

**BOGUE BANKS**

**WATER NEWS**

**May 2017**

We hope you’ve all had a pleasant winter and are looking forward to another busy spring and summer season here on the beach! BBWC has been a busy place during the off-season preparing for a few changes to the way we do business. Our goal throughout these changes is to improve the customer service and convenience levels for you, our valued customers!

**Billing System**

We are changing billing systems and this involves a few minor changes that you will need to be aware of:

* Your account number will change, please pay close attention to this when submitting your bill or paying online.
* The “Customer Portal” where you can pay your bill online will have a new user friendly look.
* If you are currently signed up for paperless billing, you will need to sign up again through the new customer portal when it becomes available.
* You will finally be able to pay via credit card in the office!

Please stay tuned to the website for further updates on this transition. We are in the final stages of ensuring existing customer info will migrate correctly to the new program. We will likely go 'live' with the new system sometime this summer.

**Customer Service Hours**

Beginning June 5th, 2017 the office hours will change to 8:30am until 4:30 pm. We will be closing 30 minutes earlier than our current hours. This is to give the office staff adequate time to complete tasks accumulated throughout the course of a busy day. We will still have a technician on call for emergency call after-hours, but there may be a $75.00 after-hours charge for those calls. The cut-off for same day service will not change and remains 4:00 pm.

**Irrigation During peak months**

A vibrant green lawn is often a staple of warm weather and relaxing days outside. However, it can take a large amount of water to maintain these lawns, and drinking water is an extremely limited resource. Please keep this in mind when designing your new home, or redesigning your existing yard. Beginning in May 2017, we are asking everyone using BBWC water for irrigation to turn-off their irrigation systems during the weekends. Saturday and Sunday are always our peak days, often times increasing by upwards of 1 million gallons per day. By not irrigating your lawns during these 2 days, we can significantly cut back that increase on the weekends to help offset the increased number of users those days. This will result in less water being pumped out of the aquifer over time and will help keep it sustainable for a longer period of time. Please help us to conserve water!

**Backflow Prevention Program**

Last summer we instituted our current backflow prevention policy, where properties with certain moderate to severe hazards in place are now required to install and maintain a backflow prevention device. We have inspected 80% of the properties we serve so far and hope to complete the final 20% in the next couple months. Many thanks to all the residents who have responded so quickly and had their devices installed. If it has been determined that you need to install a backflow device, you will receive a certified letter from us. If you have any questions or feel that you’ve received the letter in error, please contact us at (252)354-3307. BBWC has hired a full time tester to ensure the devices are being properly tested and to save you on the yearly cost. We currently charge $30 for the inspection and that will be added onto you bill the month it is completed. No other outside tests will be accepted by BBWC, with the exception of fire protection devices on commercial properties.