



## e-Bill is here! Get your bill electronically

### Sign up online

You've been asking for it and now it's here—the option to get your monthly water bill electronically.

e-Bill is the newest feature in our online account management system. To sign up, visit our web site and log into your Charleston Water System account. When you choose e-Bill as your billing preference, we'll send you an e-mail each month instead of a paper bill.

You can switch back to paper billing at any time by logging into your account and changing your billing preference. You can also view and print past bills.

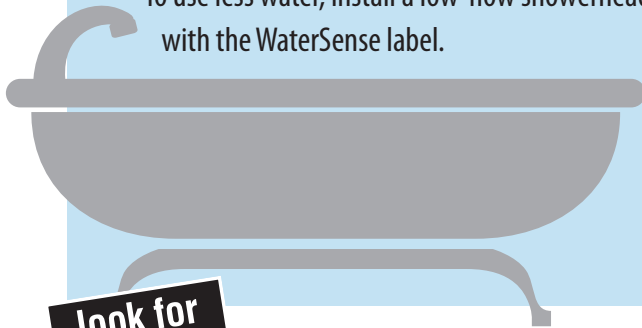
If you're not already registered to access your Charleston Water System account online, visit our web site to register. You'll just need your most recent water bill and an email address.



### Did you know...?

It takes about 70 gallons of water to fill up a bath tub. A five-minute shower uses 10 to 25 gallons, depending on the flow rate of your showerhead.

To use less water, install a low-flow showerhead with the WaterSense label.



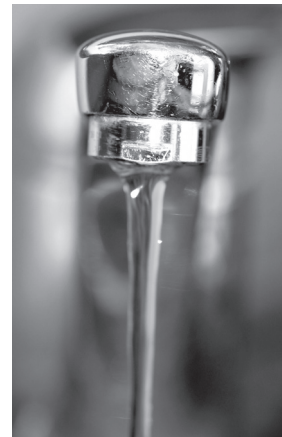
For more water-saving tips, visit [www.epa.gov/watersense](http://www.epa.gov/watersense).

## The facts about filters

Charleston Water System's tap water is highly treated and continually tested to make sure it's safe to drink, but some people prefer the taste of filtered water.

Many faucet-mounted filters and filtration pitchers use carbon to remove compounds that affect the taste and smell of water, but there are many other types of home treatment systems designed to remove different things.

Generally, a home filtration system isn't necessary unless you have a compromised immune system and are directed by your doctor to take certain precautions.



A good resource for information about filters is the National Sanitation Foundation (NSF), a non-profit organization that tests and certifies consumer products, including home water treatment products. To learn more, visit [www.nsf.org/consumer/water](http://www.nsf.org/consumer/water) or call 1-800-673-8010.

**Our Mission** is to protect public health and enhance the environment of our service community by providing clean water services of exceptional quality and value.

## Water Whys

### *How is water treated?*

Water goes through multiple treatment processes at our Hanahan Water Treatment Plant to make it safe to drink.

First, water from the Bushy Park Reservoir and Edisto River arrives at the plant through deep tunnels.

Then, it's pumped into big mixing basins, where a coagulant is added so that small particles in the water clump together and sink to the bottom of large sedimentation basins.

Next, the water flows through filters that remove tiny particles, including bacteria and other naturally occurring microorganisms that can cause illness.

Finally, a trace amount of fluoride is added to promote dental health, and the water is disinfected with minute amounts of chlorine and ammonia to keep it clean as it travels through pipes to homes and businesses.

For a more detailed description of the treatment process, visit our web site.

*Have a question? Send it to [info@charlestoncpw.com](mailto:info@charlestoncpw.com).*



In this sedimentation basin, particles settle out of the water and are removed. The water then flows to the next step in the treatment process: filtration.

## Do you have an irrigation system?

### Ask about installing an irrigation water meter

If you have an irrigation system for your home or business, or are considering installing one, you may be able to lower your monthly water bill by getting a separate irrigation account—a water meter that's exclusively for outdoor water use.

You won't pay any sewer charges for the irrigation account, which can add up to significant savings over time. There is an up-front cost to install and connect the irrigation meter; the payback period on that cost depends on how much water you use and where you live.

To find out if an irrigation meter is right for you, visit our web site or call our Customer Service Department at (843) 727-6800 (from the menu, press 1, then 3).



Installing an irrigation meter is a good option for customers who do a lot of outdoor watering.

## Looking for a speaker for your school or civic group?

Contact us! We have speakers who can come talk to your group about the topic(s) of your choice—anything from the history of public water service in the Lowcountry to wastewater treatment and water conservation.

We can customize a presentation to suit your group's needs. To schedule a speaker, email [info@charlestoncpw.com](mailto:info@charlestoncpw.com) or call (843) 727-6856.