



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, 2022

The Board of Directors, upon recommendation from management, has approved a one tier rate increase from \$5.00 to \$5.10 per thousand gallons over 2,000 gallons.

The minimum rate for 2,000 gallons increases to \$13.75.

The minimum rate includes \$.50 per month Water Loss Protection Plan.

2022 Water Rate Schedule

Minimum Rate		Rate
0	2,000	13.75**
Over	2,000	5.10*

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

2022 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.

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)

Structured Minimum Bills

Meter Size	Included Gallons	Minimum Bill**
3/4 in. Meter	0-2,000 Gallons	13.75
1 in. Meter	0-5,000 Gallons	29.80
1-1/2 in. Meter	0-10,000 Gallons	56.55
2 in. Meter	0-20,000 Gallons	110.05

***Minimum amount includes Water Loss Protection Plan*

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. You can make a payment without even needing to log in. To enroll in paperless billing, sign up through your Online Access or contact Member Services.

Scholarship Recipients 2021

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.

Isabel Cribbs	Wheatmore High School
Jacob Phelps	West Davidson High School
Logan Rogers	Wheatmore High School
Allison Wray	East Davidson High School



Davidson Water, Inc. 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.

MacKenzie Marsh	East Davidson High School
Madison Miller	East Davidson High School
Emily Nifong	Oak Grove High School
Savannah Routh	Oak Grove 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.

2021 Holiday Closings

Thanksgiving	November 25 & 26
Christmas	December 23, 24 & 27
New Year's	December 31

2022 Holiday Closings

Martin Luther King, Jr Day	January 17
Good Friday	April 15
Memorial Day	May 30
Independence Day	July 4
Labor Day	September 5
Thanksgiving	November 24 & 25
Christmas	December 23, 26 & 27



Our Employees

It takes a lot to deliver just about any high-quality product, and our drinking water is no exception. It takes an intricate maze of infrastructure that includes treatment plants, pipes, pumps, storage basins, tanks, and treatment supplies to ensure your drinking water is “There When You Need It!” It takes reliability and resiliency to deliver high quality drinking water.



There When You Need It!

1. Whether it's engineers designing pipe infrastructure, pipe crews fixing a main break or lab workers ensuring the safety and quality of your tap water, water professionals are “There

When you Need It”.

2. No matter the weather, there are hardworking employees braving the elements to maintain all the infrastructure needed to ensure high-quality drinking water.

3. The COVID-19 pandemic continues to highlight the important role tap water plays to our health and hygiene. We work hard behind the scenes to ensure your water is “There When You Need It.”

We would like to recognize and celebrate the tireless work of the employees to ensure we all can enjoy nature's most precious resource.



Robert Walters Featured in National Publication



A nice article from *AWWA (American Water Works Association) Connections* featuring our own Robert Walters; Vice President of Construction & Engineering. Below is a brief summary and link to the full article:

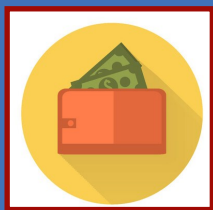
Cybersecurity: AWWA expert urges utility preparedness

Cybersecurity Awareness Month has been observed in October for 18 years to raise awareness and promote resources for online safety and security. This year's theme is "Do Your Part. #BeCyberSmart." AWWA leaders and experts such as Robert Walters work to help strengthen the water sector's security and resilience. They also analyze and incorporate the latest information to provide members with up-to-date, water-sector-focused cybersecurity guidance and resources.

Link: <https://www.awwa.org/AWWA-Articles/cybersecurity-awwa-expert-urges-utility-preparedness>

Capital Credits

Davidson Water, Inc. began issuing capital credits in February 2021. Capital Credits are excess margins that are created by non-profit companies. We are a non-profit company, therefore, we take these excess margins and share them with our members in the form of what is called capital credits. This year, we retired the year 1989 and plan to retire future years after our annual audit is completed. If you, or someone you know was a member of Davidson Water in 1989 and have not received a check, please contact our Capital Credit department at 336-731-5508.



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



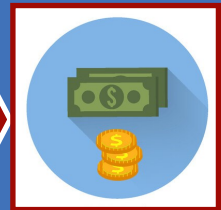
Each year an independent audit of financials determines the margins. Margins are the excess revenues over operating cost.



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.

