

THE FLOW



JUNE 2018

Newsletter Issue 10 - Front

Proudly serving the Golden Isles community since 2008.

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



Town Hall Meetings Coming Soon!

SSI Casino - June 12 - 6:00 PM
Howard Coffin - June 13 - 6:00 PM
Visit <https://www.bgjwsc.org>
for More Info

On June 14 and June 19 of 2017, staff, management, public officials on the BGJWSC board and advisors from our independent rate consultation firm met with members of the public in an effort to make details of a pending rate revision available and to answer any questions concerning it. This process will occur again on the dates listed above.

RECENT DEVELOPMENTS

More Detailed Meter Reading on Your Bill

Every month, your billing statement is generated with an indication of the flow over the previous billing period, typically 30 days. Our billing system is set up to bill the water usage portion based upon the gallons of flow through the meter and the sewer portion on how much water has been measured.



We updated this system in May of 2018 as many customers had asked for the billing statement to indicate the flow through the meter down to the gallon. Understanding that this will help some of you identify leaks, increase conservation of water and help stabilize your budget, you will now see your statement indicate this more complete reading on the billing statement.

BY THE NUMBERS

3,039 ↓ 6%

Past Due Accounts

1,444 ↑ 24%

Payment Plans

1,607 ↑ 3%

Facebook Page Likes

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

ANNUAL WATER QUALITY REPORT NOW AVAILABLE

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

Please visit our website at www.bgjwsc.org/waterqualityreport or more information.



CONTACT US

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

A WORD FROM EXECUTIVE DIRECTOR JIMMY JUNKIN

Rate Structure and Budget Considerations

There are always concerns about the cost to utility rate-payers for water and sewer services. One of our greatest challenges is maintaining the highest level of service while keeping rates affordable for all. The organization prepares a conservative balanced budget annually to support operational objectives as well as to provide best-in-class service to the public. This budget can only be achieved when our income is stable on a month-to-month basis. However, maintaining affordable rates for all our customers has historically been our focus since affordability and revenue stability can be at odds.

Currently, over 75% of the costs incurred by the utility are fixed, meaning that they do not shrink when less water is used by customers. Under the current rate structure, the BGJWSC fixed revenues are only 28% of the total revenues collected. The vast majority of revenues are dependent on water use. This makes for an unstable financial position especially when you take into account a significant number

of seasonal rental residences and vacation homes that can go unoccupied for long periods. These customers only incur minimum administrative fees but share none of the fixed costs associated with water delivery, fire protection availability or sewage treatment.

This year, the BGJWSC is taking a first step towards meeting the goal of improved revenue stability, forming a balance between fixed expenses and fixed revenues. The solution developed was to include a portion of water use in the base fees charged on each account. This would enable minimum use to be charged against the vacation rentals and vacation homes, which are at times unoccupied but expect full service delivery when these residences are occupied.

This proposed new rate structure has been engineered to keep the already low cost for low quantity users minimally affected in terms of dollar cost. Above the base rate, consumption tiers increase

reasonably in price. This will yield a small increase in fixed revenues overall.

In order to achieve the new rate structure, the City of Brunswick Commission and Glynn County Commission will each have to approve a change to the operating agreement to allow the modified rate structure. Please stay tuned as we work with local leaders to make the changes that should be beneficial for both the utility and the community.

You can review all of our rates since 2014 as well as preview the two options being considered using the Excel workbook that is available at our website at the link listed below.

Please take the time to attend one of our town hall meetings to discuss these changes if you are seeing this before June 12. We look forward to meeting you there as we demonstrate our efforts to serve you now and into the future.

- Jimmy

Bill Calculator Tool Available at <https://www.bgjwsc.org/bill-calculator/>

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>