

# THE FLOW



SPRING 2019

Newsletter Issue 14 - Front  
April - May - June

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 11 - 6:00 PM  
Howard Coffin - June 12 - 6:00 PM  
Visit <https://www.bgjwsc.org>  
for More Info

### Year-In-Review Presentation to be Made

Members of the Board and management team will be present to discuss any proposed changes to the monthly rates, fees and charges.

Also, Executive Director Jimmy Junkin will outline the accomplishments we've made over the past year and challenges we're facing on the horizon.

Please be prepared to attend one of these two evening town hall meetings, especially if you have been unable to attend our regular daytime meetings at our main office downtown.

## RECENT DEVELOPMENTS

### What's On Our Radar?

Local sailors know that a journey can and should be plotted out but reaching a destination involves keeping an eye on challenges that present themselves so course corrections can be made. One of the operational changes that we've gone through within the past few years is a substantial billing system update. While access to this system has gotten easier, online payment processing have seen a slower



pace of improvements.

In early March, we made the first of the many improvements lined up for our online payment portal. By popular demand, the BGJWSC Board voted last summer to waive

the online transaction fee for processing American Express, MasterCard, and Visa payments. After an eight month programming and testing phase with our billing software vendor, we reached that destination in the first week of March.

Close targets acquired on our radar for implementation by the end of the year are eCheck processing, recurring payment setup using check and cards, and paperless billing.

## BY THE NUMBERS

1,518 ↓ 42%

Past Due Accounts

1,646 ↑ 4%

Text Alert Subscribers

2,000 ↑ 5%

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](http://www.bgjwsc.org/subscribe-to-updates) or more information.

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## CONTACT US

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

## A WORD FROM DIRECTOR OF ADMINISTRATION JAY SELLERS

### Public Education Initiatives

Many of you know me as the BGJWSC Public Information Officer, responsible for keeping you informed on the condition of our services during the extreme weather events we've experienced in recent years. During these "blue sky" days, my focus has been upon the development of ways to effectively communicate with you. As FEMA has trained me to say, the role of the PIO is to "get the right information to the right people at the right time." It's not always easy to reach out to everybody but we're certainly trying to.

We're not keeping it a secret that we highly value public education. In the previous edition of this newsletter, Jimmy Junkin, our Executive Director, revealed that we are intentionally pursuing 20 initiatives over the coming year as a function of our Strategic Business Plan. Chasing after 20 goals is a daunting task but, as of this writing on March 15, we've already made progress that will be reported on in our public meetings.

One of those initiatives in the area of Environmental Compliance is a pursuit of educating the public on compliance efforts and results. Not only is it helpful for you to know why and how we opera-

te, in some cases, such as the annual water quality report and the monthly treatment plant capacity and flow report, publishing this information is required by law. As providers of life sustaining drinking water and as stewards of the environment in responsible wastewater treatment, we take regulatory compliance very seriously. Transparency to us means not only responding appropriately when mistakes are made but also being willing to shine a light on our efforts when things go well. We don't mean to brag but we are proud of our staff and want to highlight their work.

In the area of being a Community Resource, we aim for educating the community on the value of water and wastewater services. Our service availability is critical for the success of this community. This has not been made clearer than during Hurricane Matthew or Hurricane Irma, when widespread power outages impacted our ability to serve. We have made progress regarding service resiliency, reducing vulnerabilities and adding means to provide backup power at critical facilities. We also continue to work with our partners in other local government agencies to help

ensure that development in the community is fostered in a sustainable and economical way.

In the area of Customer Service, we want to provide consistent information to our customer base, including those that are visitors to the area. Even in the two areas of our 2019 Strategic Initiatives that I didn't mention here, we have identified specific topics that we will develop and provide. For each month of this year, we have developed themes that reinforce and illustrate the focus we are putting into being a more effectively managed utility. We hope that you will find the content to be relevant and meaningful. This series of topics are being illustrated primarily through a weekly video being posted on our website, our Facebook page and our YouTube channel. To help minimize cost, these videos are being produced entirely in-house using the tools and talents of our staff.

Please follow our Facebook page and/or subscribe to our YouTube channel to learn from our videos, engage in discussion and help us get feedback that can improve the ways that we 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>