

## Dear Valued Customer,

In 1969, MetroConnects was formed to provide sanitary sewer collection for a growing Greenville County. We proudly serve as the largest wastewater collection system in both Greenville and Anderson Counties. It is a privilege to have you as a customer.

In addition to connecting residential, commercial and industrial customers to Renewable Water Resources (ReWa) for wastewater treatment, MetroConnects strives to be excellent stewards of our resources while keeping a sharp eye on the environmental health of our community. As reflected in our mission of providing, "Sustainable Wastewater Solutions," we implement forward-thinking and proactive approaches that enhance the quality of our infrastructure, our services and our community.

While many view sewer lines as an "out of sight, out of mind" issue, they require continual attention in order to meet the needs of our growing communities to operate at an optimal level and provide solutions to everyday challenges. To do so, our highly trained staff provides all routine pipeline operations maintenance and evaluations in order to keep our system working properly and efficiently.

MetroConnects has focused its efforts on a proactive approach to operations and maintenance, identifying potential issues before they become problems for the system and alleviating future concerns by replacing aged pipe systems. We believe strongly in the value of collaboration and reinvestment. As regional partners in the rehabilitation of aged sewer systems, we help to restore, replace and optimize sewer collection systems that can no longer provide efficient and optimal service to its customers while focusing on protecting the environment.

From our daily routine maintenance tasks to our extensive rehabilitation projects, MetroConnects pledges to provide the best possible service and unwavering loyalty and support for the community we serve. Thank you for your dedication to our mission and our community. As always, we are proud to serve you.

To learn more about our current operations or plans for the future, please call us. You can also visit our website at [www.metroconnects.org](http://www.metroconnects.org).

## In Case of Emergency

Always contact MetroConnects first when you notice anything abnormal with your sewer system. If you consider it an emergency, MetroConnects considers it an emergency as well. Please call 864-277-4442 to reach MetroConnects during or after business hours. Remember, we are available 24 hours a day, 7 days a week. MetroConnects cares about our customers, and we are committed to providing excellent customer service to every home and business we serve.



**MetroConnects**  
Sustainable Wastewater Solutions



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Sustainable Wastewater Solutions

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[metroconnects.org](http://metroconnects.org)



## Maintenance and Operations Program

MetroConnects implements a comprehensive maintenance and operations program in order to perform proactive operations activities across our entire system. Through this commitment, we are able to maximize the useful life and capacity of our infrastructure, while performing at or above state and federal regulations.

Operations include the use of a closed-circuit television to view and record the condition of the sewer lines, smoke testing to determine leaks and defects in the system, and cleaning crews to remove debris and clear blockages usually caused by fats or grease. In addition, our Capital Improvement Program (CIP) aids us in eliminating recurring problems and operational deficiencies through a systematic sewer inspection and assessment program.

Each of these steps are part of our promise to offer the highest quality services to our community—now and in the future.



## Disposal of FOG



Metro needs your help to protect the community and streams of the Upstate. When fats, oils and grease, also known as “FOG”, pass through your drains into our sewer system,

they cause major environmental problems. Please be conscious of how you discard these substances. Pour them into a disposable container instead of down the drain and throw the container into the trash.

## Septic Tank Rebate Program

MetroConnects offers a septic tank rebate program to customers who live within our service area, but do not have access to a public sewer system. While these customers are responsible for general operation and maintenance of the septic tank system, MetroConnects provides a rebate program once every three years for septic tank maintenance for those who qualify. For more information, visit our website at [MetroConnects.org](http://MetroConnects.org) or call 864-277-4442.



### Legend Subdistricts and Municipal Boundaries

- BEREA PUBLIC SERVICE DISTRICT
- CITY OF FOUNTAIN INN
- CITY OF GREENVILLE
- CITY OF MAULDIN
- CITY OF SIMPSONVILLE
- CITY OF TRAVELERS REST
- GANTT FIRE, SEWER, AND POLICE DISTRICT
- GREER COMMISSION OF PUBLIC WORKS
- METROPOLITAN SEWER SUB DISTRICT
- PARKER SEWER AND FIRE SUB DISTRICT
- TAYLORS FIRE AND SEWER DISTRICT
- WADE HAMPTON FIRE AND SEWER DISTRICT
- Re-Wa Boundary

