Our mission is to inspire trust and enhance public health.
Welcome to BJWSA
Welcome to the Beaufort-Jasper Water and Sewer Authority (BJWSA) service area. We’re committed to serving you, our valued customer.

BJWSA is a public, non-profit organization created by the South Carolina legislature in 1954 to supply water and sewer services to people in Beaufort and Jasper Counties. We do not receive funds from local or state taxes, so all of our expenditures are funded by the rates and fees we charge our customers.

Beginning your services
Please ensure that all inside and outside valves and faucets are closed before service is initiated/restored to your location. BJWSA will assume NO responsibility for water damages resulting from water service being initiated/restored per your request. You are responsible for the water line from the meter to your home or business.

You will receive your first bill approximately 4-6 weeks after your service is established. On your first bill, you will see a one-time service charge in the amount of $25 for first time customers or $20 for service transfers and a deposit charge in the amount of $150. The deposit is held in a non-interest bearing account by BJWSA in the event an account becomes uncollectable.

BJWSA now has the capability of running a “soft” check on your credit. This capability now makes all other options to waive the deposit “null and void”. As this is a soft hit, it will not affect a customer’s credit rating. This check will determine if a deposit is required or if it can be waived. As we are accessing credit information, the check must be authorized by the customer. If authorization is not given, the deposit is billed. There are no additional options to waive it. The deposit can be split between the first and second bill, but not waived.

The deposit will be returned to the customer after 12 months of on-time payments through refunding it back to the account. If this results in a credit balance on the account, customers have the option of requesting a refund or they may choose to have the credit remain on the account for application towards future bills. It may take 4–6 weeks for a refund check to be processed.
If the payment history is unsatisfactory, the deposit remains on the account until there has been 12 successive on-time payments, or the account ends. If the customer is moving to another location within our service area, the deposit may be transferred to the new location. If the customer is moving out of our service area, the deposit will be applied to the final charges. If this results in a credit balance over $5, a refund check will be sent to the customer at their last known or forwarding address.

**To transfer or stop service**
Please notify BJWSA by calling our Customer Service Department at 843-987-9200 at least three business days in advance when you wish to transfer or terminate service.

When an account is closed, a final bill will be mailed within five-to-seven business days. Any unpaid balance on closed accounts after 120 days will be submitted to the South Carolina Department of Revenue and/or a collection agency until the debt has been paid in full.

**Payment Policies**
Payments not received by the due date are subject to a penalty. Penalties are assessed six days after the due date and will appear on the next month’s bill.

Any account that is unpaid 30 days after the due date is subject to a delinquent fee and service disconnection. A trip charge applies when the meter technician arrives at your location to disconnect your service. All delinquent accounts without a deposit or with a deposit not equal to the current rate, will be billed the applicable deposit amount. In the event of service termination for non-payment, all charges, including penalties and fees, will be collected before service is restored.

Payments on disconnected services must be made between the hours of 8:30 am and 3:00 pm, Monday through Friday (excluding Holidays).
Check Policy
If your check or any other electronic transfer payment is dishonored, refused, or returned for any reason, we reserve the right to electronically debit your account for the amount of the attempted payment, plus a processing fee to the amount allowable by law. Your bank account may be debited as early as the same day such initial payment is dishonored, refused or returned. If the item is returned to us as uncollected, the amount of the item will be charged back to your account and a replacement payment must be made by cash, money order or credit card within three business days of notification of the charge back in order to avoid termination of service. In the event service is terminated, a trip charge will be charged in addition to a returned check fee.

Payment Options

Bank Draft
BJWSA’s Bank Draft Plan is an easy, fast, and safe way to pay your monthly utility bill without writing another check. Through the Bank Draft Plan, you authorize the payment of your utility bill directly from your checking account. You will continue to receive your monthly bill and the bill amount will be drafted automatically on the due date posted on the bill. If the due date falls on a weekend or holiday, the funds will be deducted on the next business day.

To enroll in the Bank Draft Plan, please return a completed authorization form along with a voided check to BJWSA, 6 Snake Rd, Okatie, SC 29909 or hand deliver them to the BJWSA office located at 6 Snake Road, on Highway 170 in Okatie. To obtain a bank draft form, you can visit us online at www.bjwsa.org to print the form or use the form included in this booklet.
Recurring Credit Card
With this program, you have the ability to pay your monthly bill by credit card without having to provide your credit card information each month. You can set this up online.

Credit Card
BJWSA accepts Visa, MasterCard, Discover, and American Express. Credit card payments can be made on our website, at our payment counter, by phone, or by using our automated phone system.

