

# DAVIDSON WATER INC.

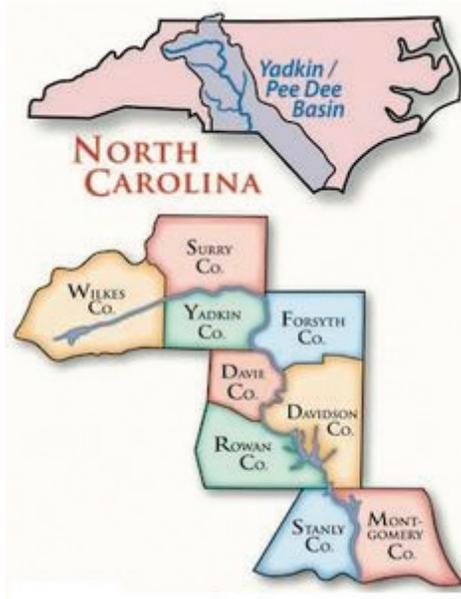


New Water Loss Protection Plan Details Inside

2016 Newsletter

## DAVIDSON WATER, INC. JOINS YADKIN-PEE DEE WATER MANAGEMENT GROUP

The Yadkin-Pee Dee Water Management Group (YPDWMG) was developed through a collaborative effort by a workgroup of 14 public water utilities, Alcoa, and Duke Energy providing service within the Yadkin-Pee Dee Basin. The discussions began in 2015 and progressed to a point where a formal organization was formed in September 2016. Davidson Water Inc.'s General Manager Ron Sink served on the initial steering committee.



YPDWMG provides a structure for regional collaboration that can coordinate activities and explore mutually beneficial ways to protect and develop our water supply – and save time and money. Regional collaboration by our water supply managers is one step towards our goal which is to enhance the welfare of Yadkin-Pee Dee residents by jointly planning for the sustainable use of water from the Yadkin-Pee Dee River Basin.

The Yadkin-Pee Dee Water Management Group works together to plan for the water supply of the Yadkin-Pee Dee River Basin. The group has a goal of defining the basin's role in a long-term sustainable and secure regional water supply for the Yadkin-Pee Dee region, and by operating under the principles of regional collaboration, sustainable water supply, environmental stewardship, mutual and collective benefit, shared responsibility, equal representation, and financial stability. For more information, please contact Ron Sink or visit [www.ypdwater.org](http://www.ypdwater.org).

## CONGRATULATIONS SCHOLARSHIP WINNERS

Davidson Water, Inc. annually awards four deserving high school seniors \$1,500.00 scholarships in memory of all past board members. The following students received scholarships of \$1,500.00 each this year:



Madison Armstrong - West Davidson High School

Gibson Caudill - Ledford Senior High School

Patience Hunt - West Davidson High School

Megan Ogle - Central Davidson High School

## HYATTOWN PUMP STATION

Designed over a year ago, we have started the largest capital improvement project since our new water treatment plant three years ago. Hyattown Pump Station is our largest pump station and is outdated. We are building larger pipes in and out to deliver more water to you, installing larger and more efficient pumps and replacing 45 year old electrical equipment. Bids were received last spring and the job was awarded to the low bidder Haren Construction Co; Etowah, TN. Haren has a long and astute record building utility infrastructure. We also placed bids and provided purchase orders to pre-purchase the motor control center, pumps, pump cans, pump motors, 24" and 36" butterfly valves, and the automatic transfer switch for the generator. All these items require lengthy lead times to build and be delivered to the job site. By pre-purchasing, we are able to keep the job on schedule. Making this job more challenging, we are planning virtually no interruption in service from the old station to the new station. This project is estimated to cost over \$6.5 million. Completion is expected by September, 2017.



