

THE FLOW



MARCH 2018

Newsletter Issue 7 - Front

Proudly serving the Golden Isles community since 2008.

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



On January 16, 2018, three staff members were added to a newly developed customer service call center to help better serve you when you call us during regular business hours. We continue to serve you by phone after-hours, 24/7.

Pictured from left to right are Michele Schwartz, Donna Lalley and Lora Moore.

RECENT DEVELOPMENTS

Island Drop Box to be Removed April 2nd

We strive to make doing business with us easy while keeping costs down. In an effort to reduce costs, we are eliminating the payment drop box that has been available in front of Glynn County Fire Station 2 at 1969 Demere Road on St. Simons Island.

The volume of payments turned in at this location is less than 200 per month. The cost to pick up the payments secu-



rely via armored car is between \$900 and \$1,000 per month. At around \$5 per payment, it is simply not cost-effective. With our payment proces-

sing center now active in Orlando, you can rest assured that your mailed-in payment will be processed in a timely manner.

BY THE NUMBERS

4,202 ↓ 6%

Past Due Accounts

1,326 ↑ 4%

Text Alert Subscribers

1,388 ↑ 1%

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



Large meters like the ones pictured here can, if sized correctly, maintain an appropriate level of accuracy while helping to keep multi-unit development costs down.

Changes to Capital Improvement and Plan Review Fees Approved

In last month’s edition of The Flow, staff discussed some proposed changes to the Capital Improvement Fees (CIFs) process. On February 1, the JWSC Commissioners approved a new method for the calculation of CIFs that staff recommended. The changes made require the use of the water meter size to determine the CIF rather than relying solely on the capacity consumption calculation of REU’s. Without going into the technical details, this method will allow for a simpler calculation for customers to understand and one that is used quite commonly throughout the water industry.

For potential new commercial and industrial developments, the new method reduces the CIFs substantially, which should allow new businesses to start up in Brunswick and Glynn County. Depending on the specifics of

each potential development, the new CIF could be 5-10 times lower than previously calculated. Several potential developments that were previously quoted CIFs have come in to get updated quotes from the new method. For current business owners, you may be able to expand your business for a very small administration fee if your expansion does not require an increase in water meter size. Small business owners in the community have already begun taking advantage of this opportunity.

Also approved at the February 1 Commission Meeting were changes to the Plan Review Fees charged by the JWSC Planning & Construction (P&C) Division. These fees received significantly less discussion in the newspaper and on social media, but staff identified them as potential issues moving forward. Whi-

le the total fee reduction does not equal that of the CIF changes, these changes do make the process substantially more equitable for JWSC customers. P&C did a fantastic job being proactive in solving this potential problem.

Staff believes that the changes made will remove some potential roadblocks for new businesses to commit to the area. The business community had repeatedly told staff that the previous CIF method was a major hurdle to cross when it came to starting a business in this area. The Plan Review Fees were met with much skepticism as well. With these hurdles now removed, staff is standing by to assist potential new developments through the process of committing to Brunswick and Glynn County.

- 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>