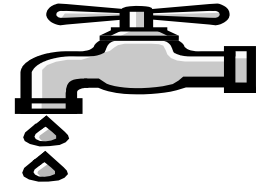


H₂O NEWS



💧 You Asked.....Now we offer On-Line Bill Pay

For sometime now, the Utility's web site has provided you the option to view your account. Several customers have requested to be able to pay their bill on line. June 1, 2012, the Utility will offer you the option to pay your bill on line. To offset the additional expense of this service, a convenience fee will be charged. A \$1.50 fee will be charged at the time of the transaction and this fee will go directly to the processing account. As always you can pay your bill by mail, in person or by phone with a credit or debit card. No convenience fees are charged when paid in person or by phone.

💧 2012 Consumer Confidence Report

Look for the annual Utility's Consumer Confidence Report (CCR) in Herald Citizen on June 12. This is a report that is mandated by the State of Tennessee to reassure Utility customers their drinking water is safe. The report answers many questions you may have pertaining to your drinking water. The Utility purchases water from the City of Cookeville, they operate their own water treatment plant. The Utility's staff works closely with the City of Cookeville's water plant on assuring the quality of water to all their customers. The report also includes a Water Quality Data Chart. The chart shows any contaminants that might be present. Any contaminants detected were within the State's standards. As a customer, it is reassuring to know the amount of testing, time and concern that goes in the quality of our drinking water. Copies of this report is available at the Utility's office as well. Feel free to contact us with any questions you may have.

💧 Water Line Upgrade & Water Line Extensions

You may have noticed Utility work in various areas of the District. The Utility's engineer prepares the construction plans to meet the Utility's needs now and for the future. The Utility has extended a water line on Carol Dyer Road and provided water service to an additional family. Also, transferring Customers to new existing lines and abandoning old worn out lines to eliminate potential maintenance on the older line. Dead end lines are being connected to other dead end lines which will reduce on flushing and save on water cost. Water leaks are repaired on regular basis to provide better water pressure and improve water quality. The Utility will be relocating and replacing various sections of water lines due to growth within the Utility and in a continuous effort to control any water loss. New lines will also control potential leaks. Reducing water loss and maintenance reduces the Utility's expenses, which helps to maintain reasonable water rates.

Board Meeting Dates for 2012

The Board meets 6:00 pm on the following dates...
June 11 July 9 August 13 September 10
October 1 November 12 December 10

The meeting is held at the Utility's office located at 2677 West Broad Street. If you wish to be placed on the agenda you will need to call the Utility's office one week prior to the meeting date and request to be placed on the agenda.

Office Closing Dates for 2012

July 4-Independence September 3-Labor Day October 8
-Columbus Day November 22-23 Thanksgiving Day,
December 25-Christmas Day

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. 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

Office hours are Monday - Friday 8:00
-12:00 & 1:00-4:30, closed Wednesday.

Office (931) 526-3827 Fax (931) 520-6193
doublesprings.utilitydistrict.com dsud@frontiernet.net

Emergency (931) 526-3827

We have been installing double check valves on all meters to prohibit any water from back flowing into the main lines that could contaminate the water system. With this valve, thermal expansion could create and could cause damage to your lines. To prevent thermal expansion, test your pop-off valve located on your water heater. Other information is available at office.

Please, let us know if you have a swimming pool or sprinkler system for our records!

Consumer Confidence Reports are available at the office

Double Springs Utility District is an equal opportunity provider and employer

ANNUAL MEETING

Keep in mind the Annual Meeting will be held on September 10 at 6:00 pm! Mark your calendars NOW!!! It is a good time to meet the Utility's Staff and the Board members! You can address any questions or concerns you have as a customer! Refreshments will be served!

💧 Water.....Our Valuable Resource

We try to conserve water to save on our bill, especially in these economical times. However, we need to conserve water to avoid shortages in the future. The Earth's surface contains approximately 70% of water, but less than 1% is available for human use. Water shortages are usually more of a concern for the Western United States, however conserving for the future is vital. Studies show consumptions have nearly tripled in the last 50 years. Now, conservation is necessary for all of the world. Water is used in every aspect of our lives. We must share the Earth's water for agricultural, domestic, commercial, industrial and environmental needs. Careful usage can protect our valuable resource. Contact our office or go to our website for more information on how to help CONSERVE and PROTECT our valuable resource.

This time of the year, people are digging to install fences, home additions, shrubs, trees, etc. Please keep in mind this is a free service, "Call before you Dig!" It is easy, call 811, and the Utilities in your area will locate their underground facilities!

Double Springs Utility District
2677 West Broad Street
PO Box 3034
Cookeville, TN 38502-3034

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