



the Pipeline

Chairman's Perspective— *A Pursuit of Excellence*

As you may know, there is more to a water utility than meets the eye. What most of us see is simply the water we use, not the many processes and infrastructure it takes to bring it to us. As Chairman of the Powdersville Water District (PWD) Board of Directors, I have had the opportunity to see—up close—what it takes to deliver to our homes the safe and abundant water we tend to take for granted. And I can honestly say that I am proud to be part of PWD, a water utility that is known throughout the state as a leader and pace-setter in the water industry. I have also come to appreciate the hard work and diligence it takes for PWD to have achieved this recognition. Here are a few areas that I think contribute to PWD's pursuit of excellence.

An emphasis on staffing, training and safety

Dyke Spencer, the PWD Executive Director, continually stresses how important a quality staff is to achieving the level of service we expect at PWD—in water quality, adequate pressure, adequate infrastructure, community involvement and customer satisfaction. At PWD, there is an emphasis on formal certification of the water operators as well as intensive on-the-job training and cross training. This training involves not only the technical aspects of their jobs, but also training in how to perform these duties in the safest way possible. Our customer service representatives also receive formal training, not only in areas of customer service, but also in water system operations. This emphasis results in a well-trained, professional and safety-conscious team.

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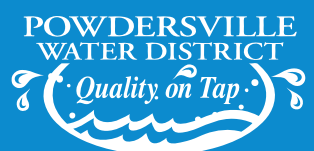
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An emphasis on water quality and conservation

PWD recently became a charter member of the Partnership for Safe Water's Distribution System Optimization Program (DSO). This is a three-pronged approach to water quality that involves meeting and exceeding industry standards regarding water quality, system pressure and system infrastructure integrity through intensive testing and monitoring. PWD is one of only a handful of public utilities in America that has fully adopted this strenuous self-improvement program. In addition to DSO, PWD has recently instituted the Water Efficiency and Auditing Program (WEAP). This program stresses the importance of auditing our water use, from the point it enters the water system until it is delivered to the customer, so as to make efficient use of this most valuable and precious resource. A joint DSO/WEAP team made up of operations and administrative staff is working diligently to meet industry best practices in both these areas.



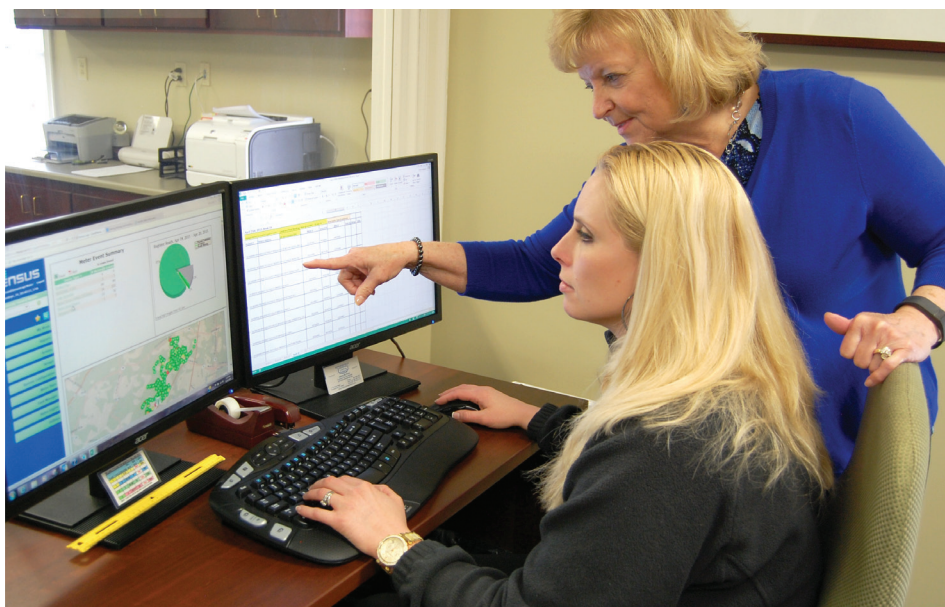
A professional and highly-trained staff is an important goal at PWD. Donnie Nabors, Assistant Superintendent and a 25 year employee of the District, has his Level A Water Distribution Operator's license. The PWD staff also includes three additional A Operators, four B operators, three C operators and two D operators.

An emphasis on infrastructure renewal and financial stewardship

A water system is only as good as its infrastructure. PWD operates under a rolling, 10 year capital improvement plan that is a result of a computerized hydraulic model of the distribution system, including all water mains, storage facilities, customer taps, etc. The model is routinely used to forecast future infrastructure needs by placing forecasted customer demands on the system while incorporating seasonal variations. These planned expenditures are also part of a professionally-prepared financial plan and rate study, thus establishing an equitable rate structure that anticipates future system needs.



Operations staff makes a new tap



Customer Service employees review reports and graphs

An emphasis on customer service

PWD is constantly looking for ways to provide a high level of service to its customers. In 2013, the District implemented a new billing system that provides many ways to improve customer service. We are now moving to a fixed-base metering system that will allow us to provide even better service, including alerting the customer almost immediately when a leak is detected on their side of the meter. This proactive approach will save customers money and aggravation while protecting a resource that is becoming more valuable every day.

An emphasis on community awareness

The PWD staff understands that they are members of the communities that they serve. They show this concern by being involved in concrete ways. PWD employees are currently active participants in several civic-minded groups and organizations in Anderson, Pickens and Greenville counties. These organizations include the Anderson Chamber of Commerce, Easley Chamber of Commerce, Powdersville Business Council, Baptist Easley Community Advisory Board, Imagine Anderson, Saluda River Cleanup project, Ten at the Top, Anderson Career and Technology

Center School Improvement Committee, Saluda River Rally and the H2O Program.

