



Dear Valued Customer,

Last November, you received a notice regarding the pending rate application of your water and/or wastewater provider. We are writing again to share that the Public Service Commission of South Carolina has issued its final order and approval of rates in Docket 2025-243-WS. **Effective April 1, your water and/or wastewater rates are changing.** For a full schedule of rates, please visit <https://swwc.com/sc/rates>.

Whose rates are changing?

All Kiawah Island Utility, Inc. customers will see a change in rates. Kiawah Island Utility, Inc. has been approved to continue doing business as:

- **South Carolina Water Utilities - CUC, Inc.** (serving Chechessee Bluff, Callawassie Island, Spring Island),
- **South Carolina Water Utilities, Inc.** (serving Pleasant Point Plantation and Harbor Island), and
- **Kiawah Island Utility, Inc.** (serving Kiawah Island)

What does this mean for your water and/or wastewater service in **Chechessee Bluff, Callawassie Island, and Spring Island?**

- **Your bill will be issued on a monthly basis.** Monthly billing will begin in June.
- **New base rates and consumption charges will be reflected on bills issued after April 1, 2026.** Rates may be pro-rated for a portion of your service period. This means a portion of your service will be billed at the old rates and a portion will be billed at new rates.
- **Water Consumption charges for Callawassie and Spring Islands will have new tiers of usage.** Residential and irrigation usage fees will change once certain levels of usage are reached. This helps to promote water conservation.
- **Other charges may have changed.** Please carefully review the full schedule of rates, terms, and conditions at <https://swwc.com/sc/rates>.

Please be assured that there will be **no change in your customer service experience.** Your existing customer service contacts and billing format will remain the same. Our commitment to responsive, reliable service continues.

If you have any questions or concerns, we welcome your call at 843-768-0641. Thank you for your continued trust and support.

Sincerely,

Craig Sorensen

President, Kiawah Island Utility, Inc.