

THE TRICKLE



Volume 1 • Issue 1 • Spring 2021

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GREAT FALLS HIGHWAY WATER LINE REPLACEMENT PROJECT



In a continuing effort to provide reliable water service to its customers, the Chester Metropolitan District has recently completed a water main replacement project on Highway 97 (Great Falls Road) and Columbia Road in Chester.

On Tuesday, March 2, 2021, CMD's Distribution Maintenance crews began the installation of approximately 500 feet of 8-inch PVC water main between Wilson Street Extension and the G-Mart convenience store. This new 8-inch water line will replace a decommissioned 6-inch water main in that area, which has been a long-standing source of frustration for crews and residents alike.

Customers in the area should notice an increase in water pressure. Other benefits of this waterline upgrade are increased reliability and better fire protection, as it will create a "loop" in the system, feeding water to the area from two directions.



EMPLOYEE SPOTLIGHT

EMPLOYEE OF THE YEAR

Annually the employees of the Chester Metropolitan District vote on their choice for the “Outstanding Employee of the Year”. Employees are asked to base their selection on leadership in the workplace, work ethic, attitude, professionalism, and contributions to the overall team effort of the CMD work force. This distinction is presented to employees who display outstanding team contributions, technical knowledge, and dedication to the overall mission of the District.

Please join us in congratulating

CLAY SHANNON

as CMD’s Employee of the Year!

IN MEMORIAM

The Chester Metropolitan District family is saddened by the loss of retiree and long-time meter reader Frank Feaster in April 2021.

Frank worked with us as a meter reader for 40 years. Even after retirement, he returned to service on multiple occasions to help guide and train new staff members. He is remembered as a kind and funny man who loved to cook and enjoyed the fellowship of a good meal.

We also offer deepest condolences to the family of Commissioner Donald Camp on his passing on April 26, 2021. Mr. Camp took his position as Commissioner very seriously and we appreciate his contributions to our organization.

JOIN OUR TEAM!

CMD is always looking for talented, enthusiastic people to join our team. From health and dental coverage to generous vacation and sick leave, our competitive benefits package is among the best. We also offer long-term disability coverage, life insurance, vision insurance and pre-tax spending accounts. CMD participates in the South Carolina Retirement System and the South Carolina Deferred Compensation Program.

We support employees’ efforts to advance their career by offering training and professional development opportunities, including tuition assistance.



Check our website at
www.chestermetrosc.com
for current openings.

STAFF ACHIEVEMENTS

CMD encourages continuing education for its employees. Please join us in congratulating our staff for their achievements:

PHILLIP GIBSON

Water Treatment “E” & “D” License

CHRIS KENNEDY

CDL

JAMARCUS MOORE

CDL

JB HINSON

Water Distribution “B” & “A” License
Backflow Tester Certification

KELLI JOHNSON

Backflow Tester Certification

ANDY LITTEN

Backflow Tester Certification
Water Treatment “E”, “D”, “C”, “B”, & “A” Licenses

JESSICA BECK

Water Treatment “E”, “D”, & “C” Licenses

VANESSA ROGERS

Associate of Arts



SEE HOW CHESTER METROPOLITAN WORKS FOR YOU



01 RELIABILITY

New metering systems report usage in real time, allowing all of our billing processes to proceed on schedule every month.



02 CONVENIENCE

New online & IVR phone payment systems offer 24/7 account management options with less headache.



03 CONSISTENCY

Water Meter Readings are now reported and billed according to actual per-gallon usage so the bill is easy to read and understand.



05 CONSERVATION

Improved metering technology allows staff to detect abnormal customer usage before the end of the month, stopping leaks faster and with less water lost.



04 INTEGRITY

Distribution and Meter staff are focused and diligent in their efforts to maintain the water and metering systems, lowering water waste and providing reliable service to all customers.

At Chester Metropolitan District, our primary goal is to provide superior quality drinking water to all of the residents and businesses of Chester County, South Carolina. We will continue to serve our customers faithfully as their needs grow and change.

CHESTERSM
METROPOLITAN DISTRICT



CHESTER METROPOLITAN DISTRICT
POST OFFICE BOX 550
155 WYLIE STREET
CHESTER, SOUTH CAROLINA 29706

(803) 385-5123 ♦ WWW.CHESTERMETROSC.COM

CUSTOMER SERVICE

Know Your Numbers!

