

Renewable Water Resources FOIA Process

Effective September 1, 2011

1. Citizen must provide written request to the ReWa Customer Service Department for specific information pursuant to the Freedom of Information Act ("FOIA")
 - a. Mail to: 561 Mauldin Road, Greenville, SC 29607
2. The Customer Service Department Manager (or delegate) will review the written request and determine the ReWa Department(s) responsible for maintaining the information relevant to the request
3. The responsible department(s) will determine availability of the information and estimate the time and effort involved in providing the information
4. The manager(s) of the department(s) maintaining the information will approve the determination and submit it to the Customer Service Department Manager (or delegate)
5. The Customer Service Department Manager (or delegate) will provide written notification to the citizen of the ReWa FOIA policy and the estimated costs
6. Citizen must advise of desire to continue or stop request
7. If continuing, citizen must pay Customer Service Department staff for requested information
8. Customer Service Department staff will match response letter (5 above) to payment and inform internal department(s) maintaining information when fees are paid
9. Internal department(s) will accumulate requested information and submit it to the Customer Service Department
10. Customer Service Department staff will scan into Docstar and provide information to citizen

Note: At this time, costs are based on the FOIA memo to staff on December 31, 2015. For any additional questions, call 864-299-4000.