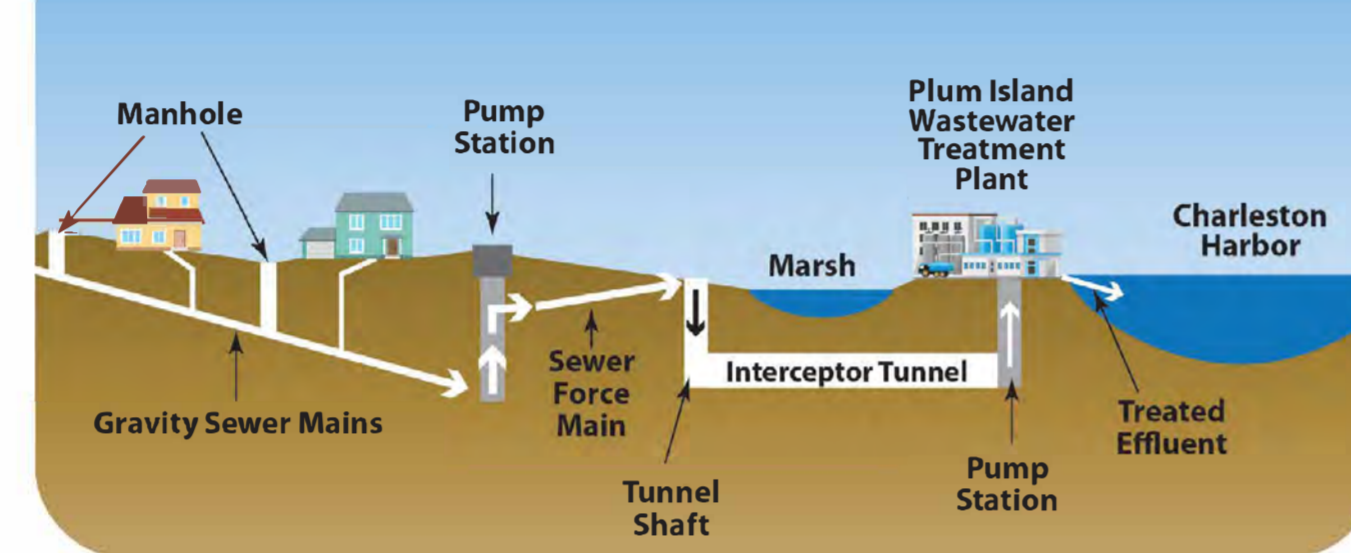


We met or surpassed all water quality requirements.

QUICK FACTS

- 4** Purchased Treatment/Municipal Customers
- 9.7 Billion Gallons a Year** (Treated at Plum Island)
- 26 Million Gallons a Day** (Treated at Plum Island)
- 148 Miles of Sewer Force Mains**
- 211 Pump Stations**
- 624 Miles of Gravity Sewer Pipe**
- 18,200 Sewer Manholes**
- 60,000 Retail Sewer Customer Accounts**

WASTEWATER COLLECTION SYSTEM



REGULATIONS

The US Environmental Protection Agency and the SC Department of Health and Environmental Control regulate wastewater utility operations under the federal Clean Water Act.

