



DavidsonWater
INCORPORATED

2018 Newsletter

2019 - Celebrating 50 Years



Contact Us

Business Hours of Operation

Monday-Friday 8:00am-5:00pm

Phone Numbers

Main Number: (336) 731-5500

Customer Service/General Questions – (336) 731-5505

Email: generalquestions@davidsonwater.com

Billing Questions – (336) 731-5504

Email: billing@davidsonwater.com

To Report Water Outages or Water Quality Issues during

Normal Business Hours – (336) 731-5503

Email: dispatch@davidsonwater.com

Water Treatment Plant – (336) 731-5585

After Hours: (336) 731-5500

Holiday Closings

2018 Holiday Closings

Thanksgiving - November 22, 23

Christmas - December 24, 25, 26

2019 Holiday Closings

New Year's - January 1

Martin Luther King, Jr. Day - January 21

Good Friday - April 19

Memorial Day - May 27

Independence Day - July 4

Labor Day - September 2

Thanksgiving - November 28, 29

Christmas - December 25, 26, 27



Find us on
Facebook

Mailing Address

Davidson Water, Inc.

P.O. Box 969

Welcome, NC 27374

Physical Address

Davidson Water, Inc.

7040 Old U.S. Highway 52

Lexington, NC 27295

Water Rate Increase Effective January 1, 2019

The Board of Directors, upon recommendation from management has approved a .10 per month increase in the minimum bill taking it from 12.75 to 12.85 for 2,000 gallons effective January 1, 2019. Also, approved was one tier rate of \$4.75 per thousand gallons over 2,000 gallons. 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.

The Water Loss Protection Plan remains at \$.50 per month. Also, connection fees remain the same.

2019 Water Rate Schedule

Minimum Rate		Rates
0	2,000	13.35**
Over	2,000	4.75*

*Rate per thousand gallons except for minimum

**Includes Water Loss Protection Plan

Connection Fees

Meter Size	Fee
3/4 in. Tap	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.

Structured Minimum Bills

Meter Size	Included Gallons	Minimum Bill**
3/4 in. Meter	0-2,000 Gallons	13.35
1 in. Meter	0-5,000 Gallons	28.35
1-1/2 in. Meter	0-10,000 Gallons	53.35
2 in. Meter	0-20,000 Gallons	103.35

**Minimum amount includes Water Loss Protection Program.

Has your Contact Information Changed?

Has your contact information changed? Please update it with us. We want to be sure that your contact information and communication preferences are correct. Please take a few minutes to contact our office by phone at (336) 731-5505 or view your account information online to verify your contact information and communication preferences are up to date and accurate. Our goal is reach members as quickly as possible by utilizing outbound calling messages of planned water outages to enable our members to prepare for outages. With up to date email addresses, members can be notified of extremely high consumption before the bills are mailed and also receive an email notification if they have a past due bill.

Scholarship Recipients



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 this year:

Ethan Beal	West Davidson
Khali Davis	North Davidson
Mary Nebrich	West Davidson
Susana Ramirez	West Davidson

Prepare for Freezing Temperatures and Protect Your Pipes

Frozen water pipes are a problem and can lead to property damage and extra expense. Before winter arrives you can prepare your pipes from freezing temperatures to avoid unwanted surprises by following these preventive precautions.

- Disconnect and drain water hose connection
- Drain swimming pool supply lines, lawn and landscape sprinkler systems at the end of the summer
- Close outside vents, doors, insulate pipes in your home's crawl spaces and attic. Exposed pipes are most susceptible to freezing.
- Seal leaks that allow cold air inside near where pipes are located. With severe cold, even a small opening can let in enough cold air to cause a pipe to freeze.
- Foam pipe sleeves, fiberglass insulation or installing UL-listed heat tape or heat cable can be used to wrap exposed pipes to prevent freezing.
- Insulate, Insulate, Insulate. Remember the more insulation you use, the better protected your pipes will be.



Sign up for Online Account Access and Paperless Billing

Register your account for online account access and enjoy our easy, fast and secure online account management service where you can view your account anytime, from any computer, tablet, or phone. To register, simply contact our office at (336) 731-5505 and a Customer Service Representative will be glad to assist you.

Registered users can access:

- Contact Information
- Meter Information
- Billing and Account Information
- Make a Payment
- Payment History
- Billing History
- Consumption Graph

Get rid of paper clutter. Switch to Paperless Billing.

Paperless billing is the easy, secure way to view your bill. The option for free Paperless Billing will email you an email notification when your new bill is available and provide a link to pay, without even needing to log in. If you are interested in Paperless Billing, please sign up through your Online Account Access or contact Customer Service.

Payment Options

Online at www.davidsonwater.com

Automatic Bank Draft

Mail:

PO Box 969, Welcome, NC 27374

Phone:

We accept Visa, Discover, and MasterCard
(\$2.00 Phone Charge Applies)

Payment Stations

(See our website for details)

Payment Drop Box



Capital Improvement Projects

Davidson Water, Inc.'s Master Plan identified that the combined pumping capacity of several pumping stations needs to be increased in order to meet the projected growth in demand over the next several decades. As part of this Master Plan project Davidson Water, Inc. began upgrading Hargrave Pump Station located near Halyard Health on Hargrave Road. This project is near completion. The capacity will increase from 0.6 mgd (million gallons per day) to 2.1 mgd. in a new facility.



In addition, we are installing over 40,000 linear feet of 24", 16" and 12" water lines along with installation of fire hydrants. This new line will provide West Davidson, Linwood, and the new I-85 Corporate Center on Belmont Road a better feed of water and additional fire protection.

Hurricane and Storm Readiness

Davidson Water, Inc. plans and prepares ahead of time for hurricane risks and storm situations. In doing so, we have multiple generators to operate the water treatment plant and critical pump stations in the event of power outages.

As always, we keep a very close watch on these situations. Any updates and notices will be announced as needed via news release and various social media outlets.

Water Treatment Plant Awarded

NC Department of Environmental Quality, Public Water Supply has awarded the Gregg W. Stabler Water Treatment Plant the prestigious N.C. Area Wide Optimization Award. The award is part of a state effort to enhance the performance of existing surface water treatment facilities. Awards are given each year to water systems that demonstrate outstanding turbidity removal, which enhances the drinking water quality. While all drinking water systems must meet strict state and federal drinking water standards, these systems met performance goals that are significantly more stringent. We are pleased to announce that Davidson Water, Inc.'s Water Treatment Plant staff received this award earlier this year.



Water Treatment Plant Staff

Water Loss Protection Plan

In January 2017, Davidson Water, Inc. implemented the "Water Loss Protection Plan" by offering assistance to members who have experienced high water bills due to a water leak. The cost of the program is only \$0.50 per month for standard 3/4" meters, and is included in your 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. For full terms and conditions, please visit our website at www.davidsonwater.com.

USDA is an equal opportunity provider, employer, and lender.

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 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, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.