

Double Springs Utility District

Volume 20, Issue 1

June 18, 2020

H₂O News

Board Meeting

The Board usually meets at 2:00pm 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.

2020 Office Closing Dates

July 3, Independence Day
September 7, Labor Day
November 11, Veteran's Day
November 26-27, Thanksgiving
December 24-25, Christmas

Board Members

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

Lynn McHenry, President
Larry Rodgers, Vice President
David Bush, 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

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

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. Copies are also available at office.

Board Appreciation

Double Springs Utility District would like to offer our deepest gratitude for two men who have made our Utility strong. Our former Commissioners Danny Fox and Terry Chaffin. Mr. Fox served the Utility for 18 years and Mr. Chaffin served the Utility for 17. Thank you both for your time, interest and contributing to what our Utility is today!

We are excited to introduce our new Commissioners! Lynn McHenry has been appointed as our new President and David Bush as our new Secretary / Treasurer. Both of these men are dedicated in serving the Utility with the best of their abilities with the best interest of the customers!

New Water Rate

The Utility purchases water from the City of Cookeville to distribute to its customers. Over time, as expenses increase, water cost also increases. City of Cookeville has planned to increase their water rates to utility districts, every year starting last year until 2023. The City's water rates increasing has reflected as an increase in our Utility's expenses.

After reviewing the increase of the Utility's expenses, the Board of Commissioners have established a new rate schedule for our customers effective of October 1, 2020. Look at the table below.

| | | |
|---------------------------|---------|--------------------------------------|
| Current Bill (Since 2011) | \$16.13 | Minimum Bill (First 2,00 Gallons) |
| | \$7.08 | Per 1,000 gallons over 2,000 gallons |
| As of October 1, 2020 | \$17.25 | Minimum Bill (First 2,00 Gallons) |
| | \$8.25 | Per 1,000 gallons over 2,000 gallons |
| As of October 1, 2021 | \$18.50 | Minimum Bill (First 2,00 Gallons) |
| | \$9.25 | Per 1,000 gallons over 2,000 gallons |

The Board and Management will compare revenue and expenses for the upcoming years to determine if another rate increase will be necessary in the year 2022. The Board strives to keep rates as reasonable as possible.

Please provide the office with any account changes

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.



**Know what's below.
Call before you dig.**

Annual Meeting

Mark your calendars for the Board's Annual Meeting on September 14, at 2:00 pm at the Utility's office. This is a great opportunity to meet the Board of Commissioners and Employees. Following the meeting refreshments will be served!

Go & Like Us On Facebook!

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



If you have come by our office and seen a new smiling face, that is Chasity Bryant! She is our new customer service assistant. She may be new to our office but she isn't new to the Double Springs area! She has lived around here all her life. She enjoys spending time with her family and meeting new people. She sells real estate and remodels houses in her spare time!

Employee Spotlight

We want to welcome our new Employee Rowland Spellman! Rowland is not new to water service, he has about 20 years of experience of leak detection, pipe repair and installation. He plans to continue his education becoming certified in water distribution. Rowland and his wife, Michelle love to spend time at the lake, especially Dale Hollow Lake. Even as a kid, Rowland spent a lot of time at the lake and holds memories of him and his dad fishing. He enjoys relaxing in nature, working on tractors and farming. We are very excited to have him on board and what he can bring to the Utility!

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

CROSS CONNECTION NOTICE

Over the next few weeks, the temperatures will bring people outdoors to work in their yards, gardening and preparing swimming pools. We would like to ensure that our customers are aware of the dangers associated with these activities. A garden hose submerged in any liquid or attached to certain devices used to spray pesticides or herbicides forms a cross connection. A cross connection is a situation where a possible source of contamination is directly linked to our public water system. If the end of your hose is connected to a chemical container, swimming pool or other contaminant during a water main break or fire, the substance can be siphoned back into the water system. This condition, known as back siphonage, could cause a public health hazard. Devices are available to prevent this problem; however, the best solution is to always be careful how you use your hose.

Please help us provide a safe supply of water to all of our customers. Remember; never stick your hose in anything you would not want to drink. For more information on cross connections and how to protect against them, call the office at 931-526-3827.

This newsletter is written in memory of former Commissioner Morgan McHenry.

He served on the Double Springs Board of Commissioners from 2002-2018. Mr. McHenry served the Utility well, bringing a balance for customers, utility, employees and board members to the Utility. Mr. McHenry was retired as a CWO3 from the U.S. Navy after 25 years' service. After his retirement, he loved to farm and spend time with his family and friends. He was active with local Veteran's organizations. We appreciate Mr. McHenry for the service to our country and our community.

-In loving memory January 27, 1938 to September 11, 2019-

