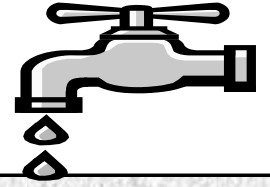


H₂O NEWS



Clear Equals Accurate

Meter readers are required to read all water meters each month to insure proper billing. From time to time it may be necessary to estimate your bill due to various reasons. Your bill will be labeled "Estimated" so you will know. Estimation occurs when the meterbox may be obstructed from the meter reader. You can prevent estimation and incorrect bills by keeping the area around your meterbox free from debris, brush, trees, bushes, soil, automobiles, weeds, fences, dogs, etc. Our meter reader's safety is very important to us. Dogs unleashed or kept around the meterbox may be dangerous to meter readers. If you need to make arrangements contact the office (526-3827).

Join us for the Utility's Annual Meeting on September 12, at 4:30 pm at the Utility's office.

If your water bill is a little high, check your toilets with food dye! Sounds strange! Many customers have higher bills due to leaky toilets which are hard to detect. Put food dye in the toilet tank and if the dye appears in the bowl without flushing. You know you may have a leak!

Discolored Water

Sometimes Customers have contacted the Utility with discolored water concerns. If you encounter this situation, run the water directly from the tap into a clean container and bring it to the office. We will sample the water to find the source of the discoloration. Discolored water usually comes from the customer's service line that may contain galvanized piping or fittings. Over time galvanized can rust and show discoloration isolated to a tap or their entire plumbing. To resolve this issue, Customers may need to replace the galvanized in plumbing or flush the pipes when no water is used for a period of time.

Water Rate Increase

The Board regrets to inform you of a water rate increase effective October 1, 2011. The Utility purchases all water from the City of Cookeville. In February 2009, the City increased the Utility's rate at 7%. At that time, the Utility was able to absorb the additional expense to relieve Customers of another higher cost. The City is increasing water rate by 13.4% within the upcoming year. However the City's increase and the rising cost of running the Utility, the Board is obligated to pass the new increase to its Customers to continue to successfully run the Utility District by providing safe drinking water and exceptional customer service. The Board will increase the water rates by 20% effective October 1, 2011. If you have any concerns please attend the Board Meeting or contact the office.

Current Utility Rates (Tax NOT included):
0 to 2,000 gallons \$13.44
Per additional thousand gallons \$5.90

Utility 20% Increase (Tax NOT included):
0 to 2,000 gallons \$16.13
Per additional thousand gallons \$7.08

Always Call Before You Dig

Many utilities that supply your home with heat, power, telephone, sewer, gas, cable and water, are providing their services underground. Sometimes damage can be done to these buried utility lines just with general home maintenance and improvements—putting up a fence, mailbox, clothesline, planting trees, room addition, etc. Damages can be expensive, inconvenient and dangerous! 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 free. The utility companies will come out and mark the underground services within 72 hours of your call. Please utilize this free service that is available to you.

Board Meeting Dates

The Board meets 4:30 pm on the following dates...

September 12, 2011	October 3, 2011
November 14, 2011	December 12, 2011

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

September 5, Labor Day
October 10, Columbus Day
November 11, Veteran's Day
November 24 & 25 Thanksgiving Holiday
December 23 & 26 Christmas Holiday

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 from 8:00-12:00 & 1:00-4:30, closed Wednesday.

Office (931) 526-3827 Fax (931) 520-6193 Website
doublesprings.utiltydistrict.com
Email 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.

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.

Can I Pay My Bill On-Line?

We do not offer on-line bill pay at this time. The cost of this service is expensive to initiate. It is not feasible for the Utility to pay for the service with a small amount of customers to utilize. The Utility would consider to provide this service with an adequate amount of customers interested. Please notify the Utility if your interested in this service. You may view your account on line at our website. You may pay your bill by mail, in person or on the phone with a credit or debit card.

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

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