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Administrator:  
Robert Hensley

Board of Directors:  
Linda Evans-Chair  
Pat Ladolcetta- Co-Chair  
John Wheeler-Sec/Treasurer  
Brad Rawlings-Member  
Lindy Cummins-Member

## SUMMER NEWSLETTER

**Mission Statement:** Dorchester County Water Authority is a Special Purpose District established under Article 588 in 1965. *Your water utility does not receive any tax dollars.* We operate on water revenues generated by our customers. Our main objective is to provide safe dependable drinking water at affordable prices for our customers while focusing on customer service and updating our system to compete in a global society.

Visit [www.dcwaonline.com/make-payment](http://www.dcwaonline.com/make-payment) for information about our online and phone payment options.

**Online and phone payments  
are processed by:  
Payment Service Network.**

Automated phone payments:  
**1-877-885-7968**

Speak to CSR: **1-866-917-7368 option 0**

### OFFICE HOURS

Monday through Thursday

8am—5pm

Friday

8am—4pm

*(We do not close for lunch.)*



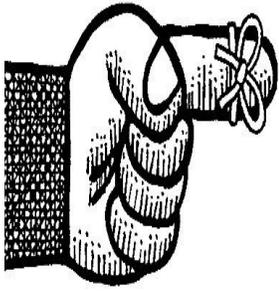
**SCHOOL REGISTRATION:** We do not have copies of your bill in the office. We can not change or add a person to your bill in order to register children for school. The schools have guidelines for registering children for school please refer to them for required documentation. Please keep a recent copy of your bill for registration purposes. If you are registered online you have the ability to print one yourself.

### UPDATE CONTACT INFORMATION:

It is important that your contact information is current. Email and phone numbers that are valid may save valuable time in case of an emergency.

There is an after hours drop slot on the front of the building to the right of the front door for your convenience. Please do *NOT* put cash in the night drop. Please be sure to include your name address and phone number with any payments you drop off.

**MOVING?** Dorchester County Water Authority requires customers to submit a disconnection of service form. This form can be found on our website at [dcwaonline.com](http://dcwaonline.com) under the heading FORMS. You may also come in to our office to fill out this form. Your final bill will reflect your requested shut off date.



### **LOCKED METER BOXES:**

Our meter boxes (round silver disc on top) are locked. Thank you to our customers that have installed a shut off on their side of the meter. We charge a \$25 service call fee to unlock our meter boxes and \$50 for after hour calls.

**HOW TO CHECK FOR A LEAKING TOILET:** Toilets are often the biggest culprit of high water usage. Sometimes they continue flowing water because the flapper sticks, the chain is caught on something inside the tank, or parts are worn out inside the tank. Since the water flows down the sewer, leaking toilets don't necessarily leave any signs of a leak, until you get the bill. The average leaky toilet can waste about 200 gallons of water per day. That's over 6,000 gallons a month for just one leaking toilet! Some toilets may produce a running water sound that is easy to hear. Some leaks are visible as a small trickle running from the rim to the water in the bowl. Toilet leaks are often silent and can be intermittent, allowing loss of water to go undetected for long periods of time. To detect silent leaks, remove the lid from the toilet tank, remove any colored or bleaching cleaning agents. Flush to clear the water in the bowl. Then add dye tablets, leak detector fluid, a few drops of food coloring, or a colored instant drink mix to the toilet tank. If there is a leak in the toilet, color will appear in the bowl within 60 minutes. Flush the remaining color from the tank as soon as the test is complete.

This \$6-\$12 toilet part could be costing you hundreds of dollars.



### **BEST TIME TO WATER YOUR**

**LAWN:** Watering your yard first thing in the morning is a great first step to water-efficient landscaping. Avoid watering your yard in the middle of the day. Watering when it's hot and sunny is wasteful because most of the water evaporates.

**PROTECT THAT METER:** We have a meter maintenance technician that is constantly checking and repairing meters and meter boxes. If you have a landscaper or plumber do work on your property please remind them that our meters are locked. We have assessed fees to customers that have had plumbers or landscapers damage their meter boxes by prying on them to cut off the water. This is another reason we have advised customers to install a shut off on their side of the meter box since June of 2011.

*Please make sure your meter is clear of landscaping material and vegetation.*