

2020

Member Newsletter



DavidsonWater
INCORPORATED

Business Hours of Operation

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

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
dispatch@davidsonwater.com

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

Water Rates and Connection Fees

Effective January 1, 2021

The Board of Directors, upon recommendation from management, has approved a one tier rate increase from \$4.90 to \$5.00 per thousand gallons over 2,000 gallons.

The minimum rate for 2,000 gallons remains at \$13.50.

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

2021 Water Rate Schedule

Minimum Rate		Rate
0	2,000	13.50**
Over	2,000	5.00*

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

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	29.25
1-1/2 in. Meter	0-10,000 Gallons	55.50
2 in. Meter	0-20,000 Gallons	108.00

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

2021 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.

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 Customer 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 Consumption Graph of Your Meter



Sign up for Paperless Billing and receive an email notification when your bill is ready. You can make a payment without even needing to log in. To enroll in paperless billing, sign up through your Online Access or contact Customer Service.



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

Scholarship Recipients 2020

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. 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 this year's scholarship recipients.

Addison Parrish	Trinity High School
Carmen Davis	West Davidson High School
Marris Meyer	Ledford High School
Mohamed Ali	West Davidson High School



Davidson Water, Inc. and the Board of Directors also awards a \$1,000 scholarship to four deserving high school seniors who will be attending Davidson County Community College (DCCC). Congratulations to this year's scholarship recipients.

Alena Tyre	Central Davidson High School
Jacob Nifong	Ledford High School
Kaleb Brown	North Davidson High School
Kealey Williamson	East Davidson High School

Has Your Contact Information Changed?

We want to be sure that your contact information and communication preferences are correct. If you have recently made changes to your contact information, now would be a great time to be sure your information is up to date.

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.



Protect Your Pipes: Preparing for Freezing Temperatures



When water freezes, it expands in volume by about 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 water flows through that new crack into your cabinets, attics, and crawl spaces leading to property damage and unexpected expense.

Before winter arrives, you can prepare your pipes for freezing temperatures and avoid unwanted surprises by following these preventive precautions:

- * Disconnect and drain water hose connections. Even frost-proof outdoor faucets can burst if a hose is left connected.
- * Close outside vents and doors, and insulate pipes in your crawlspace and attic. Exposed pipes are most susceptible to freezing. Foam pipe sleeves, fiberglass insulation or UL-listed heat tape or heat cable can be used to prevent pipes from freezing.

As the temperature drops, if you begin to notice reduced flow from your faucets, this could be a sign of ice forming in your pipes. If this happens, you should take these actions immediately:

- * Turn up the heat in your home.
- * Open interior doors and cabinet doors where pipes are located to allow better access to household heat. Keep fans going to circulate heat throughout the house.



- * Let water trickle from your faucets. It might seem like this would invite more ice to build up, but this step actually prevents pressure from building up inside your pipes. Flowing water is much less likely to freeze.



Congratulations & Happy Retirement to Mary Pangan

Mary Pangan has served Davidson Water and its members for over 34 years. During that time, she has seen the company grow and been a part of so many advancements here. Our outstanding customer service department is due in large part to her dedication as our Administrative Services Supervisor. This year, Mary was honored to receive the Administrator of the Year award from North Carolina Rural Water Association (NCRWA). The award was presented by Daniel Wilson, of NCRWA, at Mary's retirement party in September. We wish Mary all the best as she enjoys the benefits of retirement.



Capital Credits

Davidson Water is pleased to announce that the Board of Directors is retiring capital credits for the year 1989. Capital Credits are excess margins that are created by non-profit companies. Since we are a non-profit company, we will take these excess margins and share them with our members in what is called capital credits. Each year, the Board of Directors will approve which year's capital credits will be dispersed to its members. Further details will be explained in the months to come. You may call our office at (336)731-5508 if you have questions.



Davidson Water, Inc. maintains the record of how much you pay throughout the year.



Each year an independent audit of financials determines the margins. Margins are the excess revenues over operating cost.



Davidson Water, Inc. allocates the margins to each member proportionally based on their payment history for the year.



The Board of Directors determines when to retire capital credits based on the financial condition of the organization.



Capital Credits are paid to members.

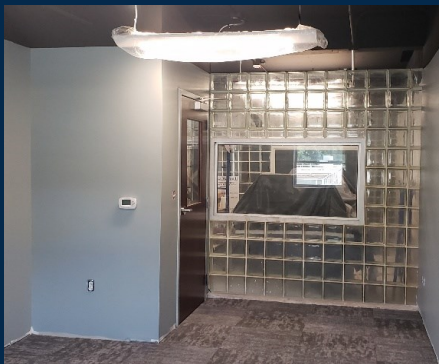


Clyde O. Pickle Plant Renovation Project



In 2019, Davidson Water, Inc. began a renovation project to update the original water plant. The Clyde O. Pickle Plant was built in 1968 with the capacity to produce 2 million gallons of water per day. In 2013, the Stabler Plant was built, replacing the original plant as the main source of production. Over the years, repairs and updates have been made to the original plant, allowing us to keep both plants in production and increasing our daily capacity.

With the completion of renovations to the Clyde O. Pickle Plant this year, we have added new office and lab space while still preserving much of the original 1960s character of this building. Through these improvements, we have repurposed approximately 1,600 sq. ft. of space and preserved a piece of Davidson Water history. The Clyde O. Pickle Plant is scheduled to reopen by the end of the year.



CAPITAL IMPROVEMENTS

109 Pump Station - Thomasville, NC

This year Davidson Water, Inc. began a replacement of the pump station located on Cedar Lodge Rd. in Thomasville, NC. The existing pump station was originally constructed in 1985. Part of this replacement will include 40,000 ft. of new suction and discharge lines. The new station has been modeled and planned to meet the needs for the next 50 years.



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Risk and Resilience

In March of 2020, Davidson Water, Inc. completed our Risk and Resilience assessment and certified to the Environmental Protection Agency (EPA). We also completed and certified our Emergency Response Plan to the EPA in September of 2020. These projects ensure that Davidson Water, Inc. is prepared to keep our water system functioning safely amidst unexpected and potentially hazardous circumstances. Our top priority remains to provide our members with a safe, reliable water source 24 hours a day, 7 days a week.

Imagine a Day Without Water

This year, as we faced the unexpected challenges of the COVID-19 virus, everyday consumers of the 50,000 water systems across our nation gained new understanding of the critical role that safe and dependable drinking water plays in sanitation and public health. On October 21, the American Water Works Association, in partnership with the Value of Water Campaign and many other water systems across the nation, asked us to "Imagine a Day Without Water."



These are just a few facts shared by the Value of Water Campaign about the value safe and reliable water brings to you each day:

- ◇ If everyone routinely washed their hands, 1 million deaths could be prevented each year. A large percentage of disease is spread by contaminated hands. Simple handwashing reduces the risk of respiratory infections, diarrheal disease and foodborne illnesses. (CDC)
- ◇ 2.1 billion people world-wide live without safe water at home. (World Water Day)
- ◇ One in four primary schools have no drinking water service. (World Water Day)
- ◇ One-third of schools worldwide lack basic sanitation and hygiene services. Three billion people lack basic handwashing facilities. (World Toilet Day)
- ◇ Over 4.2 billion people—more than half the global population—live without safely managed sanitation. (World Toilet Day)

**NO WATER
NO HYGIENE**

#NoWaterNoHygiene
#ValueWater



**NO WATER
NO SMILE**

#NoWaterNoSmile
#ValueWater



**NO WATER
NO FLOW**

#NoWaterNoFlow
#ValueWater



