

Joint Municipal Water & Sewer Commission

Progress through cooperation

Welcome to our service area!

Our office hours are: **7:30 a.m. to 5:00 p.m. Monday—Thursday**
 8:00 a.m. to 4:30 p.m. Friday

If you have any questions regarding your service, please call customer service at **(803) 359-8373**. One of our customer service representatives will be glad to speak with you during normal office hours. If you have an emergency after normal office hours, our answering service will forward your message to our “on call” personnel who will respond directly. Please call our office before calling a plumber if you are experiencing problems with sewer backing up. Our response time will probably be faster, and there will be no charge from the Commission if it is determined that the problem is related to our infrastructure.

JMWSC water distribution, wastewater collection and wastewater treatment systems meet or exceed all Environmental Pollution Agency (EPA) and South Carolina Department of Health and Environmental Control (SCDHEC) requirements and regulations. Some of these regulations include:

- Monthly bacteriological analysis representative of the entire water distribution system
- Routine flushing of water distribution system
- Annual inspection and cleaning of water storage facilities
- Daily, weekly, and monthly monitoring/sampling of our wastewater treatment facility
- Monthly monitoring/sampling of industrial waste streams
- Daily monitoring of wastewater collection systems

We take our responsibility to be good stewards of the environment very seriously. We are committed to providing the highest quality service to our customers while keeping overhead expenses and user rates as low as possible.

Billing Terms

- **Your bill is due monthly on the 15th**. On or about the 16th a 5% penalty will be charged to your account and a reminder will be mailed if the balance is still unpaid.
- If your payment has not been received in our office by the 25th of the month, your account is subject to a non-payment fee of \$75 and is also subject to disconnection. Full payment of the bill and Non-Payment fee must be made in order to reconnect the water.

You have several ways to make your payment: Mail, In Office, Visa/MasterCard by Phone (1-800-392-4435) - (\$2.50 convenience fee), ACH Bank Draft, or our website: www.lcjmwsc.com. We also have a drop box for your convenience if you would like to drop off payment after hours.

<u>Rates</u>	<u>Effective as of July 1, 2011</u>
Water Maintenance Fee	\$8.25
Water Charge Per Thousand Gallons	\$4.93
Sewer Maintenance Fee	\$9.75
Sewer Charge Per Thousand Gallons	\$5.41
(Sewer Usage Max's out at 10,000 for a Maximum Charge of \$54.10)	
Backflow Protection Fee	\$5.50
Hydrant Fee	\$3.00

All rates are subject to change.

Helpful Hints

- If your new house has a sprinkler system you may want to watch how much water you are using. Take a reading before and after watering, this way you will have an idea of what your water bill will be.

Water System Pressures

Water pressures on the Commission's distribution system may vary from 25psi to 170psi. Due to these possible high pressures, our system is designed and built to withstand pressures of 200psi. Due to the possibility/presence of high pressures in water systems throughout the nation, the International Plumbing Code Section 604.8 requires "where water pressure within a building exceeds 80psi static, and approved water-pressure reducing valve conforming to ASSE 1003 with strainer shall be installed to reduce the pressure in the building water distribution piping to 80 psi static or less." The Commission recommends that you have the pressure tested at your home or business and make the necessary improvements to ensure the internal pressure does not exceed 80psi. The Commission does not and will not take any responsibility for any damage that may result from high interior water pressures. Should you have any questions with regards to the water pressures at your point of connection with the system, please do not hesitate to give us a call.

Web Site Address

Please visit our website for continuing information about our services to you at <http://www.lcjmwsc.com/>

Updated 05/23/11