By Mail
Please use the payment stub and mailing envelope provided with your monthly statement. If you do not have them, please send payment to: BJWSA, 6 Snake Rd, Okatie, SC 29909. Please include your name, service address and account number with your payment.

By Phone
Please call 1-888-826-7658 to use our automated phone system to make your payment 24 hours a day.

In Person
Our office is located at 6 Snake Road in Okatie (intersection of Hwy 170 and Snake Road). Our office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. During business hours, you may use our drive-thru window or come in to our payment counter. Outside of business hours, you can use the drop box located at the double glass doors at the main entrance to BJWSA.

On-line Services
You may view your bill and make a payment on our website: www.bjwsa.org. Simply click on the Pay Your Bill link and log in using your BJWSA account number and customer number. You can make payments online by Visa, MasterCard, Discover, American Express, or by electronic check.
Rates and fees
Our rates are set annually and approved by our Board of Directors. Water rates consist of a Basic Facility Charge and a Volumetric Charge per 1,000 gallons of water used. Sewer rates also have a Basic Facility Charge and a Volumetric Charge based on water usage. Residential sewer charges are capped at 7,000 gallons monthly. The rates below are effective July 1, 2019.

<table>
<thead>
<tr>
<th>Residential Customers</th>
<th>Current rates</th>
<th>Rates July 1, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WATER</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic Facility Charge</td>
<td>$8.50</td>
<td>$8.75</td>
</tr>
<tr>
<td>Volume per 1,000 gallons</td>
<td>$3.41</td>
<td>$3.55</td>
</tr>
<tr>
<td><strong>SEWER</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic Facility Charge</td>
<td>$12.00</td>
<td>$12.00</td>
</tr>
<tr>
<td>Volume per 1,000 gallons</td>
<td>$6.18</td>
<td>$6.49</td>
</tr>
<tr>
<td>Maximum Charge (7,000 gallons)</td>
<td>$55.00</td>
<td>$57.00</td>
</tr>
<tr>
<td><strong>IRRIGATION</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic Facility Charge</td>
<td>$8.50</td>
<td>$8.75</td>
</tr>
<tr>
<td>Volume per 1,000 gallons</td>
<td>$4.00</td>
<td>$4.20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Commercial Customers</th>
<th>Current rates</th>
<th>Rates July 1, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WATER</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic Facility Charge</td>
<td>$13.00</td>
<td>$13.40</td>
</tr>
<tr>
<td>Volume per 1,000 gallons</td>
<td>$3.41</td>
<td>$3.58</td>
</tr>
<tr>
<td><strong>SEWER</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic Facility Charge</td>
<td>$14.00</td>
<td>$14.00</td>
</tr>
<tr>
<td>Volume per 1,000 gallons</td>
<td>$6.28</td>
<td>$6.59</td>
</tr>
<tr>
<td><strong>IRRIGATION</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic Facility Charge</td>
<td>$13.40</td>
<td>$13.40</td>
</tr>
<tr>
<td>Volume per 1,000 gallons</td>
<td>$4.00</td>
<td>$4.20</td>
</tr>
</tbody>
</table>
How to read your meter
BJWSA uses cost-effective equipment to read your meter monthly. Our system relies on low-power radio signals to record, store and transmit usage data from your meter to our billing system. BJWSA’s employees drive by your location in a vehicle equipped with a special receiver and computer that sends a signal to your meter which in turn prompts the meter to send water usage data back to the computer. In the event that the signal does not record the data necessary to calculate a bill, our technicians are able to obtain readings with a hand-held device.

In the fall of 2016, BJWSA will begin rolling out new meter technology (Beacon) that uses cellular towers to transmit usage data from your meter to our billing office. This technology also has an online portal that notifies customers when leaks are apparent and allows customers to log in and see daily usage information. Stay tuned for more information.

If you are interested in monitoring your own meter readings, you must first check your meter box to determine if the lid is locked. If the lid is unlocked, you may access the meter for monitoring purposes, however, if the lid is locked, call our Customer Service Department so that we can send someone out to unlock your lid.

To read your meter, find the series of numbers in boxes below the word “gallons.” Meters are not reset between readings but instead the dials increase continuously as water passes through the meter. The last two digits in the sequence of numbers are converted to zeros for calculating purposes. To find out how much water you have used in any given period, subtract the reading on your last bill from the current meter reading.

