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

## SPRING NEWSLETTER 2023

**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.

### **2023 RATE INCREASE:**

Your water utility company has absorbed the rising costs of operational fees, maintenance, and material with no rate increase since 2018. As consumers we are all aware of the increased costs of gas, electricity, and necessities. Residential rates have increased from \$22.00 to \$25.00 per month for a minimum bill and 3.50 per thousand over the first 2,000 gallons. Non-residential rates will increase from \$59.00 to \$62.00 for the first 12,000 gallons and \$3.50 per thousand over the first 12,000 gallons. Please see our website for other rate changes or contact a CSR representative at [dcwaonline.com](http://dcwaonline.com)

### **LOCKED METER BOXES:**

DCWA meter boxes are locked. We advise all customers to install a shut-off valve after the meter when they register for service. DCWA charges a \$25 service fee to unlock meter boxes. Emergency service calls outside of regular office hours are charged at \$100 per hour.

### **METER MAINTENANCE:**

Our meter maintenance program is ongoing year round. The technician has to be able to access the meter to do any maintenance required. Please do not cover the meter with mulch, pine straw, landscape material or shrubbery of any kind. Responsible homeowners should be aware of the location of the meter and use caution when mowing in this area. If you have a lawn maintenance company you may want to show them the location of the meter to prevent any damages and subsequent additional charges to your water bill. Please notify our office if damages occur so we can process a work order to repair the meter and avoid possible injury or further damages.

### **PAST DUE ACCOUNTS:**

Late fees are applied at the close of business on the 10th of each month and will increase from \$5 per occurrence to \$10 per occurrence starting March 1st, 2023. All past due accounts are subject to disconnection without further notice. Starting March 1st, 2023 delinquent accounts will be charged a \$50 delinquent fee when they are scheduled for disconnection. Once this fee is applied it may not be removed.

## **BE OBSERVANT:**

Please review your bill monthly. We send bills electronically and through the US Post Office. Your bill is a tool to help you monitor usage and any discrepancies in monthly usage may indicate a leak on your side. If your usage is higher than usual and continues to increase monthly you may need to do some in-vestigative work to determine what is going on. If you have any questions we can offer suggestions that may help you identify a problem or leak.

## **RECURRING PAYMENTS:**

If you are set up for recurring payments or au-to draft, now would be a good time to review your account and make sure your end date is not approaching. If you have received a new debit card or changed banking information please verify that your auto draft or bill pay accounts have been updated too.

<https://dcwaonline.com/payment-methods/>

Pay by phone: **1-877-885-7968**

PSN Support: **1-866-917-7368**

Payments made using the support number may incur additional costs. Please use the pay by phone number when possible.



Visit our website for updated water rates and fee schedules.

[dcwaonline.com](https://dcwaonline.com)

## **PROTECT THAT METER:**

We have a meter maintenance technician that is constantly checking and repairing meters and utility equipment within our easements. If you have a landscaper or plumber working 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.

## **BEST TIME TO WATER:**

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.

## **MONTHLY BILLING:**

Current bills are due on the 10th of the month. Any past due accounts will be charged a \$10 late fee at the end of business hours on the 10th of the month. Bills with 60 day past due amounts that have not been paid by the next billing cycle will be charged a \$50 fee and your service will be disconnected. 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 re-stored.

## **ACCOUNT CREDITS:**

Credits on bills show up with a negative sign in front of the balance due: **-25.98** for example. We ask that customers carry no more than a \$500 credit on their accounts. If you have any questions about your bill please call or email our CSR's at 843-875-0140.