

# THE FLOW



SUMMER 2019

Newsletter Issue 15 - Front  
July-August-September

Proudly serving the  
Golden Isles community  
since 2008.

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



In April 2019, a large sinkhole developed on Whitlock Street due to a collapsed 30-inch concrete sewer pipe. The entire 540 feet of pipe that failed would require repair or replacement but the crews worked diligently to find a solution that would cause the least disruption in the area. Within a week, the entire pipe was repaired with a cured-in-place liner that hardens in the pipe to prevent further problems.



### RECENT DEVELOPMENTS

#### Environmental Concerns to be Addressed

The BGJWSC is active in the community through our wastewater pretreatment public education outreach, including water conservation, what-not-to-flush classroom presentations, outreach educational information, informational online videos, and wastewater facility tours. Activities are also scheduled around

Earth Day and World Oceans Day of each year. Educational outreach events allow us an opportunity to keep our community up to date on water-use information while providing a forum to discuss concerns and to receive feedback from our customers.

To reflect on the Presidential Proclamation of June 2019 as National Ocean Month, Wastewater Pretreatment Compliance Coordinator Angela Walker will speak at the Glynn Environmental Coalition luncheon on July 5 (Please visit

<https://www.glynnenvironmental.org/events> for more information).

The BGJWSC wastewater operations department will also have a booth at First Friday in downtown Brunswick, GA where we will be joined by Georgia Department of Public Health staff to show a combined approach to protecting the citizens of Glynn County. Please be on the lookout for more educational content coming your way.

### BY THE NUMBERS

1,478 ↓ 3%

Past Due Accounts

1,765 ↑ 7%

Text Alert Subscribers

2,081 ↑ 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](http://www.bgjwsc.org/subscribe-to-updates) or more information.

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## Please Subscribe



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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

### Customer Assistance Program Starts July 1

About 5% of our customers have demonstrated genuine financial need though rate affordability is not the issue.

Prior to the official start of our comprehensive cutoff program in April 2018, 4,500 of our customers, about 15%, had an arrears balance over \$100, amassing 3.2 million dollars in past due charges.

The BGJWSC had not processed a thorough cutoff program since its founding in 2008. In August 2017, we began warning that a consistent monthly cutoff program was to begin.

Those who could then paid off their balance in full. Over 1,000 payment plans were set up by those who could not pay. Many of those payment plans have since led to default.

There has to be a better way to meet the needs of the organization without putting unrealistic demands on our customers to a point where they're having to choose between paying their water bill or putting food on the table for their family.

We've forged a relationship with Coastal Georgia Area Community Action Authority anchored in a pursuit of bolstering their mission to not only help people, but change

lives while building families. The Customer Assistance Program will provide an emergency lifeline to clear out the debt but also help prevent the situation from happening again by providing education on setting budget priorities.



How many of us can replace a toilet bowl flapper? Not everybody can. If the 1/4" line that feeds a toilet bowl runs steady for 30 days straight, as much as 400,000 gallons of water could pour through the meter, leading to a bill that few of us could afford to pay.

Every week, we also speak with customers that have leaks in slabs or crawlspaces that may be hard to identify. We are seeking a means to provide funds for those who cannot afford to call a plumber. We want to be able to provide responsible assistance to those who may be able to afford the bill each month but are quickly overwhelmed

when the bill spikes due to a leak. In fact, we would expect the only payment plans that we would continue to offer would be those that are the result of an increase due to a leak.

State and Federal grants already provide this type of help for those who own their home, known as the Weatherization Assistance Program. With so many renting their apartments and homes, we want to develop methodology for the Community Action Authority to determine a sustainable way for renters to get help too without unfairly benefitting negligent property owners.

What we will be asking our community to do is partner with us to not only round up each bill to the nearest dollar, but pledge to donate a fixed amount each month of \$5, \$10, \$20 or whatever you can afford to help satisfy the debt of those in need.

The success of the program depends on the generosity of our community. Please visit the link below to discover ways that you can contribute. Thanks in advance for doing what you can to ease the burden.

- Jay

<https://www.bgjwsc.org/donations>

## 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>