CONSTRUCTION PROJECTS



Maintenance & Distribution have been busy this year with multiple projects. To highlight a few:

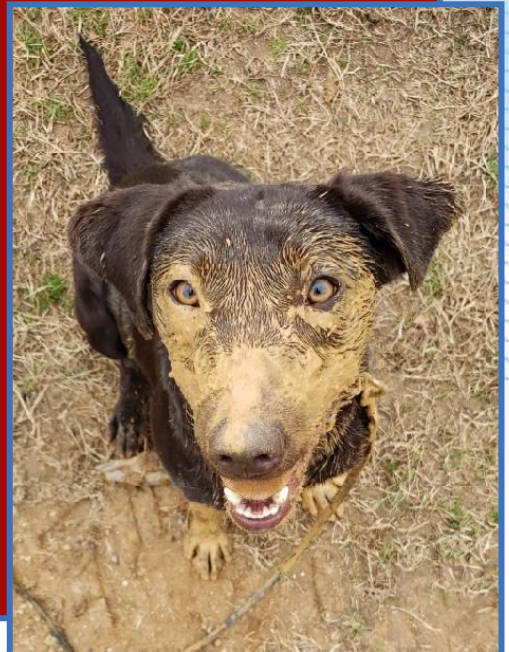
- The Tower Road Pump Station replacement project is nearing completion. Much of this work, including design, has been done in house by our own talented and hardworking employees.
- Work began in October on 15,000 feet of pipe along Old Highway 64 and Young Road near our pump station.
- Work is now complete on 20,000 feet of 16" along Holly Grove Road and we have abandoned the old 8" and 6" pipe that has had leaks for more than 40 years.
- A contractor is laying a 12" replacement line along Turnpike Road in Randolph county.
- We are about 30 days away from starting the Hwy 52 Pump Station replacement. This project will take about one year to complete. The water line work near the site is complete.
- The Old Highway 109 pump station replacement is complete and in service. The old one has been torn down.

METER DEPARTMENT

Davidson Water is pleased to announce all 1" and ¾" taps have a automatic meter reading (AMR). These meters have a small radio transmitter powered by a battery that is connected to the water meter. The radio device collects a reading from the meter and transmits the reading to a receiver located in the Meter Reader's vehicle when he drives through your neighborhood.

Davidson Water Welcomes Puddles to the Team!

In 2019, we began our search for the best four-legged candidate to be our first Leak Detection Dog. Puddles and his handler, Meter Services Technician Sean Griffin, have been training together for many months and are now actively searching out customer leaks. In the coming months, we hope Puddles will have a chance to make local appearances and show our community how she brings value to our team and furthers our mission to provide quality service to our members.





CONGRATULATIONS TO CHRIS MICHAEL ON HIS RETIREMENT!

Chris Michael retired from Davidson Water on July 31, 2021. Chris served as the Vice President of Administration and the Chief Financial Officer for over 34 years. He also served and worked with our members in many capacities. Chris' compassion, dedication, and drive ensured the betterment of employment. In honor of him and his accomplishments the Company celebrated a special retirement dinner with Chris and his family. We congratulate Chris on his retirement and wish him all the best on this new chapter and future endeavors.

MAIN OFFICE RENOVATIONS OF PARKING LOT & DRIVE THRU ADDITION

Renovation of the Front Parking Lot at Main Office

Thank you for your patience during our construction project and renovation of the front parking lot. Phase 1 of the project is completed with storm drainage, curb and gutter, and major grading all added to the employee parking lot. On September 20th, we closed the current drive thru and begin using a temporary drive thru collection station in order that Phase 2 of the front office demo could begin. Phase 2 will be adding a second permanent drive thru, grading of the property, and adding an entry canopy. The final asphalt overlay and landscaping will complete the project. The goal is to have all outside construction completed by late December into mid January.



Front Office Demo



Temp Drive Thru

WATER TREATMENT PLANT

Bleach tanks get installed at the Water Treatment Plant

Earlier this year, the Water Treatment Plant began construction to install Bleach tanks and phase out the use of chlorine gas for disinfection. Using chlorine gas carries many dangers and risks which result in increased liabilities. This conversion will result in a much safer environment for our employees and community.



The image above shows one of two bulk tanks being placed by Omega Construction. Fiberglass reinforced plastic (FRP) tanks are less flexible and hold up well to bleach, making them a better choice for the chemical. The tanks are also resistant to UV light, giving them longer life. The tanks are anchored with bolts made of Hastelloy C, a product that stands up much better to corrosion than stainless steel. This project should be completed by the end of the year.



Repairs made to the 42" HDPE Fill Pipe in Reservoir #2

Earlier this year, operators at the Water Plant discovered that the anchors securing the 42" HDPE fill pipe in Reservoir #2 had broken loose allowing the pipe to float to the surface and risking the integrity of the pipe itself.

To gain access to the pipe for repairs, the reservoir had to be drained. To prevent build up of air in the pipe once the reservoir is refilled, holes were drilled at intervals to allow air to escape to the surface. Weights, designed by an engineer and built by Shoaf Precast Concrete were put in place to re-anchor the pipe to the bottom of the basin. Idlewild Construction, Greensboro, NC set the concrete weights in place.

The reservoir is completely filled and is back in service.

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.

