

Double Springs Utility District

Volume 15, Issue 1

March 27, 2015

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.

2015 Office Closing Dates

April 3, Good Friday - May 25, Memorial Day
July 3, 4th of July - September 7, Labor Day
October 12, Columbus Day
November 11, Veteran's Day
November 26-27, Thanksgiving
December 24-25, 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

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

Back Flow Prevention

To prohibit any water from back flowing into the main lines that could contaminate the water system, we install double check valves on all meters. 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 often. For more information contact the office.

Also to prevent backflow from your lines, the Utility is required to maintain records of customers with swimming pools and sprinkler systems. To continue to insure safe drinking water, the Utility supplies certain equipment to prevent backflow. Only with your help can we make our Backflow prevention plan work smoothly. Thank you for your past and future corporation.

Customer Spotlight

There are many Utility workers in the Double Springs service area. We want to share our appreciation of your hard work to insure our telephone, electric, gas, sewer and water is operable and safe. So many times we take for granted these valuable utilities and the utilities' workers. During this past harsh winter and with unsafe conditions, these workers worked long hours to ensure their customers, friends, family and neighbors had warmth, running water and luxuries as we go thru our day to day routines. We recognize your service and dedications to our community and want you to know it is appreciated.

Mark your calendars for the Board's Annual Meeting on September 14, at 4:30 pm at the Utility's office. Refreshments served!

Consumer Confidence Report

State of Tennessee requires water providers to submit an annual Consumer Confidence Report to provide their customer with information pertaining to their drinking water. The report will not be directly mailed to you. Please go to our website doublesprings.utilitydistrict.com for past and present reports. The Utility plans to publish 2015 edition on June 12 in the Herald Citizen Newspaper. Copies are also available at office.

Call Before You Dig

Utilities providing gas, electric, telephone, sewer, cable and water often bury lines and cables underground. Sometimes damage can be done to these buried utility lines just with general home maintenance and improvements – installing fences, mailboxes, clotheslines, planting trees, room additions, 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 for 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.

Payment Options

The Utility provides many options to pay your bill. All bills are due by the 15th of each month. You have several options to pay your bill. You may pay by mail, in person at the office, by phone or thru our website with credit or debit card. There is not a charge to use your credit or debit card, however there is a \$2.50 charge for a payment thru our website.

Customer Information

It is important to make sure you notify the Utility when you have an address, telephone number and/or other information change. Utility's office personnel maintain accurate records to insure proper service. With you the customer, doing your part will help us to help you. Please write us, email us, come by the office or call us with any account changes.

Utility bills are mailed monthly and cannot guarantee the delivery of its bills. Failure to receive a bill does not relieve your responsibility to pay the bill. Contact office or go to our website before the 15th so a penalty will not be charged to your account.

Leaky Toilets

Leaky toilets are sometimes hard to detect. Leaky toilets can cause an increase in water usage and sometimes Customers notice a decrease in usage the following month. Due to the seal around the flap in the tank of the toilet can begin to cause the water to seep thru into the bowl of the tank. Sometimes the seepage is loud enough to hear, however not all the time.

One way to check for leaky toilets is put food dye in the toilet's tank and wait. If the dye appears in the bowl without flushing, you know you may have a leak! Sometimes it takes multiple attempts to see or even hear depending on the amount of erosion to the toilet tank's seal.

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!

Ways to Use Less Water

Water is not an unlimited resource and we must be aware of various ways to conserve. Using water wisely can save you on your monthly bill, conserve energy and help protect the environment for future generations. Here are some simple suggestions to use water less:

-  **CHANGE YOUR HABITS.** A lot of water goes down the drain that is not necessary. Think before you use! Only flushing toilets when necessary and do not use the toilet as a trash can. Plug the drain and only use the amount you need to wash, shave or clean. Turn water off when not being used or brushing teeth. Keep the showers short. Run the dishwasher only when full and selector the appropriate load size for the washing machine.
-  **REPAIR LEAKS.** Most leaks are easy to find and repair. Repair dripping faucets and leaky toilets as soon as you see the first sign of an issue. Water lines under the house or under the ground between the meter and house may be more difficult to find but can cause high bills. Be aware of increasing water bills, damp areas in the ground or under your house where water lines are present. If not able to repair yourself, contact a plumber as soon as possible.
-  **INSTALL WATER SAVING DEVICES.** Water saver devices, toilets, washing machines and dishwashers are available.
-  **BE AWARE OF OUTDOOR WATER USE.** When washing your car at home, use a bucket of soapy water and only rinse once. Use a nozzle on a hose that will prevent water running when not being used. Repair or adjust sprinkler heads as needed. Inspect swimming pools often to insure the filtrations system and/or pool is not leaking. A pool cover will reduce evaporation. When watering lawns and gardens, water slowly when it's cool and water little as possible

With everyone doing their part, we can protect our important resource as well save money.

How Do I Know If I Have a Leak?

Many times thru out the month, we are asked how to detect for a leak. The best way is check at your water meter. The Utility's meters have a leak indicator on each meter. The leak appears as a red sun like symbol or a red triangle. The symbol only turns when water is being used. If a customer wants to determine if they have a leak they will first need to make sure no one is using water inside the home such as a dishwasher, taking a shower, doing laundry, watering grass, etc. Second locate your water meter, usually located on the property line next to the road in the ground. On the meter you will notice numbers and your leak indicator. Since no water is being used, the leak indicator should not be moving. If the indicator is moving, you have a leak. If able, repair the leak as soon as you can, if not able, contact a plumber. The Utility does not work on leak repairs on the customer's side of the meter (the water line from the meter to house and indoor plumbing).

To find out the amount of gallons used, take a meter reading. Write the numbers on the meter and subtract from the previous meter reading. Previous meter reading is located on your current water bill, you may contact the office or log into your account thru our website.

You may also take a meter reading at night, after the daily water usage has been completed and then again in the morning before water is used. Subtract the two meter readings and discover how many gallons were leaked during the night hours.