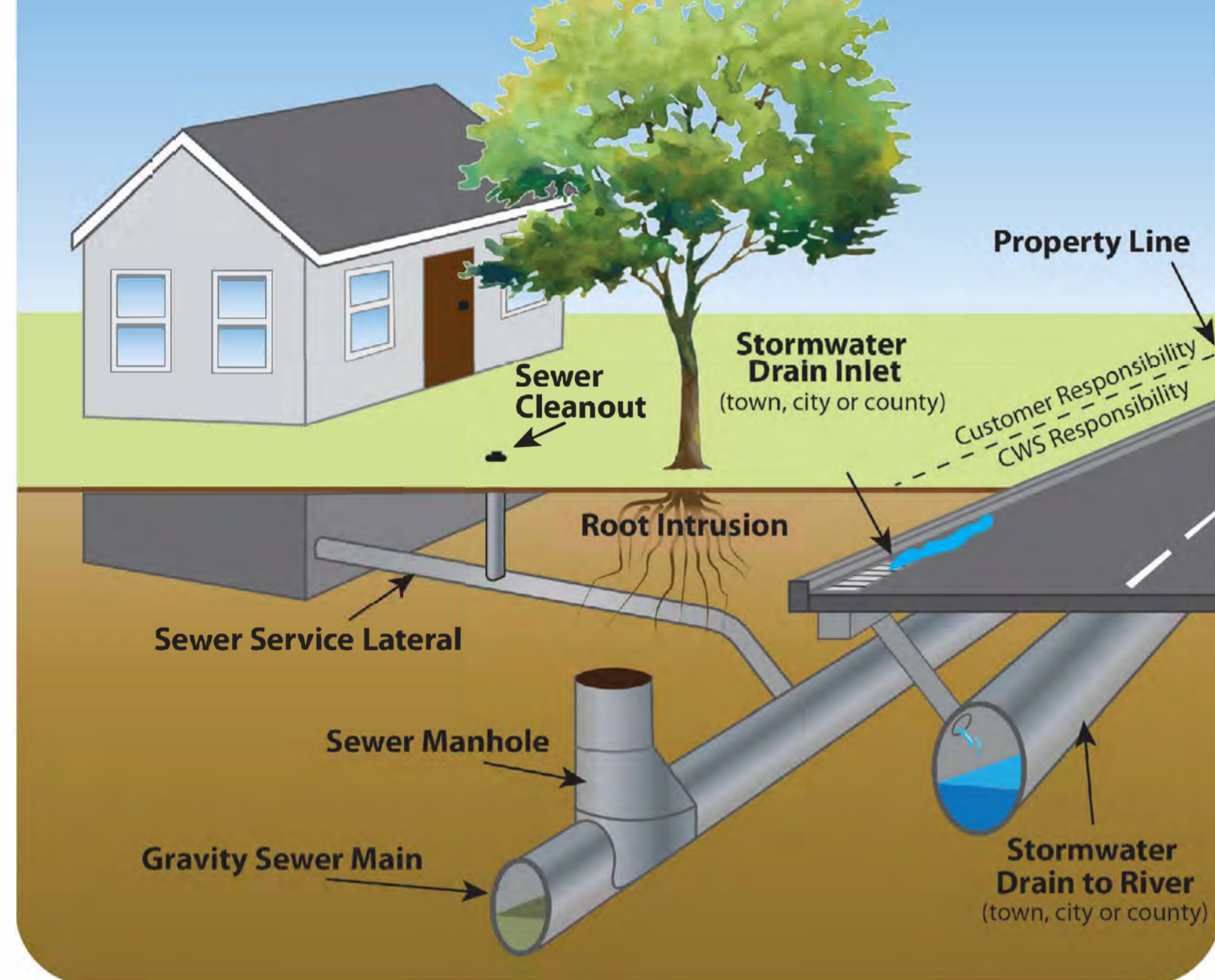
WASTEWATER COLLECTION SYSTEM

Measure	2020 Actual	Regulation or Limit
Reportable Sanitary Sewer Overflows (SSOs)	18 (6 during major flooding events)	Report to DHEC
SSOs of 5,000 gallons or more per 100 miles of pipe	0.3 per 100 miles of pipe (2 total, 1 during major flooding event)	Limit of 2 per 100 miles of pipe
Pipeline failures	0.8 per 100 miles of pipe	No regulation or limit
Pipeline inspected	40 miles	No regulation or limit
Pipeline cleaned	186 miles	No regulation or limit

PLUM ISLAND WASTEWATER TREATMENT PLANT

Measure	2020 Actual	Regulatory Limit
Ultimate Oxygen Demand (UOD)	3,818 lbs	24,612 (Summer) 42,064 (Winter) pounds per day
Dissolved Oxygen (DO)	5.0 mg/l	1.0 mg/l minimum
Carbonaceous Biochemical Oxygen Demand (CBOD)	3.6 mg/l	25 mg/l monthly average
Enterococci	3.2 MPN/100 ml geometric mean	35 MPN/100 ml
Ammonia	1.2 mg/l	(Summer) 17 mg/l monthly average (Winter) Monitor & Report
Total Suspended Solids	6.3 mg/l	30 mg/l monthly average
Flow	26.6 MGD	No Regulatory Limit
Total Phosphorus	1.8 mg/l	Monitor and report
Total Nitrogen	10.2 mg/l	Monitor and report
Total CBOD Percent Removal	97.82%	>85%
Total TSS Percent Removal	95.8%	>85%

WHERE DOES IT GO?



