

# THE FLOW



NOVEMBER, 2017

Newsletter Issue 3

Proudly serving the Golden Isles community since 2008.

## NEWS AND DEVELOPMENTS FOR CUSTOMERS OF THE BRUNSWICK-GLYNN JOINT WATER & SEWER COMMISSION



Project Inspector Jeff Tailer monitors sewer pipe installation on Norwich Street around midnight on October 12, 2017. This project will provide necessary upgrades for existing customers in the City of Brunswick and North Glynn County areas.

### RECENT DEVELOPMENTS

#### Emergency Notification System Now Available

Please visit our website at <http://www.bgjwsc.org> and click on the red button labeled "Get Emergency Service Alerts" to get an email, text or phone call to a number of different options in the case of a service outage that affects your area.

Beginning in July, we star-



Mansfield Street Water Main Repairs - 6/9/17

ted allowing all customers to set up this service that is used during precautionary boil water advisories or emergency

water and sewer outages. We want to help get the news you need fast. Please see our website for more details.

### BY THE NUMBERS

26,884

Active Customers

1,056

Text Alert Subscribers

1,267

Facebook Page Likes

Please connect with us so we can better connect with you.

### CUSTOMER SERVICE SURVEY AVAILABLE

Please help us understand how to serve you better!

Simply visit our website at <http://www.bgjwsc.org/survey> to complete a brief questionnaire online.

# THE FLOW



NOVEMBER, 2017

Newsletter Issue 3

Proudly serving the Golden Isles community since 2008.

## CONTACTUS

BGJWSC  
1703 GLOUCESTER ST  
BRUNSWICK, GA 31520

<http://www.bgjwsc.org>

912.261.7100 (M-F)

912.634.0258 (After Hours)

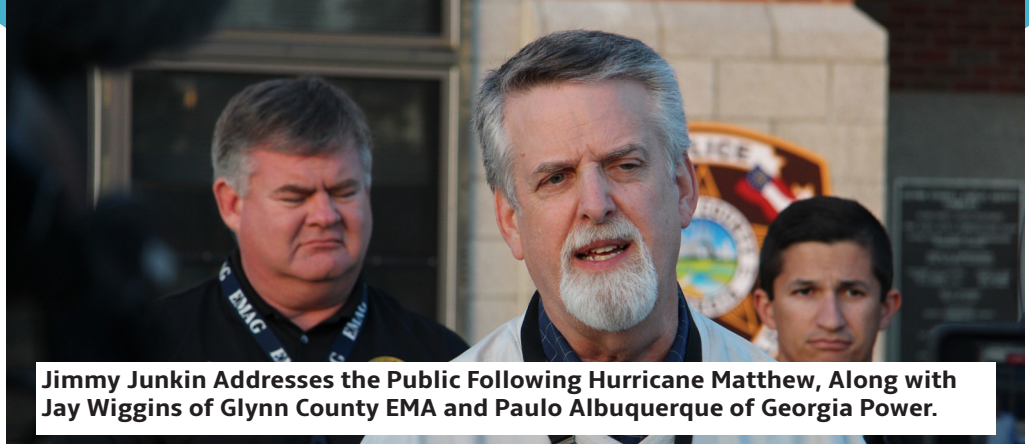
## New Mail-In Payment Address!

If your bank offers “online bill pay” or you mail in your payment without our pre-addressed envelope or payment coupon, please be aware that we have recently changed the company that processes payments mailed to us. The following address will begin appearing on our statements beginning in November:

BGJWSC  
P.O. Box 628396  
Orlando, FL 32862-8396

Please log in to your bank and request an update to the mailing address to ensure the fastest posting to your account.

## A WORD FROM EXECUTIVE DIRECTOR JIMMY JUNKIN



Jimmy Junkin Addresses the Public Following Hurricane Matthew, Along with Jay Wiggins of Glynn County EMA and Paulo Albuquerque of Georgia Power.

## The Vision Forward

In the last twelve months, the BGJWSC has begun the process of becoming more strategic in its path to providing the best service possible at the lowest cost practical. The BGJWSC has adopted ten core attributes to guide the future process of continuous improvement for our utility. These attributes are essential to the sustainable efficient operation of a utility. They are closely aligned with the attributes of private sector businesses which include physical operations of fixed assets in their day-to-day business activities. These attributes for effective utility management (EUM) were developed in 2008 and updated in March, 2017, by a 10-partner coalition including representatives of public and private sector utilities and state agencies that provide water and wastewater services around the U.S.

Developing a more strategic

### MORE INFORMATION...

regarding our Strategic Plan and the Effective Utility Management primer is available from our website at <http://www.bgjwsc.org/strategic-plan-2017>

approach to the management of the BGJWSC to allow it to be managed and measured more like a business is the key to our vision of being a best in class utility operation. Certainly, we have many concerns from infrastructure condition and capacity needs to billing software implementation conflicts and a lack of customer service responsiveness.

All these concerns represent challenges but they also represent opportunities. The BGJWSC has made great strides in hiring and developing key personnel who have skillsets

which will facilitate achieving our future vision. Recently, the staff held a “future vision” workshop with the BGJWSC Board of Commissioners. This workshop went into key infrastructure issues and future asset management directives for our utility. For a more detailed write-up on the future vision of the BGJWSC or to access the workshop presentation and/or video of the actual workshop event, please visit our website at the address in the MORE INFORMATION... box above. - Jimmy Junkin

## FIRE HYDRANT TESTING IS ONGOING

Drive carefully if you pass fire fighters as they test.



## REPORT WATER TASTE & ODOR CONCERNS TO US AS SOON AS YOU CAN

Staff are Available 24/7

## SPLOST 2016 PROGRESS

FOR DETAILS, VISIT <https://www.glynncounty.org/splost2016>