



# DavidsonWater

## INCORPORATED

### **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](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 Hours:** 336·731·5503

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

**After Hours:** 336·731·5500

Email: [waterplant@davidsonwater.com](mailto:waterplant@davidsonwater.com)

**Water Treatment Plant:** 336·731·5585

# Water Rate & Connection Fee Increase

## Effective January 1, 2020

The Board of Directors, upon recommendation from management, has approved a \$.15 per month increase in the minimum bill taking it from \$12.85 to \$13.00 for 2,000 gallons effective January 1, 2020. Also approved was one tier rate increase from \$4.75 to \$4.90 per thousand gallons over 2,000 gallons. Tap fees have been the same since 2014. Current 3/4" tap is \$1750.00.

The Water Loss Protection Plan remains at \$.50 per month for 3/4" tap.

### 2020 Water Rate Schedule

Minimum Rate		Rates
0	2,000	13.50**
Over	2,000	4.90*

*\*Rate per thousand gallons except for minimum*  
*\*\*Includes Water Loss Protection Plan*

### 2020 Connection Fees

Meter Size	Fee
3/4 in. Tap	1,950
1 in. Tap	3,950
1-1/2 in. Tap	8,950
2 in. Tap	10,550

*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	13.50
1 in. Meter	0-5,000 Gallons	28.95
1-1/2 in. Meter	0-10,000 Gallons	54.70
2 in. Meter	0-20,000 Gallons	106.20

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

## 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  
 (\$2.00 Phone Charge Applies)

**Payment Stations**

(See our website for details)

**Payment Drop Box**



# Scholarship Recipients 2019

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. As part of this program, Davidson Water, Inc. awarded four deserving high school seniors a \$2,000 scholarship for entering a four-year degree program. Congratulations to the 2019 - 2020 Scholarship Recipients.



<b>Lucas Antinori</b>	<b>Lexington High School</b>
<b>Leslie Miranda</b>	<b>East Davidson High School</b>
<b>Landon Nobles</b>	<b>East Davidson High School</b>
<b>Parker Shoaf</b>	<b>West Davidson High School</b>

This year the Scholarship Committee and Board of Directors decided to expand the Scholarship program and award a \$1,000 scholarship to four deserving high school seniors that will be attending Davidson County Community College (DCCC). Congratulations to the DCCC 2019 - 2020 Scholarship Recipients.

<b>Ethan Collett</b>	<b>East Davidson High School</b>
<b>Holly Joyner</b>	<b>East Davidson High School</b>
<b>Robby Joyner</b>	<b>East Davidson High School</b>
<b>Emily Moore</b>	<b>Central Davidson High School</b>

## 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 to 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.

## Preparing 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 for 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 and doors, and 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.



### 2019 Holiday Closings

Thanksgiving - November 28, 29

Christmas - December 25, 26, 27

### 2020 Holiday Closings

New Year's - January 1

Martin Luther King, Jr. Day - January 20

Good Friday - April 10

Memorial Day - May 25

Independence Day - July 3

Labor Day - September 7

Thanksgiving - November 26, 27

Christmas - December 23, 24, 25



## Davidson Water, Inc. Receives Patriotic Employer Award

Chris Lynn, Water Plant Operator has been serving in the Air National Guard for many years. This year he nominated Brandon Garner and Craig Koonts for the “Patriotic Employer” Award and Davidson Water, Inc. for their invaluable support of the 192D Fighter Wing. We would like to thank Chris Lynn for this nomination.



Craig Koonts (2nd from left) and Chris Lynn (far right) accepting award.

## Davidson Water, Inc. Awarded Small Business of the Year

We are proud to announce Davidson Water, Inc. was presented with “Small Business of the Year for 2019” Award from Northern Davidson Chamber of Commerce. The award ceremony was held at DCCC on September 10, 2019. Chris Michael along with several Board Members received this award on behalf of Davidson Water, Inc.



L-R - Chad Young, Kent Phillips, Chris Michael, and Ben Hege with Davidson Water, Inc. and Betty Vanhoy with NDCCC accepting award.

## 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 | Payment History   |
| Meter Information   | Billing History   |
| Billing Information | Consumption Graph |
| Make a Payment      |                   |

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.

