



## Lake Wylie Mythbusters – What you need to know!

*“Psst. Have you heard the rumors going around about the water? Well, I heard that...”*

Quite often rumors can seem right, until you hear all of the facts. Lately, people have been asking about Blue Granite Water Company’s services, what we do, and whether we are committed to the Lake Wylie community.

As your water provider, we can say unequivocally that we truly do see ourselves as a community partner, committed to meeting your water needs and making substantial investments to ensure you have clean, reliable water service.

We have begun a substantial 10-year investment plan in Lake Wylie in both our water and waste water systems to ensure we provide reliable service now and into the future.

We have put this together to dispel some of the myths and misinformation out there.

**Myth:** Blue Granite Water Company is running the system into the ground so that York County will purchase it.

**Fact:** Blue Granite is committed to running the Lake Wylie system and has invested \$643,971 into maintaining the system over the past year with plans to spend another \$5 million over the next 3 years.

**Myth:** Blue Granite Water Company had spills in the system.

**Fact:** Blue Granite Water Company is not aware of any recent spills in the system.

**Myth:** Blue Granite is not operating the water system properly, causing the water shortage and the water conservation protocol.

**Fact:** Blue Granite has experienced nearly 60% growth in demand for water in the Lake Wylie area since 2014. Investments in additional water storage and water supplies has not kept pace with the increased demand. In May 2018, as part of the new franchise agreement with York County, York County shifted operation and maintenance of the River Hills Water Tower to Blue Granite. Blue Granite immediately began work to model the water system and make the needed investments to address the growth in demand. This includes not only engineering a larger water tower, but also the interconnection of a new supplemental water supply with the City of Charlotte.

**Myth:** Blue Granite is asking for a rate increase right now.

**Fact:** Blue Granite is asking the South Carolina Public Service Commission for approval to pass through rate increases from third party water and sewer treatment providers, such as York County. These costs are third party costs that are not controlled by Blue Granite and are not marked up by Blue Granite to customers.

**Myth:** The water they supply is not safe to drink or to use for cooking within our homes.

**Fact:** Blue Granite must meet very stringent water quality requirements that are determined by the South Carolina Department of Health and Environmental Control (DHEC). Blue Granite currently purchases its bulk water supply from York County and the water meets all applicable drinking water standards.

**Myth:** Blue Granite does not contact its customers promptly about issues with the water.

**Fact:** Blue Granite sends out notifications regarding service and outage issues using a new customer notification system called My Utility Connect. Once a notification is initiated, all customers will receive an alert via email, text or phone, depending on the notification preference selected by the customer. The default method of communication in the event a customer has not yet set up their My Utility Connect preference is phone. Customers can sign up for My Utility Connect on the front page of the Company's website at [www.bluegranitewaterco.com](http://www.bluegranitewaterco.com). To better serve our customers, Blue Granite Water has also placed a SERVICE ALERTS button on the front of our website to help you see recent alerts. Customers may also call our Customer Service Department for information at 800-367-4314 if they have any questions. Finally, we have a new Facebook page and Twitter feed (@BlueGraniteWCo) that we use to notify customers.

**Myth:** People on my street received a notification, but I did not. Why did I not receive any notification?

**Fact:** Sometimes repair work or outage notifications may not impact everyone in the system or on the same street. The Blue Granite water system consists of many water main lines. These lines contain valves that allow our operators to turn off sections so that they can repair specific areas. The valves are the reason someone across the street may receive a notification and you will not. We will contact all customers if they are affected. When in doubt, contact Customer Service or check out our SERVICE ALERTS tab.

**Myth:** We have a public safety issue due to the lack of pressure in fire hydrants.

**Fact:** In the event of a fire, the water supply is adequate to support firefighting activities. Blue Granite works collaboratively with area fire departments to ensure public safety is prioritized and fire protection needs are met.

**Myth:** My water bill is much higher than anyone's in the area.

**Fact:** It is difficult to compare municipal or county water rates with rates of private water utilities who do not receive supplemental revenue sources, such as tax dollars, to operate their systems. Private utility water and sewer rates are based on the utility's cost to serve its customers plus a reasonable return as set by the South Carolina Public Service Commission. Further, if there are differences in bills among Blue Granite customers in the Lake Wylie area, those would be based upon household usage.

**Myth:** The Company doesn't have enough people to run the system efficiently.

**Fact:** The Lake Wylie system has competent, trained, and licensed operators who are dedicated to serving the community. To the extent additional resources are needed to address line breaks or other operational issues, Blue Granite has an extensive bench of outside contractor support to call upon.

**Myth:** Blue Granite Water Company is not committed to our community.

**Fact:** Blue Granite is very committed to serving the Lake Wylie Community and being a valued corporate citizen. In addition to paying substantial local property taxes to support roads, schools and other important infrastructure in York County, Blue Granite has increased its charitable giving to the community. Recently, the Company made a donation to support the new Lake Wylie Park Recreation Complex.