Example:

<table>
<thead>
<tr>
<th>Current reading</th>
<th>0283600 gallons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minus reading on last bill</td>
<td>0278300 gallons</td>
</tr>
<tr>
<td>Usage</td>
<td>0005300 gallons</td>
</tr>
</tbody>
</table>
EXERCISE CAUTION AROUND METER BOXES
Customers are responsible for any damage to water meters and boxes. Please be careful when working or doing yard work near your meter box.

Helping those in need - The Thad Coleman Fund
BJWSA’s Thad Coleman Fund offers a helping hand to families in Beaufort and Jasper Counties who are faced with financial hardship. Named after a beloved past Board member, the fund helps these families pay the costs to connect to the BJWSA water and sewer system. It is funded through BJWSA—most importantly—our customers.

Helping is Easy! Make a one-time donation by sending a check to the Thad Coleman Fund, BJWSA, 6 Snake Road, Okatie, SC 29909 or, make automatic monthly contributions by authorizing us to “round up” your bill to the next highest dollar amount (for example, $26.64 would be rounded up to $27.00 and the extra 36 cents would be deposited into the fund).

Go to our website at www.bjwsa.org/info/thad-coleman.html and complete a sign-up form or call Customer Service, 843-987-9200.

How to get help
If your family needs help with capacity and tap fees for water and sewer services, or if you know someone who may qualify for help from the Thad Coleman Fund, contact BJWSA’s Customer Service Department at 843-987-9200.
About your drinking water
BJWSA is committed to providing you with a reliable supply of safe, high quality drinking water. We are fortunate here in the Beaufort-Jasper service area to have an excellent and plentiful primary water source – the Savannah River.

The quality of the water produced by BJWSA, as well as the operation of its water treatment system, is strictly controlled by regulations from the SC Department of Health and Environmental Control (DHEC) and the US Environmental Protection Agency (EPA). BJWSA reports its own test results to DHEC, and DHEC performs surprise tests and checks water samples on a regular basis. DHEC also inspects BJWSA’s operations and record-keeping for its plant and water system. BJWSA has consistently met or surpassed all water quality standards and inspections from DHEC and the EPA for many years.

How do we know that the Savannah River is a safe water source?
The water quality of the river is regularly sampled and tested by BJWSA, the City of Savannah, DHEC, the U.S. Department of Energy (DOE), and the EPA.

At least once a year, BJWSA samples the water it takes from the Savannah River tested for more than 80 individual items, including radionuclides, metals, volatile organics, and non-volatile synthetic organic compounds. In all testing, these substances have either not been detectable in the water or have been present in only very small trace amounts.

BJWSA tests river water at the plant on an hourly and daily basis for factors such as alkalinity, hardness, color, turbidity, and pH. The water from the Savannah River routinely tests in normal range for these factors.

What is done to make sure your drinking water is safe to use?
Your drinking water is a carefully manufactured product. To ensure the water’s safety, BJWSA disinfects it with chloramines, a blend of chlorine and ammonia, before delivering it to homes and businesses. Many utilities have used chloramines for decades because of their lack of taste and odor, their ability to last in the distribution system, and their excellent disinfection properties. Chloramines are highly effective in reducing disease-causing organisms that can be carried in drinking water.
Water disinfected with chloramines is safe for bathing, drinking, cooking and all everyday uses. However, chloraminated water cannot be used in aquariums or in kidney dialysis machines. Chloramines, like chlorine, must be removed from water that goes into kidney dialysis machines or fish tanks. Medical professionals in the area have been notified of the use of chloramines in the water, but if you are on dialysis, you should also notify your physician. Pet stores can provide aquarium owners with a dechloraminating chemical or granular activated carbon filter to remove chloramines effectively from fish tanks.

In addition to the sampling and testing done on the water quality of the river itself, BJWSA, DHEC, and DOE regularly collect and test samples of the water after it has been treated by BJWSA. Samples are taken from the treatment system, the distribution system, and at water taps in homes scattered across the service area to ensure that you are receiving safe, high quality water. BJWSA also tests its untreated water hourly and daily to continually adjust and provide the best water treatment process.

To view our video on how your water is treated, visit www.youtube.com/bjwsa.
Is there more detailed information on water quality available to the public?
BJWSA publishes an annual Consumer Confidence Report which is available at the BJWSA Administration Building at Highway 170 and Snake Road and on our website at www.bjwusa.org. Water quality information is also available from the City of Savannah, DHEC, DOE, and the EPA.

