



Access Your Account Online and Sign up for Paperless Billing

Register for online access and enjoy fast, secure online account management. To register, contact our main office and a Member Service Representative will be glad to assist you.

Online services available include:

- Make a Payment
- See Billing & Payment History
- See Meter & Billing Information
- Update Contact Information
- View a Graph of Your Water Consumption

Sign up for Paperless Billing and receive an email notification when your bill is ready. To enroll in paperless billing, sign up through your Online Access or contact Member Services.

Mailing Address

PO Box 969
Welcome, NC 27374

Physical Address

7040 Old US Highway 52
Lexington, NC 27295

Find us:



Business Hours of Operation

Drive Thru Hours:

Monday – Friday
8:00 am – 5:00 pm

Lobby Hours:

Monday – Friday
9:00 am – 4:00 pm

Phone Numbers

Main: (336) 731-5500
Customer Service: (336) 731-5505
Billing: (336) 731-5504
Water Treatment Plant: (336) 731-5585

Email

generalquestions@davidsonwater.com
billing@davidsonwater.com

To Report Water Outages or Water

Quality Issues:

During Hours: (336) 731-5503
Email: dispatch@davidsonwater.com

After Hours: (336) 731-5500
waterplant@davidsonwater.com



WATER RATES & CONNECTION FEES INCREASE EFFECTIVE JANUARY 1, 2024

Newsletter for 2023

The Board of Directors, upon recommendation from management, has approved a rate increase. The minimum rate for 2,000 gallons increases to \$14.50 and includes a \$.50 per month Water Loss Protection Plan. The Water Loss Protection Plan remains at \$.50 per month for a 3/4" tap.

2024 Water Rate Schedule

Rates (Effective Monday, January 1, 2024)

Gallons Used	Rate
0-2,000*	14.50
Over 2,000*	5.60
Over 50,000	5.60

*Rates per thousand gallons except for minimum and includes [Water Loss Protection Plan](#)

Structured Minimum Bills

Meter Size	Included Gallons	Minimum Bill*
3/4 in. Meter	0 - 2,000 Gallons	14.50
1 in. Meter	0 - 5,000 Gallons	32.05
1-1/2 in. Meter	0 - 10,000 Gallons	61.30
2 in. Meter	0 - 20,000 Gallons	119.80

2024 Connection Fees

Meter Size	Fee
3/4 in. Tap	2,150
1 in. Tap	4,150
1-1/2 in. Tap	9,150
2 in. Tap	12,050

All new accounts require a separate \$50.00 membership fee. This amount is included in the connection fee above.



DID YOU KNOW?

A leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons of water per year!

WHAT IS OUR WATER LOSS PROTECTION PLAN?

Water Loss Protection Plan offers assistance to members who have experienced high water bills due to a water leak. The cost of the program is only \$.50 per month for standard 3/4" meters and is included in your water rate.



The Davidson Water, Inc. Scholarship Program was created in memory of past board members who volunteered their knowledge, time, and skill to form and operate a water system to provide safe water to all members. Davidson Water, Inc. awards four deserving high school seniors a \$2,000 scholarship for entering a four-year degree program.

Congratulations to this year's \$2,000 Scholarship Recipients

**Taylor Robbins, Central Davidson HS
Grace Scott, Ledford HS
Shelby Spach, Wheatmore HS
Lindsay Cook, East Davidson HS**

Davidson Water also awards a \$1,000 scholarship to four deserving high school seniors who will be attending Davidson-Davie Community College (DDCC).

Congratulations to this year's \$1,000 recipients

**Anna Marie Ferguson, Ledford HS
Jenna Leigh Jenkins, West Davidson HS
Grace Adele Prevette, East Davidson HS
Madison Tesh, North Davidson HS**

Payment Options

Online at www.davidsonwater.com

Automatic Bank Draft

Mail: PO Box 969 Welcome, NC 27374

Phone: Visa, MasterCard & Discover
(\$2 Phone Charge Applies)

Payment Drop Box at Main Office



Keeping you as the member informed about your account is a priority here at Davidson Water. Without the correct contact information on file, it makes it difficult for us to reach you with important information. This information could include notification of extremely high water consumption before you receive your bill, email notification of a past due invoice, and an outbound phone message of planned water outages to enable the members to prepare. Please take a few minutes to view your account information online or contact our office at (336) 731-5505 to verify your contact information and communication preferences are up to date and accurate.

