

dcwaonline.com

Located at :
967 Orangeburg Road
Summerville, SC 29483

Phone : (843) 875-0140
Fax: (843) 851-6790



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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.

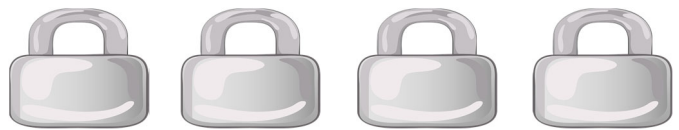
OFFICE HOURS: Due to the Covid-19 Virus our lobby is not open to the public. Because of the limited size of our lobby, social distancing is not possible. We will open the lobby when it is deemed safe to do so. This is for our employee's and customer's protection.

WEBSITE UPDATES: Our website has many new features that you may find helpful. There are options to sign up for new service, disconnect your service and make payments electronically.

POOL INSTALLED: We have been called several times in reference to pools. Contrary to what your pool installation company may have said; we do not fill up pools one time for free. We appreciate it when we are notified that you have installed a pool. This alerts us as to why your bill may be higher than usual. The cost to fill a pool is based on the # of gallons used. A 20,000 gallon pool would increase your bill by \$60.00. That is in addition to your normal bill. \$3.00 per thousand gallons.

If you would like to view information about the coronavirus go to:
<https://www.cdc.gov/coronavirus/>

CORONA VIRUS: We have all been very concerned with the Covid-19 Pandemic. The board of DCWA suspended late fees and cut offs as the governor ordered. It may take a long time for things to get back to a "new" normal. As we slowly try to resume life with social distancing and the face mask debate, please remember that late fees and disconnection of service for bills that accrued prior to the pandemic are due and payable and you will be disconnected in the coming weeks if you do not make an effort to catch up on those delinquencies. The office staff called and sent door hangers to customers with outstanding balances. Please note the Governor has lifted the cut off suspension order. If you called and made an arrangement please do as you agreed.



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.

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

CONSUMER CONFIDENCE REPORTS: Dorchester County Water Authority routinely monitors for constituents in your drinking water according to federal and state laws. We are pleased to report that your water is safe and meets all federal and state requirements. You may view the CCR reports online or request one to be mailed to your home. If you have any questions about this report or your water utility, please contact Richie Murdaugh at (843)875-0140. You may also contact us at dcwaonline.com

QUARANTINE: We have seen an increase in water use with the Covid 19 pandemic. Our crews have been working to make sure you and your family had uninterrupted service during the stay at home order from the Governor. We are grateful to each of you and hope that if you see *any* essential personnel you will let them know they are appreciated.

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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.



BEST TIME TO WATER YOUR LAWN: Watering your yard first thing in the morning is a great way to water efficiently and effectively. 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.

fresh water

K G X C H L V L O U O F M A E T S Y Z Z T D L P
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 M K D P L S T S E F S A T U R A T E D Z O N E W

- aquifer artesian water bogs forced fresh water gases
- geyser glaciers groundwater heated gases icebergs lakes
- marshes natural spring ocean ponds pressure river system
- runoff saturated zone steam stream swamps
- underground water unsaturated zone water water table
- watershed well wetlands