INFRASTRUCTURE

Reliable sewer service requires continual investment.

We're replacing old pipes and pump stations, expanding our system for population growth, and upgrading treatment processes to meet new regulations.

CAPITAL IMPROVEMENT PROJECTS

PROJECT	COST	PHASE
Pump Station 92 Force Main Replacement at Ashley Town Center Drive	\$1.2 million	Completed - March 2020
Plum Island WWTP — Phase 3 Improvements	\$70 million	Completed - June 2020
West Ashley Sewer Tunnel Replacement — Phase 5	\$85.5 million	Completed - September 2020
Camp and Riverland Intersection Improvements Wastewater Utilities Relocation	\$176,000	Completed - November 2020
Cooper Street Sewer Main Replacement — Meeting to America	\$1.657 million	Completed - November 2020
Plum Island WWTP Biosolids Master Plan	\$600,000	Completed - November 2020
Low Battery Restoration — Phase 1 - Tradd to Ashley	\$450,000	Completed - December 2020
Johns Island Wastewater Interceptor Rehabilitation	\$8 million	Substantially Complete
Thomas Island Regional Pump Station and Interceptor — Phase 1	\$13.425 million	Construction
Clements Ferry Road Widening — Phase 2 Wastewater Utilities Relocation	\$25,000	Construction
Johns Island Wastewater Interceptor System Expansion — Phase 2	\$4 million	Design
Johns Island Wastewater Interceptor System Expansion — Phase 3	\$3 million	Design
Market Street Drainage Wastewater Utility Relocations	\$1 million	Design
Dowden Court Wastewater System Improvements	\$696,000	Design
Spring and Cherry Streets Gravity Sewer Replacement	\$1.85 million	Design
Red Top Wastewater Interceptor — Phase 3	\$3 million	Design
Pump Station 77 and 90 Upgrades	\$3 million	Design

WASTEWATER SERVICE AREA



INDUSTRIAL PRETREATMENT PROGRAM

We perform permitting, administrative, and enforcement tasks for discharges into our infrastructure via authority granted by the EPA and SC DHEC. This protects our infrastructure and the environment by reducing pollutant discharges from industry and other non-domestic wastewater sources. Industrial or commercial customers should call us at (843) 727-6800 with questions about waste disposal.

Mission

Support public health and protect the environment

Vision

Achieve excellence and exceed customer expectations

@CharlestonWater

@ChasWaterSystem

www.charlestonwater.com

24/7 Customer Service: (843) 727-6800

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EXPENSIVE, BUT A GREAT VALUE!

Handling wastewater costs nearly four times more than providing tap water.

It travels very deep underground, it's highly corrosive and destructive and requires frequent infrastructure repair and replacement, and regulations demand that it's much cleaner than the Charleston Harbor, where it finally ends up. Treating wastewater protects the environment and promotes recreational activities like swimming, boating, fishing, crabbing, shrimping, and more!

ONLY FLUSH PEE, POOP & TOILET PAPER

FATS, OIL, AND GREASE (FOG) block your pipes and ours, causing sewer back-ups. Dispose of these items in the trash.

NON-FLUSHABLE WIPES clump together and block home plumbing, and damage our pipes and pumps. Read the packaging carefully to be certain its labeled as a "flushable" product, and never flush any wipes that aren't.

SMOKE TESTING

We pump harmless non-staining inert smoke into sewer manholes and see where it escapes to find sewer cracks and other problems.

We notify the fire department and residents before testing begins.

Good: Smoke escaping from roof vents. Premise plumbing is done right!

Bad: Smoke escaping from grass/yards, stormwater system, etc. Smoke inside homes or escaping from gutters indicates bad plumbing. Homeowner responsibility to repair.

OTHER WATER QUALITY ORGANIZATIONS

CHARLESTON WATERKEEPER

Report data is primarily driven by polluted flood water, wild and domestic animal waste, illicit discharges to stormwater drains, septic tank failures, sanitary sewer overflows, malfunctioning sewage treatment plants, and boat discharges.



STORMWATER

Contact your town, city, or county for drainage issues.



SC DEPT. OF HEALTH & ENVIRONMENTAL CONTROL

Responsible for public health and the environment.

