



GEORGETOWN COUNTY WATER AND SEWER DISTRICT

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Customer Service

(843) 546-8408

www.gcwsd.com

To our valued Customers,

Yesterday we experienced a water outage, and we want to explain the cause and what we are doing to address it. The severe drought affecting our area has led to unusually high irrigation use. Our biggest challenge comes from peak water demand on Monday, Wednesday, and Friday between 6 a.m. and 9 a.m. During these hours, irrigation use spikes placing extreme stress on the system.

We ask everyone to please follow the established watering schedule. By spreading out irrigation use, we can greatly reduce peak demand and help prevent future interruptions during this drought.

Because of the ongoing drought, we are experiencing record-breaking water production levels. During the fall and winter months, our plant typically produces an average of approximately 4 million gallons per day (MGD). As seasonal irrigation begins, average production has historically increased to approximately 4.5–5 MGD. In June 2025, our average daily production was 6.25 MGD. This June, that average increased to 7.2 MGD, an increase of nearly one million gallons per day driven primarily by excessive irrigation demand associated with the drought. While we work hard to anticipate growth and plan for future needs, extreme drought conditions are difficult to predict and prepare for.

We want to reassure our customers that we remain fully committed to providing safe, clean drinking water to your tap 24 hours a day, 7 days a week. We are sorry for the interruption in service and appreciate your patience as we worked to restore normal operations.

We also want to clarify that we, as a Special Purpose District, do not take positions on growth in the county or how it should be managed. Those decisions rest with county government. Our role is to monitor growth, anticipate its impact, and ensure we are prepared to maintain our excellent service.

We are in the final stages of a major water treatment plant upgrade that will increase our rated capacity from 8 MGD to 10 MGD. This upgrade is scheduled for completion on October 21, 2026, and the plant is designed so that it can be expanded further in the future as needed.

Thank you for your cooperation, your patience, and your efforts to help conserve water during this challenging drought.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Tommie Kennedy', written over a white background.

Tommie Kennedy, PE
Executive Director

Georgetown County Water and Sewer District



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Pawleys Island, SC 29585

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