



ICWD reflections

A newsletter from the Inman-Campobello Water District

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THE ICWD NOW OFFERS MORE!

Payment Drop Boxes. In an effort to continually improve our services to you, the ICWD has listened to comments and suggestions from our customers and as a result, has made changes. For instance, some customers commented that they wished they didn't have to drive as far to pay their bills. The result? The ICWD installed collection boxes at the extremities of the water district. If you are unable to drive to the office for bill payment, simply drop your payment in one of our collection boxes. One box is located at the Northpoint Market Place (Ingles Grocery Store on Hwy. 176) and the other is located on Hwy. 176 in front of the Campobello Town Hall. The ICWD also has a drop box at its main office located at 5 Prospect Street in Inman.

Payment by Credit Card. Another option for paying your bill is to do so by credit card. The option of paying by credit card has been a long-standing request from many of our customers and

in 2006, it became a reality. It may interest you to know that since the ICWD began accepting credit cards, the cost of providing this option has increased dramatically (due to fees from the credit card companies). This means that more and more customers are using this option as their method of payment and the ICWD is more than happy to provide this service.

Payment via the Internet. Many utilities offer payment via the Internet and the ICWD is no exception. By pointing your browser to www.icwd.org and choosing the online payment option

you can pay your bill without leaving the comfort of your home if you so desire. At this time, it is not possible to look at your billing history or research your account. However, this is a feature that will be added in the near future.

Payment time increased. You may not have noticed, but the time you have to pay your bill has increased from 15 to 20 days. In the recent past, customers have let us know that they would like to have more time to pay their bill. It wasn't as easy as you might think, but we were able to change our operation to allow the additional 5 days of payment time.



The ICWD now offers convenient drop box locations at Northpoint Market Place on Hwy 176, Campobello Town Hall, and the ICWD offices at 5 Prospect St. in Inman.

WATER RATES REMAIN UNCHANGED



It may surprise you to learn that the ICWD has not increased water rates on its residential customers since 2001. Without a doubt, the cost of operating the ICWD has become more expensive since 2001, but the ICWD has worked very hard to keep your rates from going up.

This has largely been accomplished by making every effort to operate as inexpensively as possible. Even though we endeavor to operate efficiently, we have always, and will continue to take, every necessary step and expense to protect the quality and safety of your water. Ensuring your water remains safe and secure is a top priority at the ICWD.

ARE YOU POURING MONEY DOWN THE DRAIN?

Water conservation is a way for citizens to do themselves a favor to the environment and to their pocketbooks at the same time. You pay for every drop of water you use, whether it is used wisely or wasted.

Plan now for your future water needs and practice money-saving water conservation measures around your home. To learn more about saving water, visit our website at www.icwd.org.

NEW WATER TANK TO INCREASE WATER PRESSURE



New ICWD water tank—Firetower Rd.

If you live or travel along SC Highway 11, you may have noticed that a water tank is being constructed off of Firetower Road. The tank is nearing completion and when it is put into service, it will increase water pressure for some of our customers. Because many residents in this area have expressed a desire to have more pressure at their homes and/or businesses, this will be a welcome addition. Having more pressure will also

improve the available fire protection for the area. The ICWD viewed this project as necessary so that we could raise our level of services to meet our customer's expectations.

The tank is scheduled to be put into service in the first part of 2007. Before this occurs, affected customers will be notified by letter that their water pressure will increase and who they should contact with any concerns. Of course if you have any questions or concerns before then, as always, call us. We are here to serve you!

WHO PAYS FOR THAT



A fire at a home or business can be very devastating and costly to all concerned. Surely, if not for the water available at fire hydrants, fire fighting would be much more difficult. When there is a fire and it is fought with water from fire hydrants, have you ever wondered who pays for the water that is used? The answer is that your water system absorbs that cost and is glad to do so. At a recent fire in Inman, it has been estimated that in excess of 250,000 gallons of water were used to combat the fire and keep it from spreading. This is just a part of the service that the ICWD provides.

WHERE IS THAT WATER COMING FROM?

At some point, you have probably driven across some water that was flowing across the road and you couldn't readily tell where the water was coming from. It may have been water from an activity such as a car wash, but it might also have been a water main leak. If you ever happen to see water running across a road or anywhere that it isn't apparent where the water is coming from, please give the ICWD a call. It could be that one of our water lines has become damaged and is in need of repair.

Similarly, if you have a wet spot or a flow of water in your yard that cannot otherwise be explained, you might have a leak within your plumbing. Just by looking at your water meter, you can determine if you do have a leak. If you don't know how to read the meter, feel free to call the ICWD and we will instruct you on how to use the water meter to determine if you indeed have a leak.

MAKE WAY FOR THE METER READERS!

Have you looked at your water meter lately? If so, is the area around the meter surrounded by foliage that could make reading the meter difficult? Many times, residents plant shrubs or other plants near or around the water meter in an effort to beautify their yards. Unfortunately, this can have the effect of making the water meter more difficult to read. It may not seem like much, but when multiplied by many accounts, the time lost in maneuvering through these obstacles to read the meter can be substantial. Therefore, when you have a moment, please look at the area around your meter and make sure it is accessible to the meter readers of the ICWD. Reading the meters efficiently will help us continue to keep the cost of providing your water service as low as possible.



Make sure your meter is accessible to the meter readers.

INSIDE THE ICWD

Commissioners

Carroll Campbell
John D. Edmondson, Sr.
David Gibson
Mike Ravan
Craig Sims

General Manager

Jeffrey A. Walker

Operations Manager

Phillip W. Hall

Office Manager

Sharon K. Hodge