CMD bills for several different utilities. We know this can be confusing for our customers, so to help you get where you need to be, check out this helpful list of phone numbers:

All Billing & Customer Service Inquiries (CMD Office): (803) 385-5123

City of Chester Garbage Service (Public Works): (803) 581-1405

Chester/Richburg Sewer Development (CWR Office): (803) 377-3541

Fort Lawn Sewer Maintenance (Town Hall): (803) 872-4724

Great Falls Garbage & Sewer Maintenance (Town Hall): (803) 482-2055

BACKFLOW PREVENTERS & YOU

The Importance of a Cross Connection Control Program

You've probably never heard of a backflow preventor and if you have, you probably don't know exactly what it's for. A backflow preventor or prevention device keeps water that is possibly contaminated from contacting the water that we use for drinking, cooking, and bathing. This device is one of the most important, but overlooked, safety items needed to keep drinking water safe for human consumption.

If a device protects the public drinking water system from contamination it is considered a containment device. If the device protects the on-site drinking water from contamination, it is considered an isolation device. Containment devices are under the authority of Chester Metropolitan District (CMD) and isolation devices are under the authority of the local building officials. CMD installs and maintains dual check valves on all residential ¾" and 1" services. The property owner is responsible for the installation, maintenance, and annual testing of double check valve assemblies and reduced pressure assemblies between the meter and the property. All isolation devices regardless of type (hose bib, air gap, etc) on the property are the responsibility of the Owner.

REGULATION HISTORY

- 1974: US passed the Safe Drinking Water Act to protect public drinking water throughout the country by setting standards for drinking water quality.
- 1976: SC passed the State Safe Drinking Water Act in 1976 which requires all public water systems to initiate and maintain a Cross Connection Control Program.
- 1978: Chester Metropolitan District began implementation of a Cross Connection Control Program.

KIDS' CORNER



How can I save water?

- Turn off the faucet while you brush your teeth. Only turn the water on to wet your toothbrush and rinse your mouth!
- Tell an adult if your sink is leaking! Until it's fixed, collect water from the dripping faucet and use it to water plants.
- Need to give your dog a bath? Wash your pet in a part of your yard that needs watering so you don't have to turn on a sprinkler.

CHANGES TO YOUR BILL

In an effort to better serve our customers, the Chester Metropolitan District is upgrading its billing processes. We are implementing updates to our customer portal, which will allow customers to monitor real-time water usage. You've probably noticed a change to your bill.

Historically, CMD has always read its meters in 1,000-gallon increments—meaning customers are only billed for every thousand gallons which passes through the meter. A customer who uses 1,600 gallons one month and 1,400 gallons the next month will be billed for 1,000 and 2,000 gallons respectively. This has caused much confusion and frustration in our community, and at the request of our customers, we are changing this structure.

Our meters are being reprogrammed to read in 1-gallon increments, meaning a customer who uses 1,600 gallons in a billing cycle will be billed for the full 1,600 gallons at the end of that cycle. Once the customer portal is active, this will allow customers to see their water usage in real time, rather than having to wait until 1,000 gallons passes through the meter.

It may appear that customers' bills are increasing, but they are not. Customers will continue to pay only for the water which has actually passed through the meter. Going forward, bills will reflect actual usage instead of accrued usage, which means the water portion of your bill may fluctuate from month to month based on the water you actually use.

The rates themselves are not changing. 1,000 gallons of water currently costs \$8.23, which means that each gallon costs \$0.00823 (eight-tenths of a cent per gallon).

Bill Example

In the following example, a residential customer with a standard $\frac{3}{4}$ " meter uses 1,600 gallons in January and 1,400 gallons in February. Every residential customer pays a \$16.43 base charge, then \$8.23 per thousand gallons used.

[Note: this is in regard to water usage only and does not reflect wastewater or garbage charges.]

Current Billing Structure:

Every residential customer pays a \$16.43 base charge, then \$8.23 per thousand gallons used.

| Month | Gallons Billed | Total Water Charge |
|------------------------|----------------|-----------------------------|
| January | 1,000 | \$16.43 + \$8.23 = \$24.66 |
| February | 2,000 | \$16.43 + \$16.46 = \$32.89 |
| Two-Month Total | 3,000 | \$57.55 |

New Billing Structure

Every residential customer pays a \$16.43 base charge, then \$0.00823 per gallon used.

| Month | Gallons Billed | Total Water Charge |
|------------------------|----------------|-----------------------------|
| January | 1,649 | \$16.43 + \$13.57 = \$30.00 |
| February | 1,351 | \$16.43 + \$11.12 = \$27.55 |
| Two-Month Total | 3,000 | \$57.55 |

HOW DOES MY BILL WORK?

