

THE FLOW



SEPTEMBER, 2017

Newsletter Issue 1

Proudly serving the
Golden Isles community
since 2008.

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

Staff observe the final tie in for the improved sewer main at Dunbar Creek, SSI on June 16, 2017 as Matthew Permar of the Islander makes notes.



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-



Dartmouth and Ellis Water Main Repair 6/27/16

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 8/7/17

26,833

Active Customers

360

Text Alert Subscribers

692

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
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BRUNSWICK, GA 31520

<http://www.bgjwsc.org>

912.261.7100 (M-F)

912.634.0258 (After Hours)

Be Prepared!

Are you prepared to evacuate with your family and pets should the need arise? Though we were more fortunate than others following Hurricane Matthew, we need to use these sunny days to prepare for the rainy days ahead.

Be familiar with basic needs, medical needs and housing opportunities well in advance of a disaster. Visit <http://www.glynncounty.org/ema> and register for their Code-RED emergency alert system. View preparedness documents available both there and at Ready.gov.



RECENT DEVELOPMENTS



Delinquent Accounts Now at Risk of Being Shut Off for Non-Payment

The BGJWSC Board of Commissioners has amended the delinquent account collection policy. This effort is being taken to collect on delinquent accounts in order to help pay for needed maintenance and upgrades to the water and sewer system.

The BGJWSC will be contacting any customer who has a delinquent account that is more than 30 days in arrears. This policy will be aggressively enforced and any customer who fails to bring their account current is subject to

DELINQUENT ACCOUNTS

Any account that has a previous unpaid balance being carried forward that is more than 30 days past due will be considered a delinquent account.

having their water and sewer service terminated. Any account that has a previous unpaid balance being carried forward that is more than 30 days past due will be considered

a delinquent account.

Please review your current bill. If you see that you have any previous account balance due, you should immediately take action to pay the account in full. If you fail to do so, your service is subject to being terminated. If you "voluntarily" come to our office now and make arrangements, staff will seek to assist you with your repayment plan structure.

The BGJWSC thanks the majority of our customers who have maintained their accounts in a paid-up status.

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>