

THE FLOW



DECEMBER, 2017

Newsletter Issue 4 - Front

Proudly serving the Golden Isles community since 2008.

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



In late November, a new payment drop box was added in the front parking lot of our headquarters at 1703 Gloucester Street in Brunswick. You can now conveniently pay your bill without leaving your car 24 hours a day, 7 days a week.

RECENT DEVELOPMENTS

Subscribe to get Emergency Notifications by Text Now!

Please visit our website at <http://www.bgjwsc.org> and click on the big red button "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 started allowing all customers to set



Sewer Main Repairs at MLK and G Street - 10/26/17

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

26,892

Active Customers

1,098

Text Alert Subscribers

1,275

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.

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CONTACTUS

BGJWSC
1703 GLOUCESTER ST
BRUNSWICK, GA 31520

<http://www.bgjwsc.org>

912.261.7100 (M-F)

912.634.0258 (After Hours)

A WORD FROM EXECUTIVE DIRECTOR JIMMY JUNKIN



Jimmy Junkin and Scott Ryfun speak with callers during the 1440 AM WGIG Straight Talk program broadcast live from BGJWSC headquarters. - 11/15/17

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.

Delinquent Accounts to be Cut Off

We highly value all of our customers and recognize that the rate increase on July 1 may have been an inconvenience to many of you. At such a critical time as this, with our operations and administration procedures and policies being under reasonable scrutiny, we continuously seek the guidance of independent professional auditors to help ensure that we are following all practical and reasonable policies that will keep our rates fair and equitable to all of our rate payers. One of the recommendations that we must now follow will help to ensure that we collect all account balances in a timely manner.

Over 4,000 of our customers have been able to build up an overdue balance on their account, a situation largely due to our failure to exercise a routine cutoff procedure. Be-

ginning with our January 2018 statements, a cutoff date will be listed on the bill as 10 business days past the due date. No separate postcard warning of this cutoff will be sent. We will disconnect service to any account that has a balance in arrears of \$100 or greater, based on the current deposit policy of a minimum of \$100 per account.

Making a payment towards your balance that does not eliminate the balance in arrears will not prevent cutoff. The only way to prevent cutoff is to pay the full balance or visit the office to formally sign a payment plan. Payment plans will be offered to all customers in terms of 6 months, 12 months or 24 months, depending on the balance in arrears. Accounts that continue to meet the payment arrangement will not be cut off. Default on

a payment plan will result in immediate disconnection and the requirement that full payment be made before service can be turned back on.

Vehicles parked on top of the meter box will be towed at your expense. If this obstacle is encountered by our meter service technicians, we will leave notice on your front door providing 24 hours to move the vehicle.

We apologize for creating a situation in which there appears to be little-to-no consequence for non-payment on our accounts. With this coming year, we will be more diligent in making it clear to the public that we are all partners together in taking extra efforts to keep rates low by asking all rate payers to pay their fair share on time each month.

- 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>