

Double Springs Utility District

Volume 18, Issue 1

March 1, 2018

H₂O News

Board Meeting

The Board usually meets at 6:00pm on the second Monday of the Month. The meeting is held at the Utility's office located at 2677 West Broad Street. If you wish to be placed on the agenda, please call the Utility's office one week prior to the meeting date and request to be placed on the agenda.

2018 Office Closing Dates

March 30, Good Friday
May 28, Memorial Day
July 4, Independence Day
September 3, Labor Day
October 8, Columbus Day
November 12, Veteran's Day
November 22-23, Thanksgiving
December 24-25, Christmas

Board Members

The Utility is governed by three Board Members. The Members are as follows:

Morgan McHenry, President
Terry Chaffin, Vice President
Danny Fox, Secretary/Treasurer

Each member resides in the Double Springs Utility District service area and serves a four-year term. They are available for any questions you may have and you are invited to attend Board meetings to share any comments you may have.

Office Hours & Contact Information

Monday – Friday from 8:00 – 12:00 &
1:00-4:30, closed Wednesday
Office (931) 526-3827 Fax (931) 520-6193
Website www.doublesprings.utilitydistrict.com
Email dusd@frontiernet.net
Emergency (931) 526-3827

Lead & Copper Testing

According to EPA, lead can cause serious health problems if too much enters your body. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen thru out your body. Lead can be stored in the bones and later in life, be released into the body. The greatest risk of lead exposure is to infants, young children and pregnant women. The child can receive lead from the mother's bones during pregnancy and can affect the child's brain in development. Lead can also be transferred through breastmilk to nursing infants. Scientist have linked the effects of lead on the brain with lower IQ in children.

In the 1970s, homes plumbing material may have contained lead, copper, and/or galvanized iron. Beginning in the year of 2020, Double Springs Utility District will be conducting rounds of sampling for Lead and Copper amounts found in your plumbing. If your home was constructed during this time period and would like your home to be tested, please respond as soon as you can. Only 40 sites may participate. This test is a free service from Double Springs. If you participate in this test, we will deliver a sample kit to your residence during a scheduled time frame. Each sample kit includes easy-to follow instructions for collecting the water sample. After a collection, the kit can be left on your doorstep and will be picked up by our personnel the next day in the same manner it was delivered. After the sample is tested, the results of your sample will be delivered directly to you.

Your home's participation in this study is greatly appreciated as we continue to strive to serve safe drinking water. We thank you for contribution of your time and effort into this public health monitoring effort. If you have any questions or would like to participate, please contact the office at (931) 526-3827 or James Branham, Field Manager, at (931) 261-2997.

REMINDER

Bills are due on the 15th of each month. If the 15th falls on a day the office is closed, you will receive the following work day without a penalty added!

Consumer Confidence Report

State of Tennessee requires us to submit an annual Consumer Confidence Report to provide you with information pertaining to your drinking water. The report will NOT be directly mailed to you, however, go to our website doublesprings.utilitydistrict.com for past and present reports. The Utility plans to publish 2018 edition on June 12 in the Herald Citizen Newspaper. Copies are also available at office.

HOW CAN I PAY MY BILL?

- We have a drop box located at our drive thru window for after hours
- You can come in our office's lobby
- Drive up to our drive thru window
- Call during office hours to pay over the phone with a credit/debit card
- You can set your bill to be drafted from your bank account
- Pay thru our website at www.doublesprings.utilitydistrict.com
- You can also mail your payment to our Post Office box

We adjust your water bill if you have a water leak AND the leak is repaired. We don't give any discounts for filling a swimming pool.

Mark your calendars for the Board's Annual Meeting on September 10, at 6:00 pm at the Utility's office.

Refreshments served

There may be times a regular scheduled Board Meeting may need to be rescheduled. The Utility attempts to notify customers by publishing a notice in the Herald Citizen, noting the change on your utility bill, post on our Facebook page and/or placing a notice in the office.

ALWAYS USE CAUTION!

You have to be cautious on who is on your property! Our field employees wear uniforms with a printed Double Springs Utility District's logo and with the employee's name. All field employees will drive a white truck that has Double Springs Utility District printed on the doors. If you ever question if we have an employee on your property, please contact us and we will verify if it was one of our employees.

Please notify the office personnel with any address or telephone changes!

Go & Like Us On Facebook!

We attempt to post water outages, updates, office closings, Board meetings and other Utility Announcements!



Employee Spotlight

Double Springs Utility is excited to introduce our recent Employee! Carl Knight was hired as a meter reader and for field maintenance. We are sure he will represent the Utility well and provide great customer service.

Carl was hired in May of 2017. He was raised and lives in Jackson County. Carl is laid back, dependable, and a family-oriented type of guy. He works well with his co-workers and isn't afraid to get in a muddy area and do what it takes to get the job done. He is recognized for his positive outlook on the job and life. Carl is in the process of receiving his certification for his Distribution Operator's license. He enjoys everything from working to hunting, from camping to riding 4 wheelers, just anything outdoors...he likes "it all", he will say. We are glad to have Carl as part of our Double Springs family.



Know what's below. Call before you dig.

Before you begin your work, contact the Tennessee One-Call System at 811 or 1-800-351-1111. With this call you will be asked a series of questions and they will notify the utilities in your area for FREE. This will prevent dangerous situations and expensive repair bills.

Radio Meters

As time marches on, so technology progress. When the Utility began in 1964, water meters were installed at customers' residence to meter the water that was used (as it is today). Starting with just a few hundred customers, Double Springs now has extended to reach its boundaries and are currently serve approximately 2,900 customers. The District has four full time and one-part time field employees to maintain all water line maintenance, read meters, perform require sampling, meters installation for new customers, and customer service. The process of reading 2,900 water meters is a time-consuming work and naturally increases the amount of discrepancy with this number of meters that are to be read in a minimal amount of time. A utility our size requires two field employees to work a consecutive seven eight-hour work days to complete the task of reading each customer's meter. After meters are read, any questionable meter readings would require field employees to recheck at the residence to verify there was not a mistake or if the customer does not have a leak.

Technology has enable us to perform a task of reading approximately 2,400 water meters within two working days and with only one employee. This new technology is called radio meters. The customer's meter is upgraded (at no cost to you) and a field employee can drive by the radio meter that will retrieve a signal that will provide a current meter reading for that meter by simply just driving by! The radio meters will also provide the previous 90 days of usage and if there is a leak on the customer's side of the meter. Even though the District still has approximately 500 meters that are manually read meters, the radio meters provides more time for the field employees to work on more urgent task.

Another thing, manual read meters can consist of mistakes in meter readings, but radio meters assure the office the customer's billing is accurate before the bills are mailed. After meter readings are transferred to the customer's account, a report is issued to the office employees with a list of customers who has leaks. This detailed report lets us know the time, the day and how severe the leak is at your location.

Radio meters for you as a customer is a great customer service benefit! The meter reading on the meter itself will show the exact gallon used (previous meters showed gallons used in 10 gallons increments). Radio meters keeps track of water usage within a 90 days usage which eliminates a time of any unexplained usage. This helps you to understand the reason of the amount, the date and time, or perhaps an explanation of a higher than a normal month's usage.

This is a very exciting technology progress for the Double Springs! If you would like to contact us to learn more or if you have any questions, please feel free to do so!