



Our new Jamestown Wellsite

Dear Customer,

As part of our continued effort to improve customer service and communication with our customers we will now circulate a periodic newsletter designed to help keep you informed of important company news and helpful hints. We hope you find it useful!

Important Reminder about your Pressure Regulator

The customer is responsible for installing and maintaining the pressure regulating valve to the dwelling. While CWC will provide you with a complementary regulator, you must contact a plumber for installation and future maintenance. Below are some frequently asked questions regarding pressure regulators:

What is a pressure regulator?

A water pressure regulator is a plumbing valve that reduces water pressure from the main water line into the house.

How can I tell when a pressure regulator goes bad?

Like all plumbing fixtures and valves, pressure regulators will go bad at some point. If you notice water hammering of any type, more water pressure, less water pressure or other inconsistencies it may be an indicator it is not working properly. Testing the water pressure with a gauge when there is a suspected problem or once a year as a precaution is a good idea. Too much water pressure can cause toilets to run, faucets to drip, water hammers, and in extreme cases it can burst a pipe and flood your home. CWC will gladly provide you with a complementary pressure gauge in order to assist you with protecting your dwelling.

Cold Weather Tips

It's that time of year again and CWC would like to remind customers of some helpful hints that could prevent potential costly water damage.

- Turn off outdoor faucets and be sure to disconnect hoses
- Insulate pipes that may be vulnerable to the cold
- Know the location of your water shut-off valve and test it beforehand so that if a pipe breaks you can turn off the water immediately to prevent damage
- Winterize unheated or vacant buildings



Please note the following office closing dates:

- Thursday, November 27th-All Day
- Friday, November 28th-All Day
- Friday, December 20th-close 1:00pm
- Monday, December 23rd-All Day
- Tuesday, December 24th-All Day
- Wednesday, December 25th-All Day
- Wednesday, January 1st-All Day

Congratulations!!!!

CWC would like to welcome 3 new Board Members to our Board:

- Rev. Kenneth Carter
- Ms. Ollie Thompson
- Mr. Furman Fountain

We would also like to recognize Ted Halley as our new Chairman.

Announcement

On November 18, 2013 the CWC Board passed a resolution authorizing and implementing the conversion of The Kershaw County and Lee County Regional Water Company (d/b/a Cassatt Water Company) from a corporation not-for-profit to a public service district, a public body politic and corporate of the State of South Carolina.