As we've said many times already, CMD bills for several utilities in Chester County. This is done through long-standing agreements with the City of Chester, Town of Fort Lawn, Town of Great Falls, and CWR. While CMD is not responsible for setting the rates for the different municipalities or handling maintenance issues, our Customer Service Staff will be happy to assist with any questions or concerns our customers may have. If we are unable to provide a suitable answer, we will do our best to find someone who can.

Many of our customers ask about the bill itself and what the charges mean. Some customers have quite a few lines of charges, and it can be confusing. Some of the charges are for water, some for sewer, and others for garbage. Depending on where you live, your bill may have anywhere from one to five line items. So, here's what you need to know to help make sense of the charges on your bill:

- CM WATER BASE: CMD charges a "base rate" for service of \$16.43 for a standard residential customer. This will appear on every water bill.
- CM WATER CONSUMPTION: This is the charge for your usage. CMD charges \$8.23 per thousand gallons used, or \$0.00823 per gallon based on the new calculation.
- CWR SEWER BASE: CWR also charges a "base rate" for service. Theirs is \$20.39 for a standard residential customer, and just like CMD, this charge will appear on every bill.
- CWR SWR CONSUMPTION: This is the charge for your usage. It is based on your water consumption, and is billed at a rate of \$9.14 per thousand gallons used. Again, if you use less than 1,000 gallons in a month, this line may not appear, or will have a \$0.00 charge.
- CHESTER CITY GARBAGE: The City of Chester charges \$21.00 per month for garbage service within the City limits. Any customer on public water inside Chester's incorporated limits is required to have garbage service, unless specifically waived by Chester Public Works.
- GF CITY GARBAGE: The Town of Great Falls charges \$14.50 per month for garbage service within the Town's limits. Any customer on public water inside Great Falls' incorporated limits is required to have garbage service, unless specifically waived by the Town of Great Falls.
- GF SEWER: The Town of Great Falls is responsible for wastewater service and maintenance in the Great Falls area. A copy of their rate schedule can be obtained by contacting Great Falls Town Hall.
- FL SEWER: The Town of Fort Lawn is responsible for wastewater service and maintenance in the Fort Lawn area. A copy of their rate schedule can be obtained by contacting Fort Lawn Town Hall.

As always, rate schedules and other billing information can be found on our website or by visiting our office.

IN THE KNOW: IMPORTANT INFORMATION

SOURCE WATER PROTECTION

The South Carolina Department of Health and Environmental Control (DHEC) completed an assessment of our source water in December of 2005 and has reported that our raw water is most susceptible to contamination from abandoned irrigation wells and farm runoff. A follow-up investigation identified two abandoned wells. They have been properly plugged. Farm runoff continues to be a concern. Please contact the Clemson Extension Service at (803) 385-6181 to get a list of area farmers participating in a three-county source water protection program.

Please contact CMD at (803) 385-5123 to arrange to review this document.

DON'T MESS WITH METERS!

CMD wants to remind its customers that meter tampering is against the law and subject to prosecution by law enforcement.

“Meter tampering” is defined as altering, tampering with, or bypassing a meter installed for the purpose of measuring gas, electricity, or water.

In addition to charges in accordance with the SC meter tampering law, any customer whose meter has been tampered with will be responsible for paying all damages and fees associated with the act.

Automatic Notifications

Want to receive a call when your bill is due?

Create your free account at www.chestermetrosc.com/billpay and update your notification information.

Your free account will also allow you to manage your CMD account, view usage history, and pay your bill.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infection. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants are available from the

SAFE DRINKING WATER HOTLINE
1-800-426-4791

2020 WATER QUALITY REPORT

We are pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality water service we deliver to you every day. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water. If you have any questions about this report or concerning your water utility, please contact our Water Treatment Plant at (803) 872-4418.

The Chester Metropolitan District routinely monitors for constituents in your drinking water according to Federal and State laws. The table on the next page shows the results of our monitoring for the period of January 1—December 31, 2020. As you can see by the table, our system had no violations in 2020. This is in part due to the professionalism of our operators. We are proud that your drinking water meets or exceeds all Federal and State Requirements. The EPA has determined that your water IS SAFE at these levels and meets primary drinking water standards.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with private service lines and home plumbing. CMD is responsible for providing high quality drinking water, but cannot control the variety of materials used in private plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using it for drinking or cooking. Information on lead in drinking water is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead.html>.

