

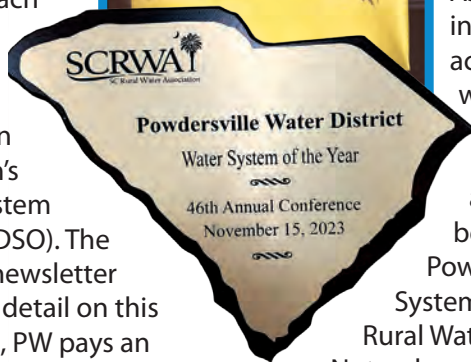
# the Pipeline

## Quest to be the Best

Back in August of 2012, the Powdersville Water staff collectively decided that they wanted to be one of the best water utilities in South Carolina, not because someone was forcing them to, but because that was the desire of a quality staff of individuals. They started by distributing t-shirts with this message and signing their names to one of the shirts, and it hangs in the PW office hallway so all employees see it every work day. If you want to be the best in class, then you must work harder at it each day and that is what PW did. They quickly became a paying member of the American Water Works Association's (AWWA) Distribution System Optimization Program (DSO). The following pages of this newsletter will provide much more detail on this program. In a few words, PW pays an annual membership to AWWA to be part of an elite group of public water utilities

across the country that subject a water utility to standards that are far above anything the regulatory agencies requires. The program makes members continually assess every portion of their operation and grade themselves. Anything with below average marks is addressed and just about everything that you will read in this newsletter is a result of PW's staff grading themselves with much scrutiny and forcing themselves to be "best in class".

As you read further, keep in mind that many of the accomplishments highlighted were the result of eleven years of monthly meetings by the PW staff that were on a mission and a "Quest to be the Best". Earlier this year, Powdersville Water won the System of the Year Award at the SC Rural Water Convention. Enough said? Not a chance.....read further.



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## Lead and Copper Revised Rule Update

The last two newsletters were basically dedicated to this topic. The Powdersville Water staff have been working for the past two years in order to comply with EPA's revised rule that should be in effect at the end of 2024. There were numerous new parts of the revised rule that PW needed to work through including exposing as many customer service lines as they could. This was performed on several thousand to see if there was any pipe containing lead. The good news is Powdersville's system is basically lead-free and much of the reason is due to the young age of the system. The older systems across America (typically in bigger cities) are the ones that have much work to do in removing service connections that contain lead pipe and parts. After conducting numerous field inspections and tests, Powdersville Water's DSO team has created a new sampling plan for lead and copper that meets the new requirements. This plan, along with a summary of our work conducted over the past two years will be submitted to SCDHEC for approval in June, 2024. The bottom line: you are very fortunate to be connected to PW's system when considering lead and copper. In PW's history, these two metals have never caused concern in the system.

For the record, SC Department of Health & Environmental Control (SCDHEC) will soon split into two agencies on July 1, 2024. The new Department of Environmental Services (DES) will regulate the public water utilities like PW and the Department of Public Health (DPH) will regulate all health-related services.

### Proposed 2024 LCR Monitoring Sites



## MESSAGE FROM THE MANAGER



If you have read all of this newsletter, you have concluded one thing....your water company is busy! I hope you also saw that your water company cares about your drinking water, and we have clearly demonstrated our commitment to being "the best at what we do". We continue to grow and Powdersville Water believes in "smart growth". That is why we proactively plan for a future, that we often do not control or have a say in. Our job is to provide you with good drinking water and maintain a quality service level that you, our customer have grown to expect. There are numerous issues on the horizon that will affect the future of drinking water. We remain diligent, making sure we stay ahead of any changes. Regardless of what you hear in the news about public water, I can assure you that Powdersville Water has diligently worked in the past to make sure your drinking water meets and exceeds all state and federal regulations. Based upon the new standards that are continually changing, this unfortunately is not the message many other utilities are delivering to their customers.

I take great pleasure in telling you that your water is very safe and of very high quality.

Have a great and healthy Summer and thank you for allowing us to serve you!

Thank you,  
*Dyke Spencer*  
Executive Director