

THE FLOW



JULY 2018

Newsletter Issue 11 - Front

Proudly serving the Golden Isles community since 2008.

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



On June 21, 2018, the BGJWSC proudly recognized Pumping Systems Crew Member Thomas Grimes for receipt of the Wastewater Collection System Operator license issued by the State of Georgia following successful training and testing. Pictured above are Commissioner Mike Browning; Cindy Barnhart, Senior Human Resources Generalist; Grimes; John McCallum, Pumping Systems Supervisor; and Kirk Young, Systems Pumping and Maintenance Superintendent.

RECENT DEVELOPMENTS

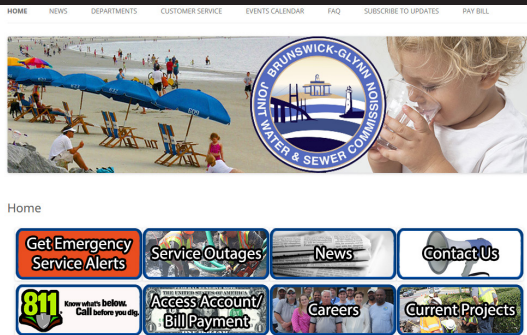
Online Fee To Be Waived

Late in 2017, we transitioned our mail-in payment processor to BB&T Bank in an effort to reduce costs and improve service to our customers. Those that mail in their payments to us may have noticed that they are sent to Orlando where BB&T has a regional center with an automated process that can account for the close to 20,000 payments each

month much faster than could be done in our office.

Over the next few months, we will be transitioning our lobby and online payment processing to BB&T Bank as well. BB&T's lower rates for

payments processed in the lobby have helped us justify removing the processing fee for online payments as well, a very popular request.



BY THE NUMBERS

1,271 ↓ 13%

Payment Plans

1,403 ↑ 5%

Text Alert Subscribers

1,704 ↑ 6%

Facebook Page Likes

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

NEW RATE STRUCTURE APPROVED

Our new rate structure with base rate is now in use. Comparisons to past rates can be view online.

Please visit our website at <https://www.bgjwsc.org/bill-calculator> 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

What's On Our Radar?

With our nautical heritage here in the Golden Isles, we should not consider it strange to hear locals use phrases and words in everyday conversation that may be unusual to those that live further inland. The bitter end, high and dry, course correction, know the ropes, cut and run, anchors aweigh, batten down the hatches, shipshape, fair winds and following seas, a rising tide lifts all ships...many phrases that were common amongst sailors in decades and generations past still get used today.

One term that we borrow from more recent mariners and use regularly today is "on the radar" often meaning an object that we know is coming but may not be in sight yet. When a vessel is underway, the radar serves a purpose similar to a crow's nest, the structure in the upper part of the main mast that was used as a lookout point to alert the crew to an obstacle or destination looming up ahead. The BGJWSC makes use of a radar, of sorts, and we are constantly reevaluating and correcting course to stay on track with our goal of providing best-in-class service to you. Just as the sailors faced perils at sea, if we lose sight of that goal, we may

face consequences that affect us all. So, what on our radar?

Deposit Refunds

Customers that have kept their account in good standing over a 36-month period and have no past due balance on their account will soon see their deposit credited to their account.

Upgrades to Your Statement

In July 2017, we transitioned from the billing system used since our founding in 2008 to a more effective system that will streamline our processes over the next few years. One consequence of this change was the removal of vital information from your billing statement. We are working on returning both your meter number and the 13-month flow graphic to your statement. We have also started billing down to the gallon, a helpful change that will reduce fluctuations in normal billing and help you identify potential leaks.

Online Bill Payment

Another benefit of the transition to this new system is functionality that will soon make it possible to pay online directly through our website with credit card, debit card or check at no additional cost to you. A small number of you

already take advantage of a recurring payment option.

Paperless Billing

Though it may be further off in the distance, paperless billing is still on the radar. While not a cost-free process on our end, it may serve you well to reduce the amount of mail that you have to process, especially if we can also begin offering...

Budget Billing

While non-residential consumption varies wildly month-to-month, the bulk of our residential customers maintain an even keel (another great nautical term meaning smooth, under control and balanced) in regards to their monthly flow. Though far off on the horizon now, we will be moving our ship towards determining the benefits of being able to offer budget billing in addition to the recurring payment option already offered through our online payment portal.

These and other important upgrades will be rolled out as features are tested. We are on a forward course and thank you in advance for your patience as we continue on this journey together.

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>