



the Pipeline

Powdersville Water Wins Prestigious Award

We continue to pursue excellence in our primary mission—providing safe drinking water to our customers at all times. This is a critical job and we do not take it lightly. This pursuit was recognized recently by the American Water Works Association (AWWA) which presented Powdersville Water District with the Director's Award for its participation in the Partnership for Safe Water's Distribution System Optimization Program (DSO). PWD was one of only eleven systems in the nation that has received this award.

The DSO program is a voluntary continuous improvement program that uses optimization

methods to improve public drinking water systems beyond what the state and federal regulations require. This program was introduced by AWWA in 2011 and was designed specifically for water distribution systems that want to be "top of their class". This process seeks to improve system performance by stressing the optimization of daily operation and maintenance tasks that collectively make a difference in the final product. When implemented conscientiously and diligently, the program provides an ongoing assessment of a water system's ability to deliver high quality drinking water to all users at all times. DSO uses three primary system goals to determine if a system is optimized.

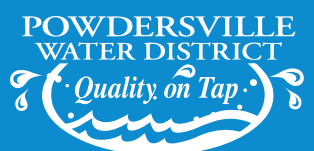
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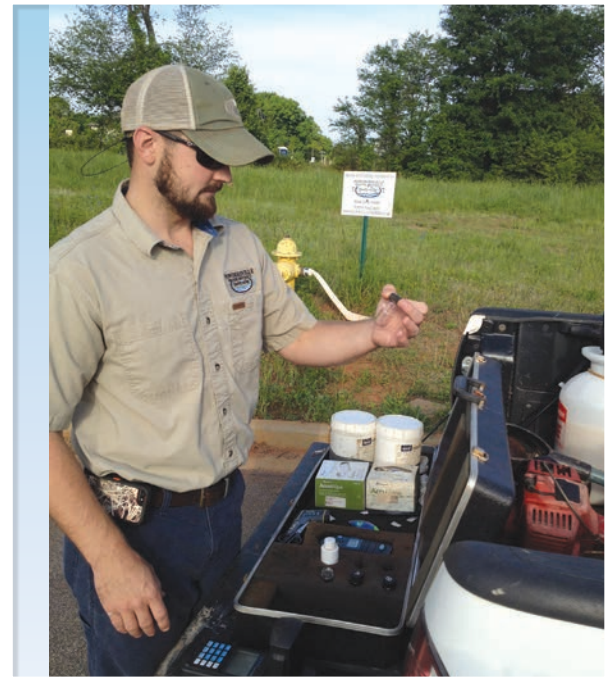


A TEAM EFFORT:

Executive Director Dyke Spencer leads the DSO Team in its monthly meeting.

AWARD continued...

The **first goal** is water quality -- largely determined by testing for adequate disinfectant residual system-wide. The presence of the disinfectants lets PWD know that the system is bacteria-free. The **second goal** is hydraulic in nature, whereby system pressure is continuously monitored in each pressure zone of the system. By continually monitoring the system pressure, PWD can regulate pressure fluctuations to the customer, protecting the infrastructure and guarding against contamination from extremely low pressure. The **third goal** is infrastructure integrity. In pursuing this goal, main break frequency is monitored and minimized. When main breaks occur, the system could be exposed to contamination. By



GOAL #1: Water Quality

PWD maintains an aggressive water quality testing program. In 2015, PWD tested over 900 water samples.

"Although we are very proud of this milestone, this is only the beginning."

—PWD's Executive Director Dyke Spencer

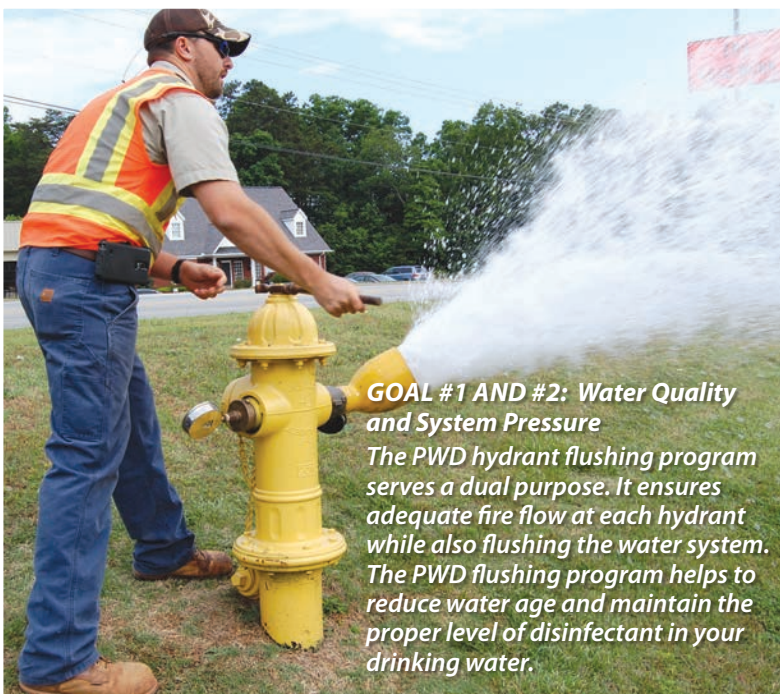


working to minimize these events and by following recommended procedures during repairs, PWD seeks to ensure that contaminants never enter the system.

