



JIPSD VISION STATEMENT

A responsive, service-oriented public service district that, through professional competence, optimization of available resources, environmental responsibility, and effective relationships, provides high quality services which result in highly satisfied customers and highly engaged employees.

IMPORTANT CONTACTS

Wastewater Contacts:

- Wastewater Main Line
843-762-5258
- 24-hour Wastewater Emergencies
843-795-2345
- Customer Service (Billing)
843-795-9060

Outside Agencies:

- Palmetto Utility Protection Service,
Call Before You Dig
811
- Charleston County Public Works
843-202-7600
- Charleston Water System
843-727-6800
- City of Charleston Public Service
843-724-3754
- SCDOT Charleston Dispatch
843-740-1655

JIPSD WASTEWATER DEPARTMENT HOURS

Monday-Thursday 7:30-5:30

IMPORTANT CONTACTS

Customer Service
843-795-9060

Wastewater Office
843-762-5258

24-Hour Wastewater Emergency
843-795-2345

*Available every day after 5:00 p.m., and on
Fridays, Saturdays, Sundays and posted Holidays*



James Island Public Service District

Dedicated to Public Service Excellence

www.jipsd.org

Post Office Box 12140
1739 Signal Point Road
Charleston, South Carolina 29422-2140
P 843-795-9060 or 843-762-5258 | F 843-762-5241
jipsdinfo@jipsd.org

1/17

WASTEWATER SERVICES



James Island Public Service District

Dedicated to Public Service Excellence

JAMES ISLAND PUBLIC SERVICE DISTRICT WASTEWATER SERVICES

OBTAINING WASTEWATER

• **Just Moved in to Existing Home**

Call our Customer Service Department at 843-795-9060 to create a wastewater account in your name.

• **Individual Building New Home**

Submit a completed Wastewater Availability Request Form by visiting our website: www.jipsd.org.

If you are subdividing an existing lot, a preliminary plat must be submitted with the form.

• **Developer Creating Three or More Lots**

Visit our website at www.jipsd.org and review the Sanitary Sewer Collection System's Developer's Reference Guide. Standards of construction are also available online.

You may call to schedule a meeting with the Director of Wastewater Services by calling 843-762-5258.

• **Commercial Buildings**

If you are constructing a commercial building, submit a completed Wastewater Availability Request Form by visiting our website: www.jipsd.org.

Include on the form a description of the establishment and attach a set of plans/drawings.

If you are constructing a restaurant, include a seating chart, menu and square footage of the building.

If you are constructing any other type of building, include the square footage of the building and the number of employees.

RESPONDING TO WASTEWATER ISSUES

Over 900,000,000 gallons of sewage pass through the JIPSD's wastewater system every year. With that level of transportation, there is potential for problems. The Wastewater Department manages wastewater activity on the island through routine maintenance, inspections, cleaning and remote monitoring that alerts the department to potential problems.

Regardless of all the preventive measures the department takes, the JIPSD still wants its customers to notify the Wastewater Department when they experience any of the following:

- **Open manhole covers**
- **Sewage spilling outside**
- **Homes and businesses having a sewer back up**
- **Illegal dumping in manholes/wastewater lines**
- **Questionable sewer odors**
- **Broken or missing wastewater fixtures**
- **Alarms from pump stations**

To contact the Wastewater Department with any concern, call 843-762-5258 Monday through Thursday during normal business hours.

Wastewater emergency responders are available 24 hours a day by calling 843-795-2345.

Remember to call the JIPSD Wastewater Department before contacting a plumber for sewer issues in your home. The JIPSD maintains all District owned property. If a problem is discovered to be within private property, the JIPSD will notify the owner to proceed with a private contractor.

FREQUENTLY ASKED QUESTIONS

The JIPSD Wastewater Department receives a variety of questions from residents. Here are some of the most common questions and answers:

Who do I call for problems with my running water?

If you are experiencing problems with water coming out of your faucets (water pressure, discoloration, odor, etc.) you need to contact Charleston Water System at 843-727-6800.

Can you mark my water and/or sewer line?

If you are planning to do any digging, you must call the Palmetto Utility Protection Service (PUPS) at 811.

The stormwater drains are blocked on my street.

Stormwater is not the same as wastewater. Stormwater drains are owned by several different agencies on the Island. The owner of the storm drain is typically the same agency that owns the road. You may call:

- Charleston County Public Works 843-202-7600
- City of Charleston Public Service 843-724-3754
- SCDOT Charleston Dispatch 843-740-1655

I have a problem with my water bill, water meter or fire hydrant.

Charleston Water System owns and operates the public water system on the Island. They can be contacted by calling 843-727-6800.

I just moved to a house on James Island, how do I open a wastewater account?

Call the JIPSD at 843-795-9060 to start services.

Dedicated to Public Service Excellence