

# Fripp Island Public Service District Customer Information Sheet

## The Basics

Included with this information is a Water/Sewer Service Customer Agreement form. Please fill out the form as accurately and completely as possible. New accounts are created using the information provided on page one (1) of the form, so please be sure to write legibly. Read the second page of the agreement carefully, as it contains important information regarding customer rights and responsibilities. The form may be faxed or mailed to our office, but service **will not be provided** until we receive the completed form. There is a \$25 non-refundable administrative fee to establish a new account or transfer service to a new customer. This charge will appear on your first bill.

## Billing

The District bills quarterly and water meters are usually read during the last two (2) weeks of the quarter. Bills will be mailed within ten (10) business days of the end of the billing period. The billing period is the time period between meter readings—approximately ninety (90) days. You can expect to receive your bills during the first week of January, April, July, and October. Failure to receive a bill will not release the customer from payment obligations. If you do not receive a bill and are concerned that it may have been lost in the mail or delivered to an incorrect address, please contact our office.

Water and sewer rates are set by the Fripp Island Public Service District Commission, and are subject to change. Current rates are as follows:

### *Water Rates:*

All residential single lots and multi-family units on Fripp Island are charged a base rate of \$45.50 per quarter. Water consumption is billed at the following graduating rates:

0—10,000 gallons/quarter/unit	\$3.45/1,000 gallons
10,001 – 50,000 gallons/quarter/unit	\$3.65/1,000 gallons
50,001 – 150,000 gallons/quarter/unit	\$4.05/1,000 gallons
over 150,000 gallons/quarter/unit	\$4.35/1,000 gallons

### *Sewer Rates:*

All residential single and multi-family units on Fripp Island are served by the public sewer system and are charged a flat rate of \$100.50 per unit per quarter. Sewer charges are not influenced by your water consumption. Sewer service is not available to lots/properties located on Hunting Island or Harbor Island.

### *Commercial and off-island rates:*

Water and/or sewer rates for commercial customers and customers located on Hunting or Harbor Islands vary. Please contact the District office for details.

Each year, the South Carolina Department of Health and Environmental Control bills the District for performing analyses to ensure the safety of our drinking water. This is generally a very small charge (approx. \$5.00), and will appear on the bill you receive in July of each year.

## Payments

When you receive your first bill, you will notice that the address provided for remitting payments is a post office box in Charlotte, NC. This is our payment processing center. It is equipped to handle payments only.

Please do not send correspondence of any kind to this address. If you wish to contact us, please use the customer service contact information provided at the bottom of this page.

The District accepts payment in the form of a check or money order by mail, credit card by phone or in person, or cash in person at our office. An ACH bank draft payment option is available at no charge to the customer. If you would like more information about the bank draft, please contact our office for details.

For proper posting of your payment, please include the stub from the bottom of your bill with your payment. Failure to include this stub can delay the processing of your payment by more than a week. You are encouraged to write your eight digit account number on all payments and correspondence. Payments received after 3:00 p.m. ET will be posted no earlier than the following business day. Payments mailed or delivered to our office instead of the payment processing center may take several days to post to your account.

Payment must be received by the due date printed on the bill. If payment is not received by the due date, a 1.5% finance charge will be added to the account balance and a past due notice will be mailed to the customer. The past due notice will state the balance owed on the account, including the 1.5% finance charge, and will inform the customer that, to avoid termination of service, payment must be received within fifteen (15) days. If payment is not received by the date and time stated in the past due notice, a non-payment penalty of \$60.00 will be added to the account balance. Service will be discontinued on the third calendar day following the deadline stated in the past due notice, and will not be restored until all past due charges and a \$45.00 reconnection fee have been paid.

### **Miscellaneous**

The District, upon your request, will temporarily disconnect your water service. While service is disconnected, you will still be responsible for paying the minimum quarterly charges. In addition, there is a \$45.00 reconnection fee to re-establish service.

If you sell your home, you must contact the District to request a water meter reading. This reading will be used to finalize your account. If a seller fails to contact the District by the closing date, he/she may be held responsible for all charges incurred up to the date of contact.

The Fripp Island Public Service District Commission meets on the second Tuesday of every month at 9:30 a.m. These meetings are open to the public and you are welcome to attend.

We welcome you to the District and look forward to serving you in the future. If you have any questions or concerns regarding your service or your account, please do not hesitate to contact our office. Thank you for your business!

### **Customer Service Office Location & Hours**

291 Tarpon Blvd., Fripp Island, SC 29920

Open 8:30 a.m. to 4:30 p.m. Monday through Friday

Telephone (843)838-2400

Facsimile (843)838-4900

Web Address: [www.fipsd.org](http://www.fipsd.org)

Email Address: [contact@fipsd.org](mailto:contact@fipsd.org)