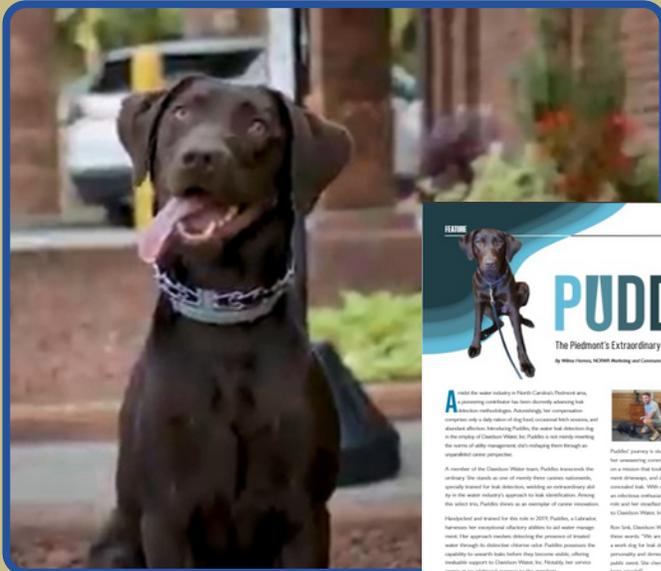
2024 HOLIDAY CLOSINGS

NEW YEAR'S DAY	JANUARY 1
MARTIN LUTHER KING, JR. DAY	JANUARY 15
GOOD FRIDAY	MARCH 29
MEMORIAL DAY	MAY 27
INDEPENDENCE DAY	JULY 4
LABOR DAY	SEPTEMBER 2
THANKSGIVING	NOVEMBER 28 & 29
CHRISTMAS	DECEMBER 25, 26 & 27



National Construction Appreciation Week
September 18-22, 2023
Davidson Water, Inc

IN THE NEWS!



Our Leak Detection dog, Puddles made the news this year. Puddles, along with her handler, Sean Griffin was featured on WGHP Fox 8 in August.

Puddles was also featured in the Fall Issue of NC's Rural Water Association's Magazine Tarheel Pipeline.

Puddles continues to provide quality service to members by finding water leaks.



Puddles is one of only three canines nationwide specially trained for leak detection. She uses her keen sense of smell to trigger treated water and finds leaks even before they come to the surface.

This is an added value for the members of Davidson Water, Inc since they pay no additional cost to utilize Puddles.

If you need help locating a leak, call our office at 336-731-5500.



Riverbank Restoration

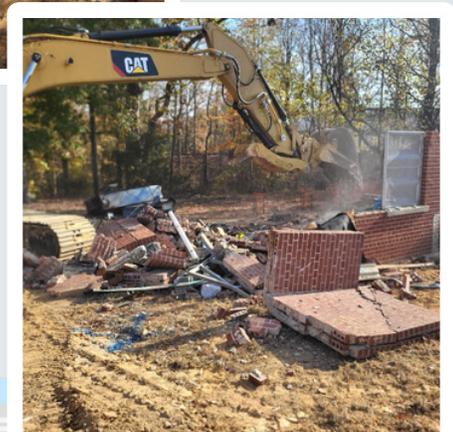
We are working to ensure you safe drinking water by protecting our 170 million gallons of reservoir raw water storage. We have completed a \$700 million restoration project along the Yadkin River that was severely eroded by multiple heavy floods since 2018. This project was primarily funded with State and FEMA grant funds from Hurricane Michael.



Highway 52 Pump Station

Here we grow again

Serving the needs of a growing North Davidson community. We demolished the old pump station built in 1968. This pump station is located at the corner of Old US Highway 52 and Welcome Center Boulevard.



Line Replacement Projects

We have completed two major line replacement projects. We replaced 15,362 feet of 6 inch PVC pipe with 8 inch ductile iron on West Lexington Avenue, High Point. Also, we replaced a problem line on Welfare Road in Northern Davidson County by installing 8 inch ductile iron. The footage replaced on Welfare Road was 4,350 feet. The 6 inch PVC pipe was over 50 years old and would leak frequently causing water outage disruption. The ductile iron pipe, although much more expensive than PVC will be much more reliable long into the future.



West Lexington Avenue



Welfare Road



Welcome Nucor

We are proud to be the water provider for one of Davidson County's newest major manufacturers, Nucor. Nucor will invest \$350 million and create at least 180 jobs to build a micro mill steel plant producing steel bar and rebar on Kepley Road off of US Hwy 64 East. Nucor, headquartered in Charlotte ranks 138 in US Fortune 500 companies. We installed a large meter and vault for their manufacturing and domestic water use. The plant is under construction now and plans to open later this year.



Meter Vault



How to Prevent Frozen Pipes

When water freezes, it expands in volume by 9%. Even a small amount of ice in your water pipes can cause a pipe to fail. But the real damage comes when the ice melts and the water flows through the new crack into your cabinets, attics, and crawl spaces leading to property damage and unexpected expense.

Here are tips to help prevent pipes from freezing.

Insulate pipes: Pipes in unheated areas such as basements, attics, and crawl spaces are more susceptible to freezing. Insulating these pipes can help keep them warm and prevent freezing.



Seal leaks: Seal any leaks or gaps in your home's exterior walls, floors and foundation. This will help keep cold air out and warm air in.



Keep the heat on: Keep your home's temperature above 55°F even when you are away. This will help keep your pipes warm and prevent freezing.



Open cabinet doors: Open cabinet doors under sinks to allow air to circulate around the pipes.



Let faucets drip: Letting faucets drip can help prevent pipes from freezing. Running water through the pipes, even at a trickle, can help prevent freezing.



Cut off valve: Know where your main cut-off valve is located if a pipe breaks, you can limit flooding damage by shutting off the valve.



Before winter arrives, by preparing your pipes for freezing temperatures, you can any avoid unwanted surprises!

