



PipeLines

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www.southislandpsd.com

SCDHEC Water System #0720001

What's in the Pipe? Our normally placid Lowcountry fall betrayed us in October, exchanging pleasantly warm temperatures and gentle skies for a rage we hadn't felt for nearly a decade. The remains of Hurricane Matthew can still be seen all around us, from fallen trees to ruined docks, piles of roadside debris to friends and neighbors still without homes and roofs. While we were blessed that no major Hilton Head Island injuries were reported, there is still enough damage to keep crews working for a full year or more. Through it all there were quiet acts of service and dedication including the unstinting efforts of the good folks at your South Island Public Service District. Here's what's in *The Pipe*:

Hurricane Matthew Was A Very Powerful... long-lived and deadly tropical cyclone, which became the first Category 5 Atlantic hurricane since Hurricane Felix in 2007. The thirteenth named storm, fifth hurricane and second major hurricane of the active 2016 Atlantic Hurricane season, Matthew wrought widespread destruction and catastrophic loss of life during its journey across the Western Atlantic, including parts of Haiti, Cuba, Dominican Republic and the southeastern United States.

Over 1,600 estimated deaths have been attributed to the storm (49 in the U.S.), making it the deadliest Atlantic hurricane since Hurricane Stan in 2005 which devastated Central America and Mexico. With the tempest causing in excess of \$10.5 billion, it was the costliest Atlantic Hurricane since Hurricane Sandy in 2012 as well as the tenth costliest Atlantic Hurricane in history.

Closer To Home... After watching the system start as a tropical depression of the coast of West Africa, form into a full-fledged named storm near the Windward Islands on September 28 and then tear a path of devastation through the Caribbean, SC Governor Nikki Haley took advantage of a new evacuation zone system that distinguishes higher risk coastal areas to declare a mandatory evacuation on Thursday, October 6. The full storm hit the island as a Category 2 in the early morning hours of Saturday, October 8.

Unknown to Governor Halley and most of us, your water and sewer utility management and staff had been working for nearly two weeks in advance of the order, expecting the worse and setting into motion a host of emergency systems, generators, remote control stations and other standby units designed for just this sort of event.



When key utility staff one emergency passes returned later in the day on October 8, a large tree leaning against the back of the new SIPSD Headquarters building was there to greet them. Thanks to advance precautions, state-of-the-art equipment and remote control technology, damages to most systems were minimized.

Key Management and Other Staff... made it back to the island on October 8. There followed more that a month of 24 hour a day, seven day a week efforts to restore services, including the Drinking Water Systems (wells and the Reverse Osmosis Plant), the Sewage Collection System, the Wastewater Treatment Plant, pump stations and all the many other parts of the operation.

While There Were Some Outages... for the most part everything was back to fully functioning in just about 5 days, an extraordinary accomplishment considering the size of South Island PSD's service area and the extent of the damage sustained, most stemming from fallen trees.

Along the way lessons were learned that will be put to good use should the unthinkable happen again, most of them centering on you as the South Island Public Service District Customer. Here's what you can do to make a very tough job a little easier for your workers at the office and in the field:



Eight Important Water Things You Can Do Before a Hurricane Strikes

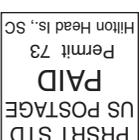
1. Know where your master water value is, then turn it off. Remember that your utility is responsible for the water and the sewer treatment plants, the main lines and the sewer plant lines. Customers should turn off their water shut off valve before evacuating the Island. This procedure will help to mitigate water damage on your property. Customers are responsible for the water and sewer lines on their property;
2. Prepare for service disruptions on your return. Despite our best efforts, repairs can't be done in an instant. That means having at least five gallons of clean water for all purposes per person, per day;
3. In the meantime, do your best to clear your property for the repair crews to come, including clearing debris from your meter and master valve. An unacceptable level of damage was done by work crews piling debris over outdoor valves and meters;
4. Use our website, www.southislandpsd.com, our Facebook page, @Southisland PSD and keep an eye out for our regular emails. Everything you need to know can be found there;
5. If you must call your utility office during a time of emergency, please make sure it's a real emergency of your own, and then you need call only once. Since we have to prioritize major line breaks over smaller ones, you might find yourself without water for a little longer than others. That's just the nature of fixing a complicated system; have patience, check the website and social media, speak with your neighbors and we'll get to you as fast as we can;
6. Hold any calls dealing with billing or other administrative matters. Once things return to normal we'll be happy to help you deal with things like that, only not during a bona fide emergency;
7. When the water starts running from your tap, boil it before you drink it until you hear from us that it's completely safe; here an abundance of caution makes plain good sense;
8. Turn off your irrigation systems until we tell you otherwise. Keeping pressure in the water system is an important part of the repair process;

All Told Hurricane Matthew...is projected to cost your utility about \$1.5 to \$2 million, most of which we expect to be reimbursed via the Insurance Reserve Fund and FEMA. Other help came in the form of donations of restaurant food for a hungry, tired staff, cooperation, mutual assistance and a general spirit of partnership among other entities and even thank you notes, letters, emails and other postings from individuals who somehow found time in their very busy days after the storm to offer a pleasant word. Here's just a few to thank: One Hot Mama's, Sunrise Café, Jersey Mike's Subs, Publix Super Markets, Harris Teeter, The Golden Coral, Zoe's Kitchen, BRW Construction Group, Palmetto Electric Cooperative, Consolidated Pipe Supply, Sheffield Oil Co., The Town of Hilton Head Island, CH2M, T.S. Industrial, North Charleston Sewer District, Renewable Water Resources and the Mt. Pleasant Commission of Public Works. If we overlooked your name please forgive us; our hearts are full and our lives made easier and better thanks to you.



See You Next Time...hopefully without all the drama. Even with a hurricane receding in our rear view mirror, we need to think about water conservation. If you haven't done so already, turn off your irrigation system. Don't forget that your Board of Commissioners meets 8 a.m. the fourth Tuesday of every month at the SIPSD offices, 2 Genesta Street and you're most welcome to attend. We're always interested in your comments, so please write: *Pipelines*, c/o South Island Public Service District, Post Office Box 5148, Hilton Head Island, SC 29938.

Call us first if you have a plumbing or sewer issue, we may help diagnose the problem. Call our maintenance department @ 843-671-2907.



South Island Public Service District
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