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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

WINTER 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 dcwaonline.com for information about our online and phone payment options.

SHUT OFF VALVE: Please be reminded that our meter boxes are locked. If you are unable to turn the water off on your side, we will have to dispatch personnel to your location. There is a \$25.00 same day charge before 2:30 and a \$50.00 emergency charge after 2:30.

CREDIT CARDS NOW ACCEPTED: We now accept credit cards in our office. There is a convenience fee to use your card.

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

FAUCETS TRICKLE: Please remember when temperatures plunge to let your faucets trickle. Protecting your pipes from freezing by leaving cabinet doors open and insulating exposed pipes may prevent the headache of not having water and repairing burst pipes. An ounce of prevention will make sure you have gallons of water in freezing temperatures.

BILL DUE DATE: Bills are always due the 10th of every month.



UPDATE CONTACT INFORMATION: Email and phone numbers that are valid may save valuable time in case of an emergency. You may include updated information on your payment stubs or call the office to update any changes.

HAPPY NEW YEAR

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.

MOVING? Dorchester County Water Authority requires customers to submit a disconnect service form to stop service. Your final bill will reflect your requested shut off date.

TAX SEASON IS ALMOST HERE: Did you sign up to access your payment history and view your bills? Please be advised that there is a \$4.75 processing fee if you request a copy of your payment history. We require 24 hr notice and you must present a valid ID in the office for pickup. We can not mail, fax or scan copies to you.

WHY IS MY WATER OFF? DCWA may disconnect your service if we have not received a payment by the due date. (Always the 10th of *each* month) If you receive a late notice in the mail and do not pay the past due amount, you will be cut off. If you are cut off you must complete the following steps to have your service restored.

1. Call the office to get total amount due.
2. Pay the bill in full including past due, current bill and any fees.
3. Get confirmation # and call office to verify payment if made online .
4. Service will be restored before close of business that day. We can not give an exact time.
5. If your payment is received after 4:50pm for disconnected service your water will be restored the following day.
6. If your payment to reconnect service is returned for insufficient funds (NSF), you will be charged a \$35 return fee and cut back off. You will need to pay cash or money order before 2:30 at our office to have water restored. Your bank should notify you that your payment was declined.

