

THE FLOW



APRIL 2018

Newsletter Issue 8 - Front

Proudly serving the Golden Isles community since 2008.

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



In January 2018, Water Distribution Crew Leader Don Hendricks spent a cold day diving in the water near Frederica Rd to repair a main break with service kept under pressure. This hard work ensured that a precautionary boil water advisory would not be necessary. Photo credit: Patrick Anderson, Neighborhood Manager of Coast Cottages at St. Simons.

RECENT DEVELOPMENTS

Backflow Prevention Assembly Testing

A vital component of any public water utility is an active cross-connection control program. This program allows us to ensure that commercial facilities that use chemicals or any hazardous materials in their process annually test a device known as a backflow preventer. Facilities that fail



to test the proper operation of this device are at risk of having their service disconnected until all public health concerns are eliminated.

Maricel Lindsay, our Backflow Compliance Coordinator, will be in contact with all facilities affected by this program.

BY THE NUMBERS

3,800 ↓ 10%

Past Due Accounts

90 ↑ 73%

YouTube Subscribers

1,399 ↑ 1%

Facebook Page Likes

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

WHAT IS A BACKFLOW PREVENTER?

The health and safety of you and your family is our primary concern!

Please visit our website at www.bgjwsc.org/backflow-prevention or more information.

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Please Subscribe



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<http://www.youtube.com/c/BrunswickGlynnJointWaterSewerCommission>

A WORD FROM DIRECTOR OF ADMINISTRATION JAY SELLERS



Jay, far right, directs Maricel Lindsay as she records a video related to meter register changeouts featuring fellow staff members Michele Schwartz and Rafael Fonseca. Photo taken by Stephen Patton - 3/16/18

Thanks in Advance for Reading this Newsletter!

This monthly newsletter was borne out of a desire to reach the highest number of our customers, especially those that had communicated to us that we were not effectively communicating our actions, our goals and our needs to the public. While our formal advertising in the local newspapers has been limited to employment ads and planned service outages, I was convinced that the best way to guarantee that you have seen or heard what we had to say was to put it in print along with your billing statement. I also made every effort possible to engage with you on social media when your concerns were posted there.

As I get into my 8th month of publishing this newsletter, I believe that this mission has been a success. I have gotten positive feedback from a num-

ber of readers on how much they appreciate my efforts to focus on the accomplishments and dedication of our staff. While our senior management team is recognized more in the traditional media, I have been focused on highlighting the workers in the field and the administrative office staff, especially on social media platforms.

Many of you follow the updates on our Facebook page and saw the photos of the water distribution system and the sewer collection system repair crews that responded during Hurricanes Matthew and Irma. I also post an occasional Staff Spotlight for those that have received recognition in our commission meetings for receipt of state licenses, awards or even retirement. Be on the lookout in the future for more postings, along

with the customary meeting notifications and publication of approved meeting minutes.

One of my newest efforts has been to broadcast our regular meetings live on our Facebook page. They occur the first and third Thursday of each month at 2:00 p.m. Those that cannot attend should look forward to watching the meetings live or catch the saved version on our Facebook page when you can. We also have a page on YouTube where we post the meeting videos along with other educational content.

We need your help. To keep advertising costs down and help avoid contributing to the need for a rate increase, please subscribe to our social media accounts and help spread the good news of the progress the Joint Water & Sewer Commission is making to better serve you.

- Jay

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>