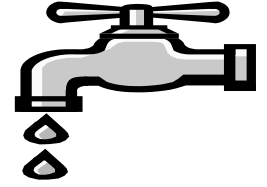


# H<sub>2</sub>O NEWS



## Customer Information

The Utility makes every effort to ensure that our customers enjoy a continuous supply of safe drinking water. We appreciate our customer's support to maintain this quality of water. Cross connection is a link with the public water supply and a possible source of contamination. One example of a cross connection would be a garden hose submerged in a source of contamination such as a swimming pool, car radiator, weed killer, etc. If a water main break or a fire hydrant was used while the hose was submerged in the above example, contaminants could be pulled back into the public water supply. This is known as backflow. Backflow can be prevented by creating an air gap. Arrange your hose so at least six inches is above the top of the container that is being filled. Another method is installing a device called a vacuum breaker. Vacuum breakers are inexpensive and can be purchased at local hardware stores. A device can be attached onto the outside faucet.

The Utility will be mailing cross connection surveys to customers in the upcoming year. Please complete the survey and return to the Utility as soon as possible. You can also download a survey from our website with additional information pertaining to cross connection.

The Utility will be doing onsite inspection to the customers who have pools and sprinkler systems.

Be aware of possible cross connections and keep in mind....

*Never submerge your garden hose in anything you would not want to drink!!*

If you have any questions, please feel free to contact the office and thank you for helping to keep your and our families water supply safe!!

**You now have the option to pay your bill on line. A \$1.50 Convenience Fee is charged at the time of the transaction. As always you can pay your bill by mail, in person or by phone with a credit or debit.**

## Water Line Upgrade & Water Line Extensions

The Utility's Engineer analyze the Utility's system for any present and future needs as well as supporting our continuing effort to control water loss. Reducing water loss and maintenance reduces the Utility's expenses, which helps to maintain reasonable water rates. Currently the Utility will be replacing an AC water line on Peach Orchard Road. This line has served many families for approximately 50 years. In time all water lines become old and brittle causing water leaks which leads to unexpected water interruptions for families hindering daily activities. Construction is planned to start early spring of this year. Reducing water loss and maintenance reduces the Utility's expenses, which helps to maintain reasonable water rates.

*The Utility's Certified Employees will be conducting pool inspections in the area. If you have any questions about these inspections contact the office.*

## Call Before You Dig

Please keep in mind of a free service called, *Call before you Dig*. It is simple, just call 811, tell them what kind of work you are doing and the Utilities in your area will locate their underground facilities!

## Farewell, Thank You & Welcome

In December 2012 Field Manager, Roy Spurlock, retired. Employees and Board want to express their appreciation of ten years of service to the Utility and its customers.

Employees and Board want to welcome James Branham to the Field Manager position. Mr. Branham has served the Utility since 2001.

We would like to welcome Luke Roberson to the Utility. Mr. Roberson will be reading meters, customer service and line maintenance.

We know Mr. Branham and Mr. Roberson will continue to provide quality water and customer service.

## Upcoming Board Meeting Dates

The Board meets 6:00 pm on the following dates...

March 11, April 8

May 13, June 10, July 8

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.

## Upcoming Office Closing Dates

March 29-Good Friday

May 27-Memorial Day

July 4-Independence 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](http://doublesprings.utilitydistrict.com) [dsud@frontiernet.net](mailto: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.

*Our Philosophy is to treat everyone—our employees, our customers and the people in the community—with respect, dignity and understanding. Our focus is providing quality drinking water and excellent customer service.*

**Double Springs Utility District**  
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Cookeville, TN 38502-3034

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