

THE FLOW



FEBRUARY 2018

Newsletter Issue 6 - Front

Proudly serving the Golden Isles community since 2008.

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



On December 29, 2017, staff celebrated the retirement of Billy Simmons, Water Production Superintendent, following 35 years of dedicated service to the community.

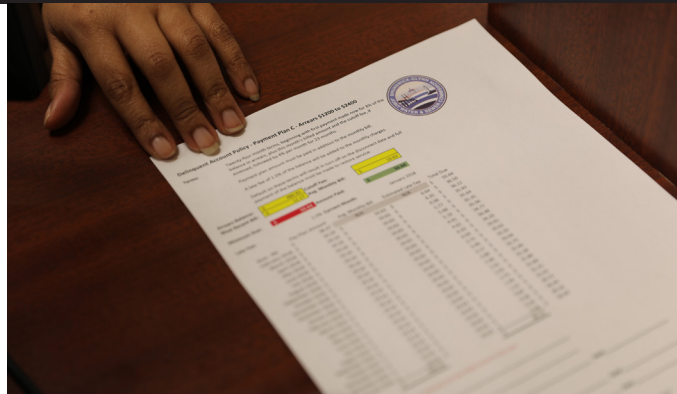
Pictured from left to right are Executive Director Jimmy Junkin, Chairman Don Elliott and Simmons.

RECENT DEVELOPMENTS

Payment Plans Are Available

Our ability to operate effectively and efficiently depends on your regular monthly payment of the amount billed. Over time, some account balances have continued to rise.

You may have heard recently that we are beginning a cut off procedure that will affect any account that has a past due balance of \$100 or more. Please be prepared to pay your balance in full prior to the due date



or you may find a warning on your statement indicating a "Cutoff Date". To avoid service disconnection, it is very important that you visit our

main office to establish a payment plan if you are unable to pay your balance in full each month.

BY THE NUMBERS

4,483 ↓ 4%

Past Due Accounts

1,275 ↑ 18%

Text Alert Subscribers

1,374 ↑ 8%

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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CONTACT US

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 began appearing on our statements in November 2017:

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 DEPUTY EXECUTIVE DIRECTOR ANDREW BURROUGHS



Deputy Executive Director Andrew Burroughs, far right, addresses members of the JWSC board along with staff and guests at a capital needs workshop. - 1/17/18

Changes to Capital Improvement Fees Considered

Seven of the businesses the Mainland Planning Commission approved site plans for at its Tuesday meeting are “reconsidering their commitment to moving forward in Glynn County” after seeing the tap-in fees charged by the water and sewer utility. That was the lede to an article published in The Brunswick News on November 20, 2017. The public, developers, small business owners, and politicians alike have voiced their collective frustration with this situation to staff members and commissioners of the JWSC. The Commissioners of the JWSC requested that staff take a deeper look into the situation to see if any options were available.

The JWSC adopted the current model for calculating Capital Improvement Fees (CIFs) beginning July 1, 2017.

The JWSC utilizes CIFs to pay for expansion projects that allow us to better serve our current customer base as well as provide adequate capacity for new customers. These are substantial needs as outlined in the JWSC Master Plan. However, for potential commercial and multi-family residential customers, these fees have proven onerous.

Upon looking at different options, staff arrived at five new options for calculating CIFs. Due to space considerations, please refer to the JWSC’s Facebook page and YouTube channel for the Special Called Workshop of January 17, 2018 should you want more details of the options presented. None of these options are perfect, but all of them manage to provide some relief to potential commercial and industrial customers that want to com-

mit to Brunswick and Glynn County. The JWSC will vote on a potential solution to the CIF situation on February 1, which unfortunately is before many of you will have a chance to read this newsletter. There are no guarantees at this time that the fees will change, as a vote of the JWSC Commissioners is required for any changes to occur. However, the JWSC staff is working diligently to help solve this issue and many more that our customers have brought to our attention. Staff hopes that this is the first step to providing greater support for the economic well-being of Brunswick and Glynn County, so that the Golden Isles becomes an even more attractive community to live, work, and visit.

- Andrew

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>