

August 12, 2019

A Note to Our Valued Residents of James Island:

In an effort to diffuse confusion with the new bill format and logging into our new software, we would like to provide further information that should aid in this process.

Please read the following:

Our bills now break down the charges and fees associated with each account. You will now see your usage charge and the base rate that is charged every month. In the past, both charges were figured as one total. *There are no new charges or increased rates associated with the bill.*

Sewer bills are based on water usage. The Charleston Water System meter readings provide us with information which is based on the previous two months.

Below is an example breakdown of how we generate the totals on the bills:

James Island PSD Base Rate: \$17.05
James Island PSD Volumetric Rate: \$ 5.02 / CCF

Customer Usage per Charleston Water: 4.65 ccfs

4.65 ccfs (provided by CWS) x \$5.02 (JIPSD volumetric rate) = \$23.34

JIPSD Volumetric Rate: \$23.34
JIPSD Base Rate: \$17.05
Total Bill: \$40.39

Residential customers have a cap on their bill of \$87.33 as the PSD realizes that not all water goes into our system. We will only bill you up to 14 ccfs of water.

14.00 ccfs (capped usage) x \$5.02 (JIPSD volumetric rate) = \$70.28

JIPSD Volumetric Rate: \$70.28
JIPSD Base Rate: \$17.05
Total Bill: \$87.33



If you have the old website saved as a bookmark, do not use your previous bookmark. You will need to log into the JIPSD website at www.jipsd.org and click "View or pay Bills Online". When logging into your account, *please note your new account number is printed at the top of the bill in red* on your current bill.

If you would like to pay your bill over the phone, please call 1-855-731-9910. You will need the NEW account number for this option as well.

If you are currently signed up for automatic draft with us, no change is necessary.

Some residents will have past due notices in lieu of previous red delinquent notices on their statements. These are considered past due and subject to disconnection per Ordinance #2010-001. Please visit our website at www.jipsd.org for this new user-friendly feature to avoid additional fees.

Sewer payments by residents are used solely to maintain the sewer system and do not have anything to do with other services.

This should clarify the process. We appreciate your patience and understanding during this conversion. If you have any further questions, please speak with Sandra or Stephanie in Customer Service at 843-795-9060.