

Mount Pleasant Waterworks

Clay Duffie, General Manager
1619 Rifle Range Road
Mount Pleasant, SC 29464
mountpleasantwaterworks.com



CALENDAR

Monday, April 16, 2001

FY 2002/2003

Budget Meeting 4:30 pm
Commission Meeting 6:00 pm

Wednesday, April 18, 2001

Annual Development
Community Luncheon
12:00 pm to 2:00 pm

Monday, May 21, 2001

FY 2002/2003

Budget Meeting 4:30 pm
Commission Meeting 6:00 pm

Monday, June 4, 2001

Public Hearing on Proposed
FY2002/2003
Operating & Capital Budget
6:00 pm

Monday, June 25, 2001

Annual Commission Meeting
FY2002/2003 Budget
and Revised Guidelines for
Development will be adopted
6:00 pm

Main Line Connection

March 2001

Annual Development Community Meeting, April 18, 2001. . .

Mount Pleasant Waterworks will hold its annual Development Community Luncheon on Wednesday, April 18th, 2001, from 12:00 Noon to 2:00 p.m.

Items to be discussed will include:

- Illegal use of the water and/or wastewater system
- Cost for retesting the water system when bacteriological samples have expired prior to closeout
- Hydrant meter usage
- Damage to water and wastewater systems by subcontractors installing cable, power and gas lines, and
- Final Inspection Procedures.

If you have suggestions for topics that you feel should be discussed with the Commission and the Development Community, please complete the form below, and return it to MPW by April 10th.

At the meeting MPW will be distributing copies of the revised Wastewater Collection System Specifications, which were recently



Annual Development Community Meeting to be held April 18, 2001 at MPW's Operations Center, 1619 Rifle Range Road, Mount Pleasant, SC

Development Community Annual Meeting April 18, 2001

Name: _____

Address: _____

Telephone No. _____

Agenda Item Request: _____

Fax to MPW Engineering Department at (843) 849-2227 no later than April 10th

MPW Engineering
Department Directory
Phone: (843) 849-2745
Fax: (843) 849-2227
engineering@mpwonline.com

.....
Angelo Hassig, P.E.
Director of Engineering
(843) 971-7506
angelohassig@mpwonline.com

.....
Peter Fennell
Engineer
(843) 971-7505
peterfennell@mpwonline.com

.....
Tom Milazzo
Engineer
(843) 849-2745, ext. 226
tommilazzo@mpwonline.com

.....
Edgar Duenas, P.E.
Engineer
(843) 849-2745, ext. 229
edgarduenas@mpwonline.com

.....
Ronnie Wilson
Inspector
(843) 849-2745, ext. 227
ronniwilson@mpwonline.com

.....
Del Harbin
Inspector
(843) 849-2745, ext. 257
delharbin@mpwonline.com

.....
Robin Baumbach
Developer Liaison
(843) 971-7503
robinbaumbach@mpwonline.com

.....
Yvette Green
New Commercial/Residential
Accounts
(843) 971-7539
yvettegreen@mpwonline.com

Please Help Stop Meter Tampering

Mount Pleasant Waterworks needs your help. Over the past several months, we have been experiencing an increase in “**illegal meter tampering.**” This situation directly affects our Maintenance Crews, Billing Department, Customer Services Department, and usually the homeowner.

How do we define an illegal meter tampering? Mount Pleasant Town Code of Laws, Title V: Public Works, Chapter 50 (Utilities) defines illegal meter tapering as: “**to turn, remove, raise, uncover, interfere with, open, make connections with, obstruct, cause damage to, cause to be obstructed, removed, damaged, defaced or injured in any manner.**” This includes moving the meter from the point of original installation to a different lot or location.

What is the process and result of this problem? When appropriate fees have been received, a work order is generated for the meter installation. Once the installation has been completed, the meter number is entered in the utility billing system directly associated with the address/location of the installation. When meters are moved or relocated, this causes a serious delay in our ability to bill the appropriate address. This situation also creates tremendous research time on the part of customer service, and, in turn, directly affects the service you are provided.

Charges for tampering with the meter. MPW will charge a \$200.00 Meter Tampering Fee, \$365.00 Meter Replacement Fee, and a \$200 Administrative Fee for repeat offenders. These fees are due prior to replacement of the meter. Upon receipt of appropriate fees, the replacement installation will be scheduled.

Customer Service Commitment. We are committed to providing you with timely and su-

THE LATEST IMPROVED SERVICES FROM YOUR MPW CUSTOMER SERVICE TEAM . . .

NO MORE WAITING WHILE WE PROCESS!!!

Have your paperwork ready for pickup within 24 hours when paying connection fees by faxing or emailing your request to us. For more details and request forms, please contact Yvette Green, our Customer Service Representative for New Commercial and Residential Development at 971-7539 or by email yvettegreen@mpwonline.com.

METER INSTALLATIONS FOR NEW MULTI-FAMILY UNITS. . .

Several of the new apartment complexes have meters that do not serve the proper unit. This causes the customers to receive incorrect bills.

In order to provide better service to our customers we have established a new requirement for multi-family meter installations. When you pay connection fees for your apartment complex meters, we will issue red laminated tags to be placed on the service laterals. The tags have a place to write the unit address or number. Once the tags have been placed on the laterals, the meter installations can be completed. MPW will not install meters on laterals without tags.

MPW DEVELOPMENT TEAM

Robin Baumbach
Developer Liaison

Coordination of communications; assistance with procedures and application process.

Angelo Hassig, P.E.
Director of Engineering

Approval/coordination of project submittals, development plan review, technical assistance, fee calculations.

Tom Wright
Utilities Division Manager

Coordination of engineering and field operations; problem/conflict resolution.