### 2016 HOLIDAY CLOSINGS

Christmas — December 23rd, 26th, 27th

### 2017 HOLIDAY CLOSINGS

New Year's — January 2nd

Martin Luther King, Jr. Day — January 16th

Good Friday — April 14th

Memorial Day — May 29th

Independence Day — July 4th

Labor Day — September 4th

Thanksgiving — November 23rd, 24th

Christmas — December 25th, 26th, 27th

### BUSINESS HOURS

Monday–Friday 8:00am–5:00pm

### PHONE NUMBERS

**Main Number:** (336) 731-5500

**Fax:** (336) 731-3195

#### **Customer Service/General Questions:**

(336) 731-5505

**Email:** [generalquestions@davidsonwater.com](mailto:generalquestions@davidsonwater.com)

#### **Billing Questions:** (336) 731-5504

**Email:** [billing@davidsonwater.com](mailto:billing@davidsonwater.com)

#### **To Report Water Outages or Water Quality Issues during Normal Business Hours:**

(336) 731-5503

**Email:** [dispatch@davidsonwater.com](mailto:dispatch@davidsonwater.com)

**Water Treatment Plant:** (336) 731-5585

**After Hours:** (336) 731-5500

## THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the form, call (866) 632-9992. Submit your completed form or letter to USDA by mail to: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

## PROTECT YOUR PIPES NOW

*Davidson Water, Inc. is responsible for maintaining main water lines and service lines to the meter. All water lines and pipes beyond the meter are the responsibility of the member.*

### Preventing Frozen Pipes

- Drain swimming pool supply lines, lawn and landscape sprinkler systems at the end of summer. (Do not put automotive antifreeze in drained water lines).
- Remove, drain, and store outdoor hoses. If hose bibs have shut-off valves, close them and drain faucets. If no shut-off is available or if frost-free faucets have not been installed—cover faucets with insulation or Styrofoam covers.
- Survey property for water supply lines that may be unprotected, such as unheated basements, attics, crawlspaces, garages; under cabinets on exterior walls; at the water meter; at the point where main supply lines cross the foundation into the house. Insulate both hot and cold water lines in these areas (hot water lines freeze as readily as cold water lines if water is not flowing through them).
- Protect exposed pipes by wrapping with foam pipe sleeves (taping at all junctions), covering with fiberglass insulation, or installing UL-listed heat tape or heat cable. Even several layers of newspaper will do in a pinch when temperatures aren't expected to remain cold for prolonged periods.
- Meter lid should remain on water meter box at all times.

## E-BILLING

Davidson Water, Inc. offers e-billing in which invoices are delivered by email rather than by mail. This billing system is quicker, more convenient and environmental friendly. If you wish to participate in Davidson Water's online billing system, simply contact our office at 336-731-5505 and a Customer Service Representative will be glad to assist you.

### Benefits of E-billing

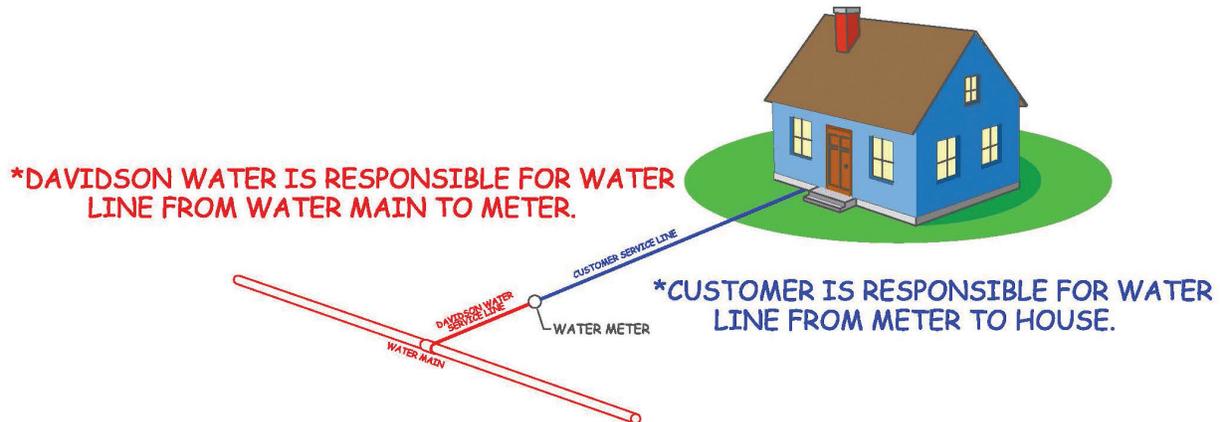
- **Fast and Convenient** – Members that are signed up for e-billing will receive an email notification when their bill is available and provide a link for easy access to our website with no time delay. E-bills are available 24 hours a day, 7 days a week making it convenient to pay online with no additional charge.
- **Additional Online Services and Communication** – Email services allow you to receive reminders if account is overdue, and to receive notification if the account shows unusually high consumption.
- **Environmental Friendly** – By reducing the usage of paper you can contribute to protecting the environment.

