge and passion for water with your group! If your class or civic group is interested in learning more about drinking water or wastewater, contact us. We can tailor the talk to your group's needs. Call (843) 727-6856 or send us an e-mail at [info@charlestoncpw.com](mailto:info@charlestoncpw.com).

## Project Profile: New filter building



This new filter building at the Hanahan Water Treatment Plant (above) houses four filters and a pipe gallery underneath the building (inset). Filtration removes microscopic particles in water and is a critical part of the treatment process. The project was part of Charleston Water System's 2006 Capital Improvements Program and cost \$18.7 million.



Charleston Water System associate Lynne Dillehay talks to a first grade class about water.





Hot water tanks can sometimes be a source of water quality issues, including sulfur odor and sediment. To eliminate this, drain and flush the tank. Follow the manufacturer's instructions or contact a licensed plumber.

## Water Whys

### My water has a rotten egg smell. What's causing this and how do I get rid of it?

This is likely caused by your water heater. If you don't use enough hot water to regularly flush the tank, then hydrogen sulfide-producing bacteria can begin to thrive in the tank, resulting in a harmless but unpleasant rotten egg odor when you use warm or hot water.

To eliminate this, follow the manufacturer's instructions to drain and flush your water heater. Most manufacturers recommend flushing your tank at least once a year for routine maintenance.

*Have a question? Send it to [info@charlestoncpw.com](mailto:info@charlestoncpw.com).*

## Protecting our water sources

### Clean drinking water starts with you!

Water pollution isn't just harmful to the environment, it can also affect sources of drinking water and make water treatment more difficult.

The most common source of pollution for surface water is contaminated runoff. Runoff is rainwater or irrigation water that flows over land and into storm water collection pipes that empty directly into water bodies. Runoff can carry pollutants such as motor oil, fertilizer, and bacteria from pet waste.

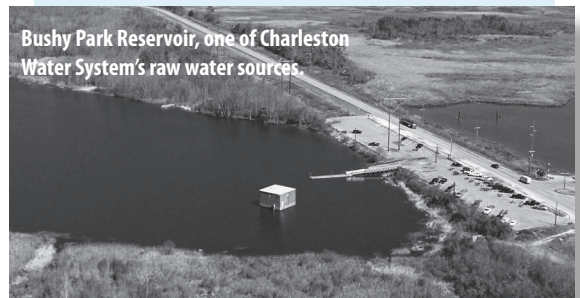
The good news is that you can help reduce pollution from runoff by taking a few simple steps.

### How you can help

- Never pour anything into a storm drain.
- Properly dispose of household hazardous materials such as used motor oil, paint, pesticides, and other solvents and chemicals by taking them to a designated disposal center.
- Pick up after your pet.
- Follow the manufacturer's instructions for the proper use of fertilizers and pesticides. Overuse contributes to runoff pollution.

### Where does my drinking water come from?

The Bushy Park Reservoir and the Edisto River. It's treated at the Hanahan Water Treatment Plant to remove contaminants and make it safe to drink.



Bushy Park Reservoir, one of Charleston Water System's raw water sources.

### Does Charleston Water test source water for pollution?

Yes, remote monitors continually measure water quality variables in our source water and at various stages in the treatment process. This allows us to quickly detect changes in water quality and adjust the treatment process accordingly. We also draw water samples manually and test them in our lab.

Visit [www.charlestonwater.com](http://www.charlestonwater.com) to learn more about how your water is treated and water quality.