



the Pipeline

Coming Soon: Better Water Pressure, Better Service

Powdersville Water District (PWD) is putting the final touches on three major system improvements. These projects are expected to increase water pressure and improve the level of service to PWD's customers system wide.

"One of our major objectives in undertaking these projects was for every customer to experience at least 60 psi of pressure at their tap and for every fire hydrant in the system to have adequate flow characteristics," explained Dyke Spencer, PWD's General Manager. "Basically, we want our customers, now and in the future, to experience the same service that a metro area would expect."

After completing several hydraulic studies, PWD has developed a multi-year plan to build new infrastructure that will increase water pressure for homes, businesses and fire hydrants.

Three projects nearing completion and representing more than \$4 million in new infrastructure include:

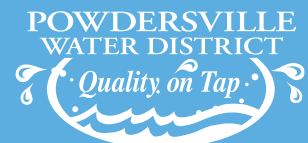
- The construction of a new 1-million gallon elevated tank near Highway 153.
- The installation of six miles of 10 and 12-inch transmission main lines along interstate 85 in the southern end of PWD's system.
- A complete overhaul of PWD's Supervisory Control and Data Acquisition System (SCADA) that electronically controls the operation of the entire system.

When the improvements are completed, many customers throughout the system will see an increase in water pressure in their homes and businesses. PWD has worked diligently to identify areas that will see a major increase and that likely do

Continued on next page...

INSIDE

- Foundations of an Excellent Water System
 - PWD Loses Good Friend, Norb Steeber
 - Reflections from Norb Steeber
 - Key Employee Retires
 - Board Changes
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PWD Loses Good Friend, Norb Steeber

Former Director and chairman of Powdersville Water District (PWD), Norbert “Norb” Steeber passed away January 28, 2010, after a brief illness. Norb and his wife, Carol, have been living in the Powdersville area since 1979.

After his retirement from Michelin in 1996, Norb became involved in several organizations that promoted education and progress in the construction and water industries. For twelve years, he led PWD through times of change and was chairman for ten of those years. Under his leadership, PWD made the transition from a small rural utility to a mid-size water provider. PWD has grown quickly, now serving more than 11,000 taps and a population of more than 30,000 in Anderson and Pickens counties. “As a retired Michelin executive and with a seasoned career as a construction manager exposed to the international market, Norb brought numerous management skills to the table. Personally and professionally he will be greatly missed,” explained PWD’s General Manager, Dyke Spencer. Norb resigned from the board December 31, 2009.

The following was written by Norb Steeber for this newsletter upon his retirement:

During my retirement reception, a reporter asked me how it felt to retire after 12 years on the board with 10 of those years as its chairman. I replied that it was “a happy occasion” as PWD was in excellent condition. Over my tenure, the customer accounts and the company assets nearly doubled. Search efforts found a true general manager that brought proven utility management skills and resulted in a positive growth direction. A hydraulic study was completed that provided a growth planning tool. Automatic meter reading, monthly billing, and an improved distribution system supported the growth of the Powdersville community. Several grants were secured to supply drinking water to areas serviced by contaminated and failing groundwater wells. Finally, all these improvements have been unified around a group of the finest dedicated employees. Now ask me again the definition of retirement, and I will say “satisfaction.”

– Norb Steeber



Norb Steeber,
Former Board Chairman



Barbara Bridges

Key Employee Retires

On August 1, 2009, Barbara Bridges retired from Powdersville Water District (PWD) after 38 years of faithful service. Barbara began working for PWD in 1971 and was the first full-time office employee. She served as the Office Manager of PWD from 1979 to 2007. From 2007 until her retirement, she served as PWD’s Human Resources & Public Relations Coordinator. Barbara also served as Board Secretary for the last six years.

To recognize her years of service and the impact she had at PWD, the Executive Conference Room was named in her honor.

(Continued) **Coming Soon:**
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not have adequate protection installed on their plumbing lines. Those customers identified have been notified directly by mail. However, PWD is encouraging all customers to obtain a pressure gauge and verify their existing pressure at their businesses and homes because there may be customers that have an increase in pressure that PWD is unable to directly identify. If the current pressure exceeds 60 pounds per square inch (psi), it is suggested that the customer install an adjustable Pressure Regulating Valve (PRV) on the line serving their establishment. "To their credit, many of our customers already have this protection on their supply lines," Spencer explained.

