

Newsletter 2022



**DavidsonWater**  
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## Contact Us

### Business Hours of Operation

**Drive Thru Hours:** Monday - Friday 8:00am - 5:00pm

**Lobby Hours:** Monday - Friday 9:00am - 4:00pm

### 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](mailto:generalquestions@davidsonwater.com)

[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

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

## Mailing Address

Davidson Water, Inc.  
P.O. Box 969  
Welcome, NC 27374

## Physical Address

Davidson Water, Inc.  
7040 Old US Highway 52  
Lexington, NC 27295



Find us on:  
**facebook**

# Water Rates and Connection Fees Increase Effective January 1, 2023

The Board of Directors, upon recommendation from management, has approved a rate increase. The minimum rate for 2,000 gallons increases to \$14.25 and includes a \$.50 per month Water Loss Protection Plan.

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

## 2023 Water Rate Schedule

Minimum Rate		Rate
0	2,000	14.25**
2,001	10,000	5.40*
10,001	50,000	5.30*
Over 50,000		5.25*
**Includes Water Loss Protection Program		
*Rate per thousand gallons except for minimum		

## Structured Minimum Bills

Meter Size	Included Gallons	Minimum
3/4 in. Meter	0 - 2,000 Gallons	14.25
1 in. Meter	0 - 5,000 Gallons	31.20
1-1/2 in. Meter	0 - 10,000 Gallons	59.45
2 in. Meter	0 - 20,000 Gallons	114.15

## What is Water Loss Protection Plan?

Water Loss Protection Plan offers assistance to members who have experienced high water bills due to a water leak. The cost of the program is only \$.50 per month for standard 3/4" meters, and is included in your water rate.

Connection fees will increase in 2023. The standard 3/4" tap fee will increase from \$1,950 to \$2,150. See chart below.

## 2023 Connection Fees

Meter Size	Fee
3/4 in. Tap	2,150
1 in. Tap	4,150
1-1/2 in. Tap	9,150
2 in. Tap	12,050

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 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 2022

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. Davidson Water, Inc. awards four deserving high school seniors a \$2,000 scholarship for entering a four-year degree program. Congratulations to this year's scholarship recipients.



Paris Griffin	Wheatmore High School
Kaylie Sink	North Davidson
Emily Stambaugh	West Davidson
Salem Ward	Central Davidson

Davidson Water also awards a \$1,000 scholarship to four deserving high school seniors who will be attending Davidson-Davie Community College (DDCC). Congratulations to this year's recipients.

Angel Burns	Central Davidson
Morgan Cooley	West Davidson
Carson Shoaf	West Davidson
Bryson Young	East Davidson

## Payment Options

**Online** at [www.davidsonwater.com](http://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**



## Update Your Contact Information

Keeping you as the member informed about your account is a priority here at Davidson Water. Without the correct contact information on file, it makes it difficult for us to reach you with important information. This information could include notification of extremely high water consumption before you receive your bill, email notification of a past due invoice, and receiving an outbound phone message of planned water outages to enable the members to prepare. Please take a few minutes to view your account information online or contact our office at (336-) 731-5505 to verify your contact information and communication preferences are up to date and accurate.



### 2022 Holiday Closings

Thanksgiving November 24th & 25th  
 Christmas December 23rd, 26th, & 27th

### 2023 Holiday Closings

New Year's Day	January 2nd
Martin Luther King, Jr. Day	January 16th
Good Friday	April 7th
Memorial Day	May 29th
Independence Day	July 4th
Labor Day	September 4th
Thanksgiving	November 23rd & 24th
Christmas	December 25th, 26th, 27th

## Puddles Our Leak Detection Dog



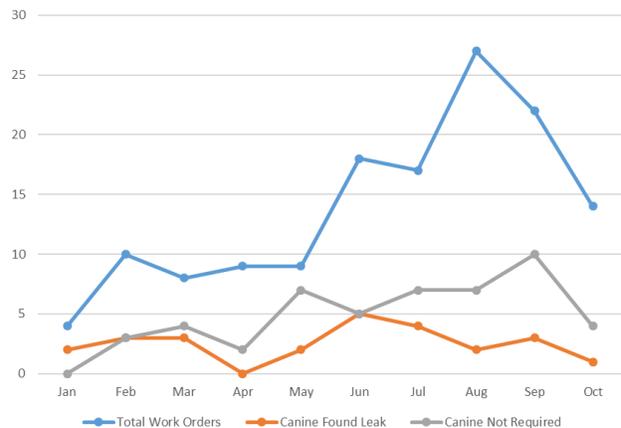
In the 2021 newsletter we introduced Puddles, our first Leak Detection Dog. Puddles and her handler, Sean Griffin, Meter Services Technician, have been actively searching out members' leaks. Over the past year, Puddles has made several local appearances and her work orders have increased. Below is a report of her progress and how she is aiding in furthering our mission to provide quality service to our members.