Non-Detects (ND) - laboratory analysis indicates the constituent is not present.

Parts per Million (PPM) or Milligrams per Liter (mg/L) - one part per million corresponds to one minute in two years or a single penny in \$10,000

Parts per Billion (PPB) - Equates to 1 penny in 1,000,000,000 pennies.

Nephelometric Turbidity Units (NTU) - a measure of the clarity of the water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Action Level (AL) - The level where action must be taken by treatment or other requirements.

Treatment Technique (TT) - A required process intending to lower a contaminant level.

Maximum Contaminant Level (MCL) - The highest level of a contaminant allowed in drinking water.

Maximum Contaminant Level Goal (MCLG) - The level of a drinking water disinfectant below which there is no known or expected health risk.

Maximum Residual Disinfectant Level Goal (MRDLG) - The level of a drinking water disinfectant below which there is no known or expected health risk.

Total Organic Carbon (TOC) Removal - The percent removal must be at least 1 or the system is in violation.

Highest Quarterly Average (HQL) - The highest three-month average of a parameter recorded.

Highest Level Detected (HLD) - The highest level of a contaminant detected in drinking water.

2020 WATER QUALITY REPORT

MCLs are set at very rigid levels. In order to have a ONE IN A MILLION chance of health risks associated with these Contaminants, you have to drink 2 LITERS of water EVERY DAY for a LIFETIME.

| TEST RESULTS | | | | | | |
|---|---------------|--|-------------------------------|---------------------------|-------------------------|--|
| Contaminant | Violation Y/N | Level Detected | Unit Measurement | MCLG | MCL | Likely Source of Contamination |
| Chester Metropolitan, 2020 | | | | | | |
| Fluoride | N | 0.500 | PPM | 4 | 4 | Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer |
| Nitrate | N | 0.47 | PPM | 10 | 10 | Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits |
| Sodium | N | 5.00 | PPM | NA | NA | Erosion of natural deposits |
| Chloramines | N | RAA 1.21 Range .65-1.59 | PPM | MRDL= 4 | MRDL= 4 | Water additives used to control microbes |
| Haloacetic Acids (HAAs) | N | LRAA 22.4 Range 4.3 - 45.3 | PPB | 0 | N/A MCL 60 | By-product of drinking water chlorination |
| TTHM (Total trihalomethanes) | N | LRAA 33.7 Range 18 - 55.9 | PPB | 0 | 80 | By-product of drinking water chlorination |
| Total Organic Carbon | N | RAA 1.47 Range 1.34 - 1.69 Avg Rem 52.6% | TT | 35% Removal Required | TT | Naturally present in the environment |
| Turbidity | N | HLD 0.30 Average 0.04 | NTU | N/A | TT | Soil Runoff |
| PFOA | N | ND | PPT | N/A | LHAL 70 | Firefighting foams, industrial chemicals, and consumer goods |
| PFOS | N | ND | PPT | N/A | LHAL 70 | Firefighting foams, industrial chemicals, and consumer goods |
| Other PFOAs | N | 3.6 | PPT | N/A | UR | Firefighting foams, industrial chemicals, and consumer goods |
| Cyanotoxins | N | ND | PPB | N/A | NA | Soil Runoff |
| Contaminant | Violation Y/N | Highest Number of Positive | Total Positive E.coli Samples | Total MCL | MCL Goal | Likely Source of Contamination |
| Total Coliform Bacteria | N | 1 | 0 | 1 Positive monthly sample | 0 | Naturally present in the environment |
| LEAD AND COPPER TEST RESULTS, 2019 | | | | | | |
| Contaminant | Violation Y/N | 90th Percentile | Unit Measurement | Action Level/Goal | Sites over Action Level | Likely Source of Contamination |
| Copper, Free | N | 0.136 | PPM | 1.3 | 0 | Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives |
| Lead | N | 5 | PPB | 1.5 | 0 | Corrosion of household plumbing systems; erosion of natural deposits |

Chester Metropolitan District
P.O. Box 550
Chester, SC 29706

WANT TO GET INVOLVED?

The Chester Metropolitan District holds its regular board meetings the Second Tuesday of each month at 6:00 PM. The meetings are open to the public. The remaining meeting dates for 2021 are:

July 13, 2021
August 10, 2021
September 14, 2021
October 12, 2021
November 19, 2021
December 14, 2021

If you would like to address our Commission, please call the office at (803) 385-5123 to secure your place on the agenda. Members of the public will be given three (3) minutes to speak.

