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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 [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**  
To Speak to a CSR: **1-866-917-7368 option 0**  
**You will need your account # to pay.**



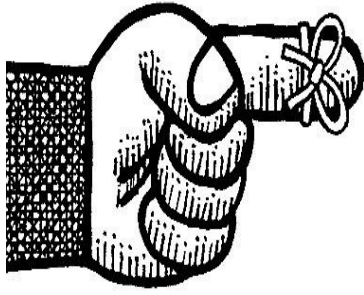
## **PRECAUTIONS FOR FREEZING TEMPERATURES:**

- \* Disconnect outdoor water hoses
- \* Cover exposed outside spigots
- \* Check to make sure your sprinkler system is ready for freezing temperatures.
- \* Customers who live in modular homes should insulate exposed pipes.
- \* Locate the shut off to your home on your side of our meter. If you do not have one we would strongly suggest you have one installed at the meter to protect your property. Our meters are locked and homeowners do not have access to them.

**MOST IMPORTANTLY:** Let your faucets trickle when temperatures drop below freezing to prevent frozen pipes. If your water pipes freeze your water utility can not do anything to assist you. You will have to wait until the pipes thaw.



**Dorchester County Water Authority would like to wish everyone a  
Happy and Healthy Holiday Season  
with hopes that 2021 will be a much better year for all.**



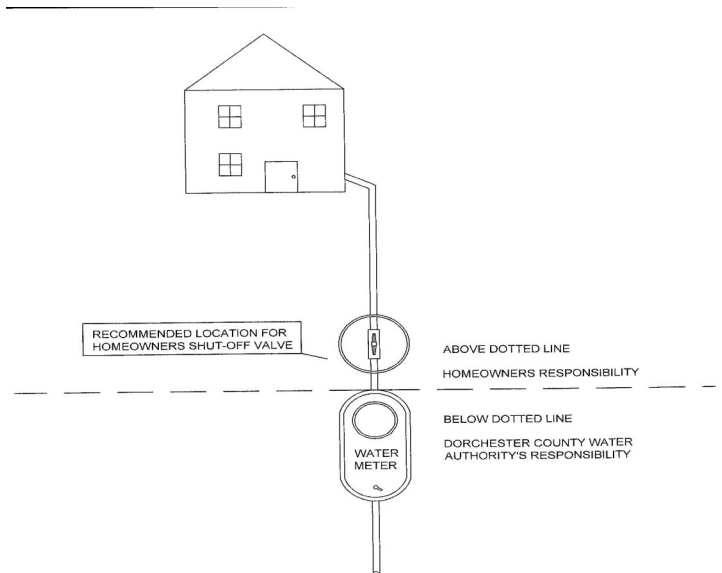
Let your faucets  
**DRIP**  
during freezing temperatures  
to prevent frozen pipes.



**MONTHLY BILLING:** Current bills are due on the 10th of the month. Any outstanding balances may subject your account to additional fees and/or disconnection. Any past due accounts will be charged a \$5.00 late fee at the end of business hours on the 10th of the month. Bills with past due amounts that have not been paid by the next billing cycle may be charged a \$25 late fee and cut off. Customers that have been disconnected must pay the total amount due including the most recent bill and any fees. In other words, if your service is disconnected for non-payment or an insufficient payment amount, it must be paid in full **INCLUDING** late fees and current bill. The account must have a \$0 balance before service is restored.

**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 your side of the meter box since June of 2011. If you have any questions please feel free to call the office.

**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 emergency calls.



**LOBBY CLOSED:** Our lobby is closed due to the Covid-19 Pandemic. We have such limited space in that area we would not be able to socially distance. This is a precaution for employees and customers. Payments are accepted through our drop box on the side of the building by the front door and through our website. Phone payments are also accepted by calling 1-877-885-7968. You will need your account number to pay by phone. We are here to answer any questions by phone.