*Puddles in action!*

- Total of 138 "Canine" work orders YTD
- 26 - Leaks found by Puddles (19%)
- 50 - Did not require Puddles (36%)
- 55 - Bad conditions or obstructions (40%)
- 7 - No leak was indicated (5%)
- Increase in work orders starting in June
  - Jan-May average 8/month
  - Jun-Oct average 20/month

Canine Work Orders  
Jan-Oct 2022



# Projects

## New Highway 52 Pump Station

Our existing Highway 52 Pump Station is one of two pumping stations that presently supplies a combined total of 3.55 MGD (million gallon per day) of drinking water from the Welcome pressure zone to the Hickory Tree pressure zone. This pump station currently contributes approximately 1.3 MGD of that total, and Enterprise Pump Station supplies the remainder. The Highway 52 Pump Station is located on the east side of Old Highway 52 at the intersection of Welcome Center Boulevard. We broke ground for a new pump station in October of 2021. We hope to complete this project by January 2023.

Davidson Water's recent master planning efforts concluded that future demand would require increased capacity from the Highway 52 Pump Station. This project will increase the Pump Station firm capacity from 1.3 MGD to 2.9 MGD.

Although this project is being completed several years ahead of schedule, it is important to note that the existing Highway 52 Pump Station was constructed in 1969 and the current pumps have been in service since 1980. Both the building and the pumps are nearing the end of their useful lives and would not be expected to last until the project is required to accommodate projected demand growth.



## Projects Cont'd

### Flume Repair

Raw Water Pond No. 3 concrete overflow flume was designed in 1996 and is located at Water Treatment Plant on Koontz Road, Lexington developed concentrated seepage downstream of the flume wall in December 2021. Davidson Water partnered with Schnabel Engineering and designed a plan to repair the 26-year-old flume. Davidson Water crews excavated and cored the flume to pump flowable grout into and below the flume to fill the voids caused by the seepage and installed a filter blanket and compacted clay around the flume to stop the leakage.



### Yadkin River Stream Bank Restoration

Davidson Water has been working on the Yadkin River Stream Bank Restoration Project for several months. This restoration project is downstream of the Yadkin River below the Highway 64 bridge crossing and adjacent to the Water Treatment Plant. (See map below.) The banks and the facility became damaged during Hurricane Michael in 2018 resulting in the need for restoration. Davidson Water applied for Federal Emergency Management Agency (FEMA) funding and engaged S&ME Consultant Engineers to assess and identify stream banks that needed restoration and identify the damage to the facility in need of rehabilitation.

S&ME has assisted in monitoring the progress of the \$500,000 project and provided analysis regarding potential improvements that would minimize impacts from future flood events. S&ME also provided bidding, construction inspection, construction administration, remediation, and damage prevention with Davidson Water personnel.



## Projects Cont'd

### Office Renovations

The office renovations are complete. This project consisted of a redesigned lobby, a facelift to the front entrance, a parking lot upgrade, an additional drive-thru, an upgrade to the landscape, new storm water drainage, and new offices added to the Distribution and Engineering Departments. Throughout construction, we encountered many delays due to supply shortages. However, we are grateful for the reopening of our Member Service Lobby in June. Thank you for being patient with us during this renovation.



New Member Lobby

### Bleach Tanks Installed

The Water Treatment Plant installed a bleach system to convert from disinfecting with chlorine gas to sodium hypochlorite (bleach). Chlorine gas poses many dangers and risks which could result in increased liability. The conversion to bleach provides a much safer disinfection alternative for the employees and the community with no change in water quality. Pictured to the right are two bulk tanks to house the bleach. These fiberglass reinforced plastic (FRP) tanks are flexible, resistant to UV light, and will hold up well to bleach providing longer life and a better choice for storing the chemical.

Black & Veatch (Charlotte, NC) was the consulting engineer and Omega Construction (Winston-Salem, NC) was the general contractor for the \$3.8 million project.



Bleach Bulk Tanks



# Protect Your Pipes

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.