



Water Wise

The Quarterly Newsletter of Charleston Water System

Volume 6, Issue 4

December 2011

2012 Water and Sewer Rates

Average 5% increase

On December 1st, Charleston Water System's water and sewer rates increased by an average of five percent.

The increases, which will appear in your January bill, will fund the replacement of failing and undersized infrastructure, as well as operation and maintenance of existing infrastructure.

How much will your bill go up?

It depends on where you live and how much water you use. The table below shows the monthly increase for the typical residential customer, who uses 5,200 gallons of water a month, and a residential customer who uses the monthly minimum of 1,500 gallons.

Where you live	CWS service	Use 5,200 gal/month	Use 1,500 gal/month
Inside the City of Charleston	Water & sewer	\$3.40	\$1.95
	Water only	\$1.35	\$1.35
Outside the City of Charleston	Water & sewer	\$5.27	\$3.25

This is the second in a series of three rate increases, which were approved by Charleston Water System's Board of Commissioners last September. Rates will increase by an average of five percent again next December.

To learn more, visit charlestonwater.com.

Charleston Water Receives Top Honors

SC Governor's Quality Award, 2011 Best Places to Work in SC

A focus on quality and continual improvement has earned Charleston Water System state-wide recognition from the South Carolina Quality Forum and Chamber of Commerce.

In October, Charleston Water received the prestigious *SC Governor's Quality Award*, which recognizes organizations that achieve excellent performance through implementing the Malcolm Baldrige Criteria for Performance Excellence.

Also in October, Charleston Water was named one of the ten Best Places to Work in South Carolina in the large companies category.



Get your bill electronically!

To sign up for e-Bill, visit our web site and log in to your account, then select Billing Options.



Charleston Water System CEO Kin Hill, P.E. (right), accepts the 2011 SC Governor's Quality Award at the SC Quality Forum Conference in Columbia.

Need a speaker for your school or group?

If your group is interested in learning more about water, contact us to schedule a speaker. We can customize a presentation to suit your group's needs. To schedule a speaker, email info@charlestoncpw.com or call (843) 727-6856.



Charleston Water System

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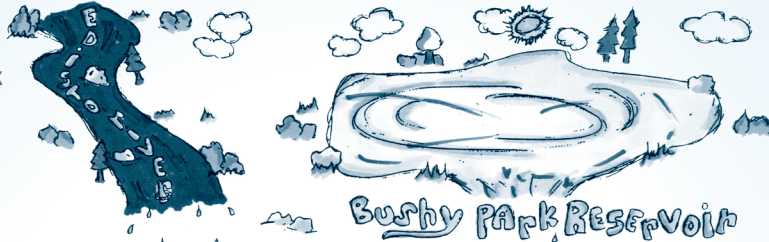


Charleston Water System's

Water Treatment Process

Illustration by Christine Grant, Text by Gretchen Trees, Charleston Water System Associates

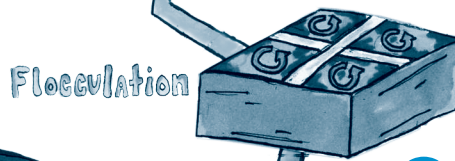
1 Water from the Bushy Park Reservoir and the Edisto River flows through deep tunnels to the Hanahan Water Treatment Plant.



2 Once it arrives at the plant, the water is **rapidly mixed** with aluminum sulfate, or alum. The alum is a **coagulant**, which means it helps the impurities stick together to form bigger particles called **floc**.



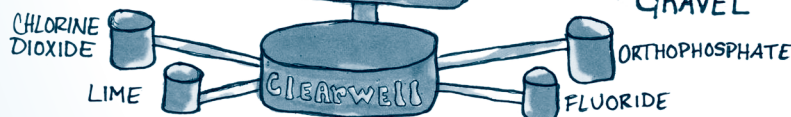
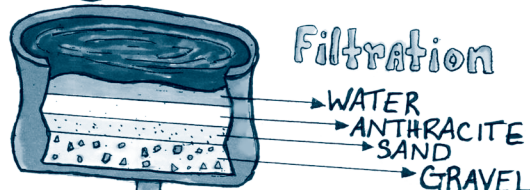
3 After rapid mixing, the water flows into **flocculation basins**, where the floc is given time to grow bigger.



4 Now the water is ready for **sedimentation**. The heavy floc particles sink to the bottom of large basins and are removed.



5 Next, the water travels through large filters made of sand, gravel, and anthracite. This is called **filtration**, and it removes any remaining microscopic particles and microorganisms that can cause sickness.



6 Finally, the water is **disinfected** to protect it against bacteria, and fluoride is added to help prevent tooth decay.



7 The clean water is then pumped into pipes that deliver it to more than 100,000 homes and businesses in the Tricounty area.