

THE FLOW



WINTER 2019

Newsletter Issue 13 - Front
January-February-March

Proudly serving the
Golden Isles community
since 2008.

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



From December 4th to 6th, staff of the Systems Pumping and Maintenance Division successfully replaced 11 feet of 8 inch vitrified clay pipe, likely installed more than 50 years ago, with newer and more reliable PVC pipe in the 1400 block of Prince Street. This series of photos help give perspective to the massive volume of work involved in getting a project done quickly and safely while creating minimum impacts to the area and affected customers.



RECENT DEVELOPMENTS

Employment Opportunities are Available!

We proudly employ 160 dedicated staff members that help provide the services you expect 24 hours a day, 365 days a year. Many are state certified to test the quality of the water, maintain the water distribution system and the wastewater collection system, and ensure proper operations at our wastewater treatment



facilities. We also have administrative staff in IT, billing, customer service and other support functions. We have confidence that our team is best-in-class and we have a culture of improvement to

help ensure that.

Please consider joining our team where you can get the training and certification that will help make you a vital member of our community.

BY THE NUMBERS

2,632 ↓ 12%

Past Due Accounts

1,588 ↑ 6%

Text Alert Subscribers

1,911 ↑ 4%

Facebook Page Likes

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

EMERGENCY SERVICE OUTAGE TEXT ALERTS

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

Please visit our website at
www.bgjwsc.org/subscribe-to-updates
or more information.

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[http://www.youtube.com/c/](http://www.youtube.com/c/BrunswickGlynnJointWaterSewerCommission)

BrunswickGlynnJoint
WaterSewerCommission

A WORD FROM EXECUTIVE DIRECTOR JIMMY JUNKIN



Water pipe is prepared for installation along New Jesup Hwy in November. This water system expansion was funded by Friendly Express to accommodate the needs of their new location at the corner of Hwy 341 and Community Road.

Have You Seen Our Strategic Business Plan?

In a 1970 edition of the New York Times, economist Milton Friedman of the Chicago School of Economics famously published his theory that the chief purpose of business is maximizing profit for the shareholders. The role of local government is seen as the pursuit of a fair and equitable management of limited resources obtained through various forms of taxes assessed to those that live in, work in or travel through a community for the betterment of the community and its guests. The Brunswick-Glynn Joint Water and Sewer Commission occupies a space both between and overlapping those two theories.

While we don't formulate our operating and administrative budgets using tax dollars, we have recently been the beneficiaries of SPLOST funding focused upon the improvement of existing infrastructure. However, even when the fun-

ding for our services is wholly paid for using billed charges (the vast majority of our income), the challenge becomes being constantly aware of and sensitive to a public perception that we must serve the community like a public agency yet, at the same time, we must perform financially like a business. This dual role is a self-supporting governmental accounting method known as an *enterprise fund*. While these goals may not appear to be mutually exclusive, they do often present challenges for two main reasons:

a) Government agencies do not and should not aim to make a profit. Any income we make over budgetary needs gets returned to the community in the form of reserves for critical future repairs.

b) Existing customers should not foot the bill for new customers to connect. While picking up more customers helps spread expenses across

a broader base, existing customers should not be subsidizing this expansion and growth. To keep costs down for our customer base, the costs associated with new businesses and residences are to be paid entirely by developers.

Our goal going forward is to demonstrate through concerted and transparent efforts that our primary mission is to serve all citizens of Glynn County, whether you are a direct rate-paying customer or not, because our services are permanently woven into the fabric of this community. As an initial step, our senior management team created a Strategic Business Plan, a document that we intend to update annually with the initiatives that will be our guide for charting our future course.

Please download a copy of our new 2019 plan from the link below.

- Jimmy

<https://www.bgjwsc.org/strategic-business-plan>

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>