I hope you can see now why I am so proud to be a part of Powdersville Water District. On behalf of the Board and the staff, let me say that this is your water utility and we are always open to suggestions on improvements—so please let us know how we can better serve you!

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—Phil Landreth,
Board Chairman

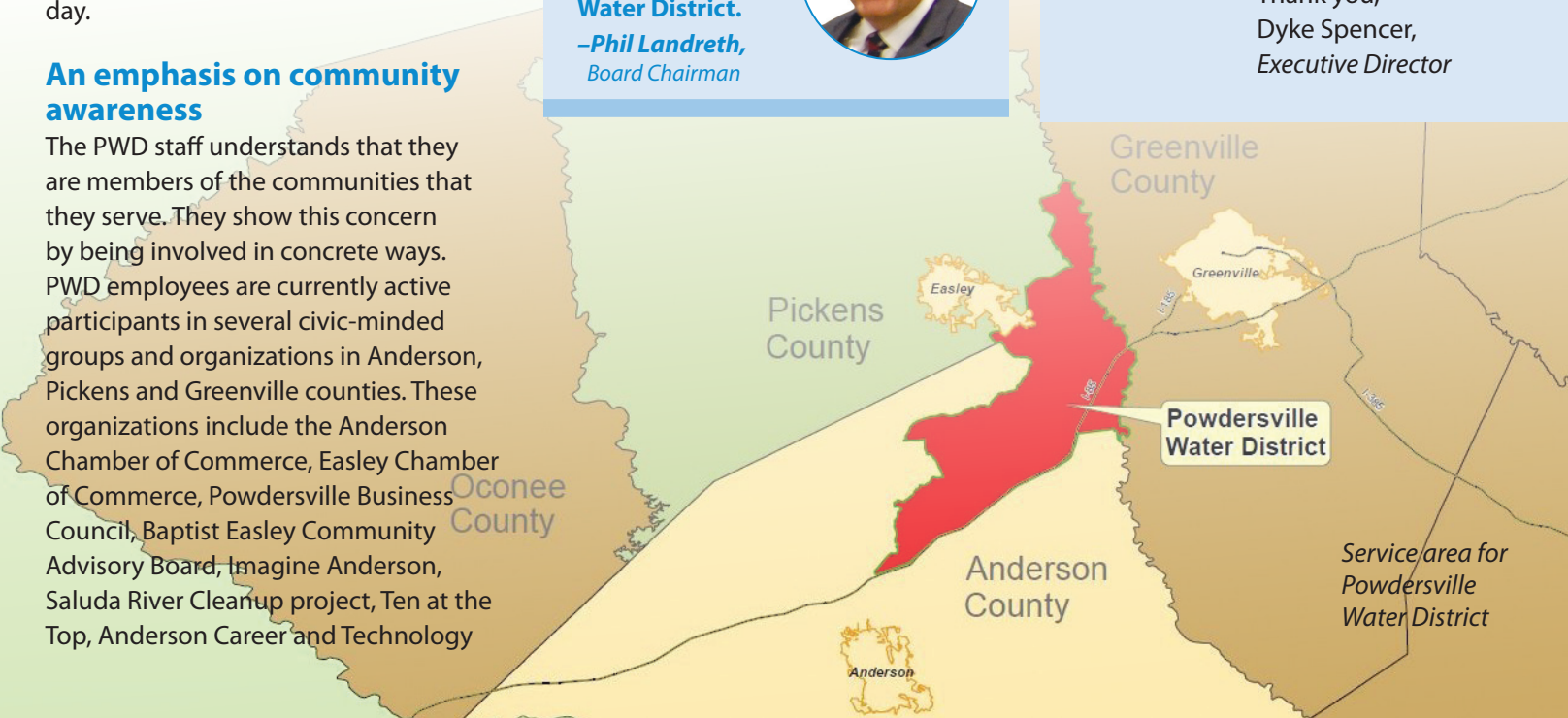


Message from the Manager



Every manager needs guidance and direction from a good Board. In servicing our community, it is extremely important that the manager of an entity such as Powdersville Water District (PWD) walks in unison with its governing body. At PWD, we spend a lot of time making sure that our members are informed and are current on all key initiatives taking place in the District. The importance of this communication is never more apparent than when a major project or issue arises for the District to face. You have heard the old saying, "When the going gets tough the tough get going." Well, having a good relationship with the Board and continually keeping them abreast of important information are two keys to our success at PWD. Our board members regularly stay engaged and educated on relevant issues as responsible volunteers in the community. As a group they have always encouraged the excellence and innovation PWD has become known for. I am proud to work with each of them.

Thank you,
Dyke Spencer,
Executive Director



Powdersville Water District's Board of Directors



From left to right—Freddie Zink, JT Tingen, Suzanne Childs, Ernest Evans, Wayne Atkinson, Towers Rice (*Treasurer*), Jimmy Williams (*Vice Chairman*), Seth Landrum, and Phil Landreth (*Chairman*)

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 offers paperless billing

In an effort to reduce mailing costs and the printing of paper bills, Powdersville Water District (PWD) now offers the e-bill paperless option. PWD customers who choose this option can visit the PWD website and click on the E-Bill button to get the form for authorization.

PWD customers who choose this option will receive an email each month with a PDF attachment of the bill statement. Adobe Reader will be required to open the attachment. If you would like additional information, please check our website or contact our Customer Service Department at 864-269-5440, option 4 or email us at info@powdersvillewater.org.