## Capital Improvement Projects

### Hargrave Pump Station - Lexington, NC

After an extensive Master Planning effort in 2015, Davidson Water Inc.'s plan recommended increasing capacity to several pump stations to meet the projected growth in demand over the next several decades. Hargrave pump station construction began in 2018 and was completed in early 2019. This pump station construction replaced the existing pump station rated at 600,000 gallons per day built in 1974. The new pump station has two pumps and a generator with a firm capacity of 2.1 million gallons per day. Water line construction was needed to help transport more water. There was approximately 41,000 feet of added water line to support the new pump station consisting of 24", 16", and 12" pipe. The total expenditure for this project including water transmission line was approximately \$5.7 million.

### Old Highway 109 Pump Station - Thomasville, NC

On November 19, 2019, bids were taken to increase the capacity of the Old Highway 109 pump station in Thomasville. The existing pump station rated at 500,000 gallons per day was built in 1984. The new pump station will have three pumps and a generator with a firm capacity of 2.1 million gallons per day. Construction will begin early 2020. Water line construction will be needed to help transport additional water. Approximately 40,800 feet of water line will be added to support the new pump station. The estimated expense for this project and line construction is \$6 million.



Hargrave Pump Station



Hargrave Pump Station



Boring I-85 for 24" water transmission line.

## Water Treatment Plant Capital Improvement Projects

The water treatment plant has two projects currently underway that are scheduled to be completed in 2020. The first is a construction project to repurpose and renovate the C.O. Pickle Water Treatment Plant. This plant was originally built in 1968 and expanded over the years to accommodate growth of our system. Since the Gregg Stabler Water Treatment Plant was brought online in 2013, the C.O. Pickle Plant has been returned to service as a 12 MGD plant capable of supplementing our flows and providing needed redundancy in our treatment system. The filter upgrade in 2017 updated the mechanical portion of the plant. This new repurposing and renovation will address issues such as electrical and plumbing updates as well as a new HVAC and roof to replace the existing systems that are over 20 years old. Additionally, conference room space and new offices will replace abandoned treatment filter cells that are no longer needed for the treatment process.

The second project currently underway and scheduled for completion in 2020 is a conversion from chlorine gas for primary and secondary disinfection to sodium hypochlorite (bleach) for primary and secondary disinfection. Bleach is an inherently safer chemical for plant staff to work with and more readily available than gaseous chlorine due to federal regulations on the use, storage and transport of chlorine. Bleach also gives an added benefit of requiring less caustic soda in the process to maintain the pH of our finished water.

This year due to heightened awareness across the country of PFOS/PFOA chemical compounds that can turn up in water supplies, a new initiative was put into effect by state government known as NCPFAST in which collaborators from major universities such as UNC-Chapel Hill, NC State, and Duke have been working together to sample water from across the state. We are pleased to report that the sum of PFOS/PFOA compounds detected in the Yadkin River was 5.2 parts per billion (ppb) or 7.4% of the EPA recommended Health Advisory Level of 70 ppb. GenX was not detected in the Yadkin River at our treatment plant. For more information please contact our Treatment Plant Superintendent, Brandon Garner, at (336) 731-5584 or [bgarner@davidsonwater.com](mailto:bgarner@davidsonwater.com).



C.O. Pickle Plant (to the right) is currently being renovated.

## FEMA Ready Campaign

The Federal Emergency Management Agency (FEMA) educates Americans to take some simple steps to prepare for and respond to potential emergencies, including natural disasters and terrorist attacks. Including in this education FEMA asks individuals to do three key things: get an emergency supply kit, make a family emergency plan, and be informed about emergencies that occur and the appropriate responses. Through its Ready Campaign FEMA created a listing of some basic items that every emergency supply kit should include.

### Recommended Items to Include in a Basic Emergency Supply Kit:

- Water, one gallon of water per person per day for at least three days, for drinking and sanitation
- Food, at least a three-day supply of non-perishable food
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
- Flashlight and extra batteries
- First aid kit
- Whistle to signal for help
- Dust mask to help filter contaminated air, and plastic sheeting and duct tape to shelter-in-place
- Moist towelettes, garbage bags, and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Can opener for food (if kit contains canned food)
- Local maps



### 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](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](mailto:program.intake@usda.gov).