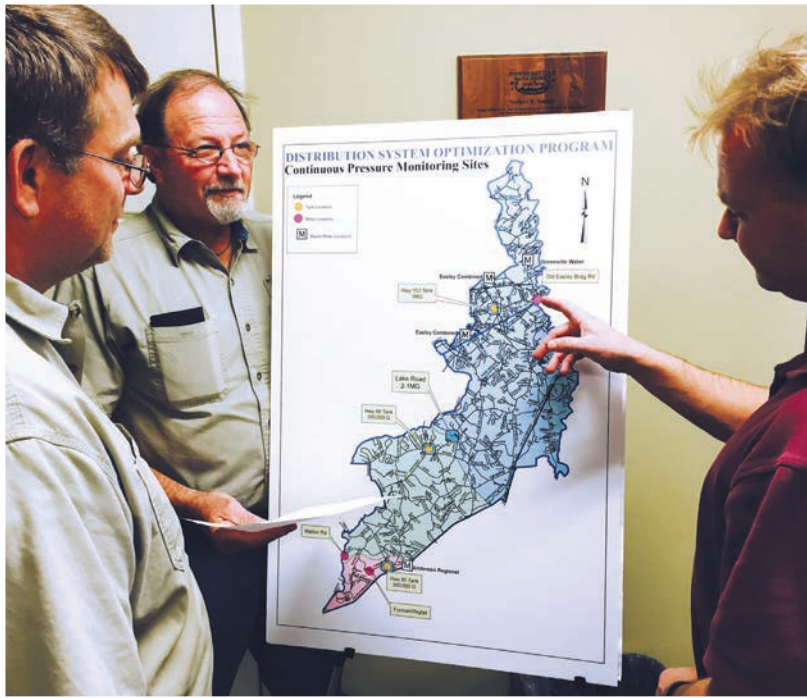
Although the three goals are clear and straightforward, the complete optimization of our system to meet these goals is complex and involves numerous steps for corrective action. To properly assess the system, we are asked to look at every facet of the business. However, winning an award for this effort is not the end game for us—it is an opportunity for our staff to get better at what we do. To get better at anything, you must always be improving your understanding and then act on this new knowledge.

Complacency will never result in improvement; operating a water system is no different. This program has provided our staff with great training and a better understanding of their jobs. With great understanding, comes quality results and with increased quality, comes a pride in a job well done.

As you can see, we believe in going the extra mile to validate that your water is always of the best quality—because this is our mission. We hope that these efforts cause your confidence in your water company to grow even stronger. Thank you for being our customer!



GOAL #1 AND #2: Water Quality and System Pressure
The PWD hydrant flushing program serves a dual purpose. It ensures adequate fire flow at each hydrant while also flushing the water system. The PWD flushing program helps to reduce water age and maintain the proper level of disinfectant in your drinking water.



GOAL #2: SYSTEM PRESSURE

Members of the DSO Team review pressure monitoring sites

MESSAGE FROM THE MANAGER



As the manager of PWD, I am very serious about my responsibility to ensure that PWD delivers safe drinking water to its customers. The first step in meeting this responsibility is to make sure we are using high quality water providers to bring water into our system. This we have done. However, once the water is in our system, our responsibility is only beginning. At that point, we must continue to monitor and maintain this quality. Numerous systems, processes and tests are put in place that ensure that every tap is provided with safe water at all times. The DSO program described in this newsletter has been very instrumental in formalizing the programs and processes necessary to meet this goal. I am very proud of our staff; they have all risen to the challenge presented by this program and were recognized as one of only eleven systems to reach this level. Although we are very proud of this milestone, this is only the beginning. We want you to know that delivering safe water to you is and will always be our top priority.

Thank you,
Dyke Spencer,
Executive Director



Recipient of the *Partnership's*
Directors Award
Distribution System
Optimization Program

Protecting Public Health by
Optimizing Water System Operations

PWD is one of only eleven water systems nation-wide to receive this award!



GOAL #3: System Infrastructure Integrity

The DSO program helps educate and train our staff in strict, step-by-step standard operating procedures when repairing main breaks of all sizes so as to keep the water safe when a water main is breached.

OTHER ACCOMPLISHMENTS



The staff celebrates after receiving the AWWA Safety Award. The award was presented to Powdersville Water District at the South Carolina Environmental Conference for having 300,000 working hours without a lost time accident.

Gordon Brush, *Director of Finance and Administration* for Powdersville Water District, received the L.A. Graham Leadership in Management Award at the South Carolina Environmental Conference held in March 2016 at Myrtle Beach.



Who We Are

Powdersville Water District is a special purpose district operated by an accomplished team of professionals. We are dedicated to serving our customers in the most efficient manner.

Mission Statement

The mission of Powdersville Water District is to provide a safe and dependable supply of drinking water to the community, and to all customers within our service area. In providing this service, we seek to provide abundant and affordable drinking water in a manner that promotes efficient and reliable service.



PWD Board members received training on various topics at the 2016 PWD Board of Directors Retreat.