

Let's stay in touch!

Municipal outreach from BJWSA

MARCH 2023



www.bjwsa.org/water-use

Wed | Fri | Sun

Tue | Thu | Sat



Irrigation Plan

Help us protect our infrastructure and water **ONLY** on your day!

Mondays are reserved for NO IRRIGATION

Your cooperation is greatly appreciated!

Irrigate responsibly based on house number.

Our irrigation program seeks to alleviate usage during peak hours and ensure public safety. This move comes as the tourist and growing season puts higher demands on water supply during peak hours.

Customers with even-numbered addresses are asked to irrigate on Wednesdays, Fridays and Sundays from midnight to 2 am or from 9 am to noon. Those with odd-numbered addresses are asked to irrigate on Tuesdays, Thursdays and Saturdays. Mondays are reserved as “no irrigation days” to accommodate for the very high water demands that are typically experienced specifically on Mondays.

Irrigation schedules aren't about restricting water but being more efficient with water. Securing a sustainable water supply for our customers is essential to our mission. Having enough supply is only one piece of the puzzle. BJWSA must also manage the volume of water residents use in a single day. Water use is heavily influenced by weather, and about half of residential water use is outdoors. Hot, dry periods mean customers use more water than normal.

IRRIGATION LIMITATION LIMITACIÓN DE RIEGO

This is an ODD-numbered address; please limit irrigation schedule to Tue/Thu/Sat after 9 AM
Esta es una dirección con número IMPAR; por favor, limite el horario de riego a martes / jueves / sábado después de las 9 AM

This is an EVEN-numbered address; please limit irrigation schedule to Wed/Fri/Sun after 9 AM
Esta es una dirección numerada PAR; por favor limite el horario de riego a miércoles / viernes / domingo después de las 9 AM

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Place this sticker on your irrigation unit and ensure your landscaper is following these guidelines.

Click on the graphic to the left to request a sticker for your irrigation control panel.

If you do not set your own irrigation system, this will help show your landscaper when to set up your system.

BJWSA is converting our information and billing system.

Systems Conversion

To serve you better, BJWSA is converting our information and billing system. There will be many benefits to the new, integrated system. Among those benefits will be merging our current customer service, accounting and field operation computer systems. With a united system, communications between our departments will be faster and more accurate. This means more efficient operations and responsive service to you.

The conversion is scheduled for mid-March 2023 and will require those who utilize electronic payments to resubmit account information.

Here is what you need to know:

- Your customer and account number will not change.
- *Our online payment site will not be available after March 12, 2023 and conversion to our new site will not be complete until March 22 while we validate our data.*

During this time, our customer service capabilities will be very limited. On March 16, 17 and 20 customer service calls will be diverted to our after-hours call center.

Note: This center does not have access to our customer database but will be able to dispatch crews to respond to emergencies.

- We will send you a notice to this address when the new payment site is activated. If you would prefer to be advised by email, let us know by sending a message including your service address to info@bjwsa.org.
- AutoPay customers will need to re-register and enter their payment information within the new portal, when notified.
- There will be no late charges or service disconnections during the transition period.

REMINDER: Our customer service team will have very limited capabilities during the transition. Responses to calls received at 843-987-9200 during this time will be limited to emergencies such as main breaks, water quality issues and service outages.

We will post information about this transition on our website www.bjwsa.org, and social media. Thank you in advance for your patience during this process and please understand that wait times on calls will likely be longer than normal. Ultimately, the conversion will result in an even more efficient and responsive BJWSA for all of our customers. For additional information or questions, please send messages to info@bjwsa.org.

Sincerely,
Customer Service Department

Our Mission: Provide quality water and wastewater services to our current and future customers in the Lowcountry.

www.bjwsa.org | 843-987-9200