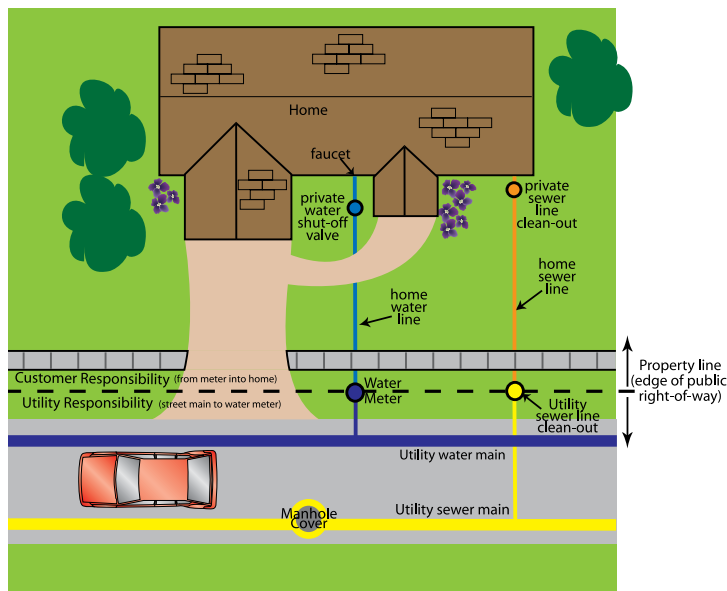




## Protect your home's water pipes from the Cold!

When water freezes, it expands. This can cause cracks or breaks in your home's water pipes, which may result in water damage. Here are some tips to protect your home during cold weather:

- During freeze warnings, let your faucets drip.
- Wrap exposed pipes with blankets or other insulation.
- Know where the water shut-off valve is for your home so you can prevent water damage in the event of a leak. It's typically located in the ground near an outdoor water faucet next to your home.



## Whose line is it?

Where does Charleston Water System's public water system end and your private plumbing system begin? At the water meter — the water line on your side of the meter is your property. Your private sewer line begins at your property line, usually at or near the sewer clean-out access, as shown in the above illustration.

## Don't drain grease, trash it!

Save money and avoid messy sewer back-ups by disposing of grease and cooking oils in the trash — not down the drain.

Did you know ...

- A grease clog can cost you hundreds of dollars to remove and can cause sewer back-ups?
- Sewer back-ups are a potential health hazard?
- Hot soapy water **does not** prevent grease clogs! Grease will cool and settle out as it travels through your sewer pipes and into the public sewer system.

Remember — grease clogs are easily preventable, so don't drain grease, trash it!

Grease Clogs Can Cost You...



## Only tap water delivers

*Just imagine... 1.1 billion people worldwide do not have access to clean water. Here in the U.S., clean drinking water from the tap costs less than a penny per gallon.*

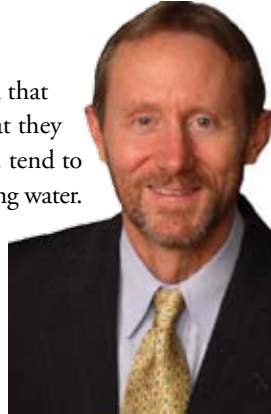
Recently, the water industry has discovered that because utilities don't often publicize what they do and how well they do it, people in the U.S. tend to overlook the importance and the value of drinking water.

That's why the American Water Works Association (AWWA) — the industry group

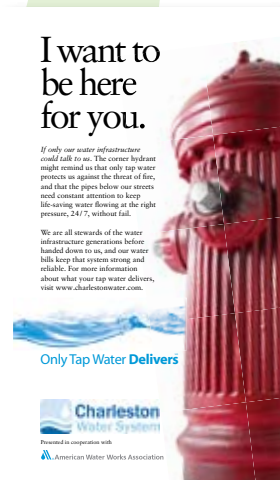
representing water utilities — developed a public awareness campaign to remind us of the value of clean water. It's called *Only Tap Water Delivers*, and

you may notice us using some of these campaign materials in our customer service locations and on our web site. We hope this campaign makes you pause to consider the value of clean drinking water and the importance of maintaining our infrastructure so we can continue to provide this invaluable service.

So the next time you turn on the faucet, think about what it takes to make that clean water available — and how, at a relatively affordable price, it contributes to our quality of life in so many ways.



Kin Hill, P.E., CEO



*Kin Hill*

Kin Hill, P.E., CEO

## Help provide clean water to those in need

Sign up for Operation Round Up!

For less than a dollar a month, you can give the gift of clean water to families in need — both here in the Lowcountry and abroad.

Sign up for Operation Round Up on the back of your bill stub and we'll round up each month's bill to the nearest dollar. Currently, customers' "round up" donations benefits either our Good Neighbor Program (which helps low-income families in the Lowcountry pay their water bill), or Water Missions International (which provides clean water to poor communities around the world). You choose which program your round up amount benefits.

We're looking at expanding and/or modifying the program in the near future to include other non-profit organizations in our community, so stay tuned for more information!

## Water ? Whys

### Occasionally I see a Charleston Water System crew open a fire hydrant and let the water run. What's the reason for this?

This is called flushing, and it's a way to "scour" mineral and other deposits from the inside of water mains. Water flows out of fire hydrants at a very high velocity, which helps remove any build-ups inside water mains.

It's important to remove these mineral deposits because in severe

cases, the accumulation can reduce water flow through a main. Mineral deposits can also cause discolored water if they become dislodged and dissolve in the water. This sometimes occurs after crews repair a damaged water main.

To prevent these problems, Charleston Water has a crew dedicated to operating fire hydrants and flushing water mains throughout our service area on a regular basis.



Hydrant flushing helps clear deposits from the inside of water mains. It also tests fire hydrants to make sure they're working properly.