## PAYMENT OPTIONS:

- Online at [www.davidsonwater.com](http://www.davidsonwater.com)
- Automatic Bank Draft
- Mail: PO Box 969, Welcome, NC 27374
- Phone: We accept Visa, Discover, and MasterCard
- Payment Stations (See our website for details)
- Payment Drop Box

## WATER LOSS PROTECTION PLAN EFFECTIVE JANUARY 1, 2017

As a member of Davidson Water, Inc. you are responsible for all water passing through the meter including normal usage, irrigation, waste, and leaks. Davidson Water, Inc. recognizes the impact members experience from unexpected water loss due to water leaks. Thus, we are launching a new program to assist those who experience high water bills due to a water leak.



Effective January 1, 2017, Davidson Water, Inc. will be assisting with high bills by adjusting two consecutive water bills back to an average bill. This adjustment is available one time in a 24 month period. The cost of this program is \$0.50 per month for standard 3/4" meters, and is included in your new water rate. You may opt out of this program; however, if you decide to withdraw from the program you will not receive any assistance with high bills due to a leak. All repairs are still the responsibility of the member and proof of repair may be required for this adjustment. We will not reduce high bills due to water usage for swimming pool fill ups, irrigation, or misuse by the member.

Davidson Water, Inc. is responsible for the distribution main near the street, the service connection to the meter, and the meter located near the street. The member's responsibility begins at the connection to the water meter.

One defense of water loss is reviewing the water bill each month for consumption. Once a problem has been recognized the customer should locate the leak, and make repairs as needed in a timely manner. Monitoring your water consumption can minimize large water bills in the future and possible damage from water leaks.

Please visit our website at [www.davidsonwater.com](http://www.davidsonwater.com) for details.

## 2017 WATER RATES

The Board of Directors, upon recommendation from management has approved a .25 per month increase in the minimum bill taking it from 12.25 to 12.50 for 2,000 gallons effective January 1, 2017. This increase was recommended based on higher operating costs including costs for chemicals, power, need for more regulatory testing and ensuring competitive pay for our work force.

### CURRENT WATER RATE SCHEDULE

Minimum Rate	Rate *
0-2,000	13.00**
2001-10,000	4.40
10,001-50,000	5.00
Over 50,000	4.50

\*Rate per thousand gallons except for minimum

\*\*Includes Water Loss Protection Plan

### STRUCTURED MINIMUM BILLS

Meter Size	Included Gallons	Minimum Bill
3/4 in. Meter	0-2,000 Gallons	13.00**
1 in. Meter	0-5,000 Gallons	26.95
1-1/2 in. Meter	0-10,000 Gallons	50.20
2 in. Meter	0-20,000 Gallons	102.70

\*\* Minimum amount includes Water Loss Protection Program.

### CONNECTION FEES

Meter Size	Fee
3/4 in. Taps	1,750
1 in. Tap	3,700
1-1/2 in. Tap	7,350
2 in. Tap	9,750

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