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Administrator:
Robert Hensley
Manager:
Richie Murdaugh

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

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 for information about our online and phone payment options.

HAPPY NEW YEAR 2024



FREEZE WARNING

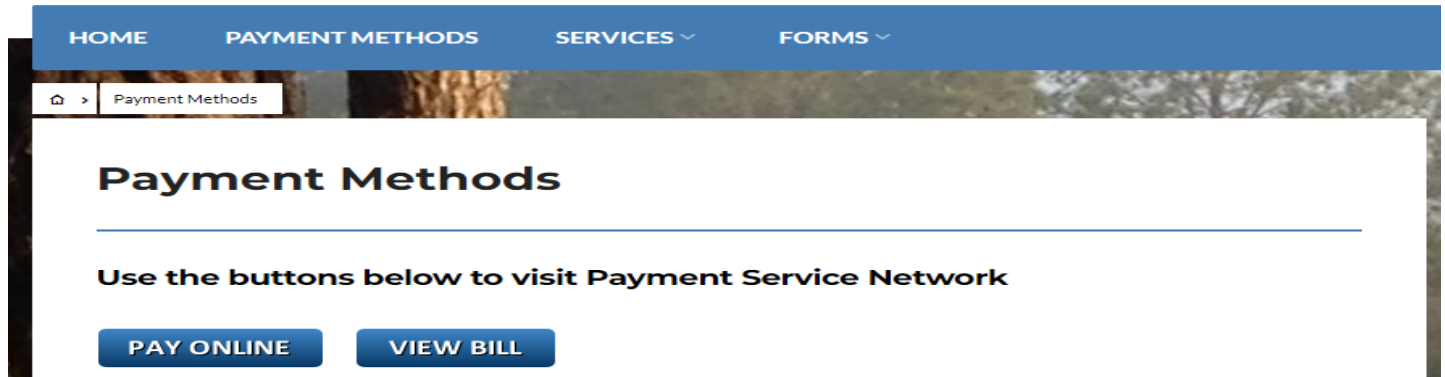
- * Disconnect outdoor water hoses
- * Cover exposed outside spigots
- * Check to make sure your sprinkler system is ready for freezing temperatures.
- * Customers who live in modular homes should insulate exposed pipes.
- * Locate the shut off to your home on your side of our meter. If you do not have 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.
- * Make sure outside on demand hot water heaters are protected.

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.

PAST DUE NOTICES: Late fees (\$10) are applied at the close of business on the 10th of each month. If your account is past due and a work order to interrupt service is processed, a \$50.00 fee will be applied to your account. Interrupted services must be paid in full with all fees before restoration of service. You can not make a payment arrangement if you have been disconnected.

YOU MAY REGISTER TO VIEW YOUR BILL ONLINE: Registering to view your bills online will give you access to print out your bills for tax purposes and proof of address. We no longer process billing in the office. We do not have a copy of your bill. You can sign up to view your bill online at our website: dcwaonline.com and click on VIEW BILL then Register Now. You will not be able to see your bill until the next billing cycle. We suggest that customers sign up as soon as they get their first bill. (Screenshot of Website page below)

DORCHESTER COUNTY WATER AUTHORITY



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 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.

OBSTRUCTED METERS: Please make sure you do not cover your meter with mulch, pine straw, brick borders, landscape materials or vehicles. Personnel must have access to your meter for maintenance. Fines are applied to addresses with obstructed meters.

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 \$10 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 \$50 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.

FREE PAYMENT OPTIONS: Your water utility is currently waiving all fees for using debit, credit or online payment options.