PWD has developed a "Frequently Asked Questions" (FAQ) document to inform and help customers through this process.

"The pressure change will occur in April of 2010 – so it's very important that our customers take action soon."

– Dyke Spencer, PWD's General Manger



The FAQ guide is available on the PWD website (powdersvillewaterdistrict.com) or can be obtained from the Customer Service Department of PWD. Customers may call 864-269-5440, press option 4 and request a copy by email, or you can pick one up at our office on Highway 81 in Powdersville. The office also has a

limited supply of pressure gauges and PRVs for sale. "We are making every effort to ensure that this improvement in water service is a good experience for each of our customers," Spencer said. "The pressure change will occur in April of 2010 – so it's very important that our customers take action soon."



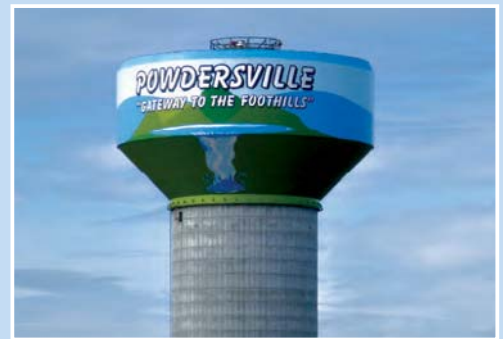
Reliable Water Sources

PWD gets its water from three sources: Anderson Regional Joint Water System, Easley Combined Utilities, and Greenville Water (Table Rock Reservoir [pictured above]).



Reliable & Safe Distribution

PWD provides water to more than 30,000 people using more than 400 miles of pipe.



Adequate Storage & Pressure

PWD recently increased its storage to 3.6 million gallons. Pictured above is the new one-million gallon tank located off Highway 153 in Pickens County.

Foundations of Excellence



Timely & Reliable Delivery

PWD delivers an average of three million gallons of water a day into the homes and businesses in the service area.



Water System Controls

PWD has recently enhanced its Supervisory Control and Data Acquisition System (SCADA). The computerized control system allows our water professionals to efficiently and safely monitor PWD's master meters and storage tanks.



Professional Staff

In 2009, PWD celebrated six years of service without a lost-time accident (pictured above). PWD has a professional staff dedicated to making PWD a world-class water system.

Who We Are

Powdersville Water District is a non-profit community water system operated by an accomplished team of professionals. We are dedicated to serving our customers in the most efficient manner.

Mission Statement

The mission of Powdersville Water District is to provide a safe and dependable supply of drinking water to the community, and to all customers within our service area. In providing this service, we seek to provide abundant and affordable drinking water in a manner that promotes efficient and reliable service.

PWD Welcomes New Board Members



Jimmy Williams

Mr. Williams was added to the PWD Board on January 1, 2010. Jimmy has served as a member of the Advisory Committee since 2007 and is the owner of Commercial Holdings, LLC. Jimmy, his wife, Cindy, and their three children have lived in the Powdersville Community for 13 years.

"It's an exciting time for the District," said incoming Board Chairman, Norman Garrison. "I'm looking forward to working with Jimmy and Suzanne."



Suzanne Childs

Ms. Childs was also added to the PWD Board on January 1, 2010. Suzanne has served as a member of the Advisory Committee since 2008 and is the owner of Child's Architecture, LLC. She and her husband, Dick, have lived in the Powdersville Community for 12 years.

Other Board Changes

Billy Ausburn (24 years) and Charles Chandler (12 years) left the Board in December 2009. Dyke Spencer presented plaques at the December Board meeting commemorating these outgoing Board members, and thanked them for their long, faithful service.

PWD also welcomed back Dr. Freddie Zink to the Board of Directors on January 1, 2010, after a tour of duty as a veterinarian with the Army in Iraq.

The other members of the PWD Board of Directors are Chairman Norman Garrison, Vice-Chairman Phil Landreth, Treasurer John Kunst, Ernest Evans, Seth Landrum and Sam Lusk.