

Utilities Department Contacts

Main Office (803) 345-0416

Emergency Response (803) 605-9711
(After Hours and Weekends)

Andy Metts - Director

Susan Wright – Utilities Coordinator

Theresa Hiott - Billing

Dan Lambert, PE – Town Engineer

Russell Wright - Operations

Matt Cameron - Maintenance

UPCOMING DATES TO REMEMBER



Tuesday, November 8 – Election Day



Friday, November 11 – Veterans Day (Town offices closed)



Thursday, November 24 – Thanksgiving Day (Town offices closed Thursday and Friday)



Sunday, Dec. 25 – Christmas Day (Town Offices closed Friday, 12/23 and Monday, 12/26)



Sunday, January 1, 2017 – New Years Day (Town offices closed Monday, 1/2/17)

Monday, January 16, 2017 – Martin Luther King Day (Town offices Closed)

Town of Chapin Utilities Department
157 NW Columbia Ave.
PO Box 418
Chapin, SC 29036



**KNOW WHAT'S BELOW!!!!
CALL BEFORE YOU DIG!!!!**

TIPS FOR SMART HOMEOWNERS

- + Never put flammable materials (gasoline, solvents, etc.) into the system as these can cause dangerous buildups of explosive vapors which can create a public safety hazard to others and persons working on the system.
- + Remember... water that goes down the drain is wastewater that has to be treated !!

Wastewater Treatment Facility Update

At the October meeting of Town Council, a contract was approved for Hussey Gay Bell & DeYoung to develop plans and specifications for the construction of a new Wastewater Treatment Facility. The schedule is for plans and specs to be submitted for permitting to SCDHEC in April, 2017. Construction is anticipated to begin in the Fall of 2017 with completion in the spring of 2019.

Billing concerns or questions in general can be made during regular business hours, Monday through Friday from 9AM to 5PM at (803) 345-0416.

Emergencies after hours or on weekends and holidays may be directed to the Town's Emergency Response Line at (803) 605-9711.

Keep informed of pertinent news on cable channel 2 or at www.chapinsc.com.

**HAPPY HOLIDAYS FROM
THE CHAPIN UTILITIES
DEPARTMENT!!!**





CHAPIN UTILITY NEWS SPLASH



Information for the Customers of the Chapin Utilities Department

Volume 1, Issue 3 Fall/Winter 2016

SEWER SYSTEM QUIZ

1. **What is wastewater?**
 - a. Water that was used for bathing
 - b. Water that was used to wash dishes
 - c. Water from a toilet
 - d. All of the above
2. **What effect can nitrogen and phosphates have on water in a stream?**
 - a. cause excessively harmful growth of algae
 - b. increases oxygen in water
 - c. water dilutes and neutralizes them
 - d. breaks apart water molecules
3. **What effect will increased bacteria have on stream water?**
 - a. will supply food for the fish
 - b. will kill life forms
 - c. will help purify the water
 - d. no effect
4. **Why are manhole covers round?**
 - a. no particular reason
 - b. so the can easily be rolled away
 - c. so they can't fall down the hole
 - d. round covers are easier to manufacture
5. **What happens when geography prevents gravity from moving wastewater?**
 - a. A tunnel will be dug through the obstacle
 - b. Wastewater will be pumped over the obstacle
 - c. Wastewater is transported around obstacle in tankers.
 - d. Wastewater service cannot be provided when this situation occurs

(answers to quiz questions on back of this page)

Billing, Late Fees and Cutoffs

The Chapin Utilities Department bills customers on a monthly basis for utility services. **Payment is due before the close of business on the due date printed on the bill. If payment is not received within three business days of the current "due date," a late fee may be assessed** as spelled out in the Schedule of Rates and Fees which can be found on the Town's website.

Any customer that is **two months past due** in their utility payments will be sent a **Termination Notice**. This notice advises them that **payment in full is due on the date provided by 10 am at the town's utility office in order to prevent service from being disconnected**. If the customer has a hardship that may make meeting the deadline difficult, they are encouraged to call the office – 345-0416 – to speak with a customer service representative.

"We know that unforeseen circumstances can come up, and we are very willing to work with our customers to develop a plan to get paid and keep their service intact," said Susan Wright, utilities coordinator for the town. "We have had some instances where people have either dropped off a late payment after hours or paid online and then been angry when their service was disconnected. **We are not able to post payments at night, and online payments don't post until the following business day. Please call the office if your service is disconnected and you made a payment online.**"

A copy of the Delinquent Account Policy is available online as well as a number of other resources like frequently asked questions, applications to pay electronically and other information about our water and sewer systems.