Other important information

Sewer Regulations
By becoming a BJWSA customer, you agree to abide by all of our standards, policies and regulations. These policies include our Sewer Use Regulation, the Industrial Pre-treatment Program, the Grease Trap Policy, and the Development Policy and Procedures Manual. These policies are put into place to protect our sewer system, to ensure all users pay applicable fees, and commercial or industrial users install appropriate equipment. Full copies of these policies can be obtained from our website or by calling 843-987-9200.

Fats, Oils and Grease (FOG)
Fats, oils and greases aren’t just bad for your arteries; they are bad for sewers, too. Never put grease or oils down the drain. Grease is considered a hazardous waste and sticks to the insides of sewer lines both on your property and in the streets. Over time, the grease can build up, block the entire line and cause growth of undesirable bacteria in the wastewater collection lines and treatment plant. To dispose of grease safely, pour it into a metal can; once it hardens, cover and place in the garbage.

Flushing Facts

Many materials that people frequently flush can cause costly damage and blockages to the sewer system. In severe cases, clogs can cause backups into your home or overflows in the street! Materials labelled “flushable” are often not suitable to flush.

The only material that is safe to flush is toilet paper. You can check out our informational video on what NOT to flush at www.youtube.com/bjwusa.
Water shutoff valve
All homes should be equipped with an emergency water shut-off valve, and knowing where your shut-off valve is located before you have an emergency can save you time and money. Most homes are equipped with interior and exterior shut-off valves.

Interior shut-off valves are easy to locate and convenient to use as they allow you to shut-off water to a specific area of the house. Interior shut-off valves are located inside bathroom and kitchen cabinets, under the sink, behind toilets, and above water heaters.

Exterior shut-off valves are used to shut off water to the entire house or irrigation system. They are generally found in two locations: (1) outside the home where the water line connects to the house. This is usually under the water spigot closest to the water meter and could be buried so you may have to dig down several feet to find it. (2) outside of the home in front of the meter box. This location is fairly easy to spot and once you locate the valve, test it to be sure it is easy to access and operate.

If your home does not have a water shut-off valve, have one installed as soon as possible before there is a plumbing emergency. A shut-off valve provides security for your property and peace of mind.

Irrigation System Requirements
Backflow or backsiphonage from your yard irrigation system could accidentally contaminate our drinking water supply with pesticides, fertilizers and other potentially harmful chemicals. To prevent this, BJWSA has enacted regulations requiring that ALL yard irrigation systems connected to metered service lines be equipped with an approved backflow prevention device.

Residential
Your meter installation is equipped with a dual check valve, which protects the system and requires no maintenance by the homeowner.

Commercial
A double check valve will need to be installed. These devices should be tested when initially installed, and then annually thereafter by a state-certified backflow prevention tester.

Questions? Contact BJWSA’s Customer Service Department for more information and a list of state-certified backflow prevention testers.
BJWSA Bank Draft Plan
This form authorizes BJWSA to draft your bank account monthly for payment of water and sewer bills. Each month you will receive a copy of your current bill and the date your account will be drafted before a draft is drawn.

Questions: 843-987-9200 or email cs@bjwsa.org

To enroll in this easy payment plan:

1) Complete this form
2) Attach a voided check
3) Mail to BJWSA, 6 Snake Rd, Okatie, SC 29909

BANK DRAFT AUTHORIZATION

Customer Name______________________________________________________________

BJWSA Account Number_____________________________________________________

BJWSA Customer Number____________________________________________________

Primary Phone Number_____________________________________________________

Work Phone Number________________________________________________________

Name of Bank_____________________________________________________________

Bank Draft Transit Number___________________________________________________
(lower left - first group of numbers on check)

Bank Draft Checking Account Number_________________________________________
(lower left - second group of numbers on check)

Signature as Accepted by Bank_______________________________________________

Date________________________________________
Notes
A message from Beaufort-Jasper Water & Sewer Authority

BJWSA has collaborated with HomeServe to offer optional protection plans for the water and sewer/septic service lines located on your property. Your water line is the pipe between the water meter and your home, and your sewer/septic line is the pipe that runs from your home to either your property boundary or septic tank.

Many customers are unaware that these service lines are part of their private plumbing system and that they are responsible for repairing them. Our partnership with HomeServe is intended to educate homeowners about their service line responsibility and offer a quality, affordable protection plan option.

It is important to note that HomeServe’s protection plans are optional services. We encourage you to consider your individual situation and decide if service line protection is a good fit for you.

To learn more about this partnership, and for questions about HomeServe’s protection plans, please call HomeServe toll-free at 1-855-310-6275 or visit www.BeaufortServicePlans.com.