

# Double Springs Utility District

Volume 17, Issue 1

May 1, 2017

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

### **2017 Office Closing Dates**

April 14, Good Friday  
May 29, Memorial Day  
July 4, Independence Day  
September 4, Labor Day  
October 9, Columbus Day  
November 10, Veteran's Day  
November 23-24, Thanksgiving  
December 22-25, 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 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 [doublesprings.utilitydistrict.com](http://doublesprings.utilitydistrict.com)  
Email [dusd@frontiernet.net](mailto: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.

The Utility works in phases on acquiring Cross Connection Surveys. A Cross Connection Survey is mailed to an area of the Utility once a year until all our customers have completed the survey. This survey helps us to diagnosis if a potential cross connection issue could exist. If you receive a Cross Connection Survey, please return it to the office.

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.

*There may be times a regular scheduled Board Meeting may need to be rescheduled. The Utility attempts to notify the customers by publishing a notice in the Herald Citizen, noting the change on a Utility bill and/or placing a notice in the office.*

### **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 your 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).

\*\*\*\*\*We do not offer any adjustments from your water bill for filling a swimming pool. However, if you have a water leak, contact office for details on an adjustment\*\*\*\*\*

## Employee Spotlight

Double Springs Utility is excited to introduce a new Employees to represent your Utility. Recently Caleb Mackie was hired as a meter reader and for field maintenance.

Caleb was hired in April of 2016. He is from Sparta and is planning to get married this July to Sara. Caleb is a very diligent worker and is dependable. He works well with his co-workers and is a fast learner. Caleb plans to on taking a safety course this summer and to begin his study as a Certified Distribution Operator soon. He enjoys preaching God's word and spending time with his family. We are glad that Caleb has chosen to start his career with us.

Mark your calendars for the Board's Annual Meeting on September 11, at 6:00 pm at the Utility's office. Refreshments served!

### Call Before You Dig

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.

*We mail water bills by the last day of each month thru the postal service. Currently all bills are on a post card. Sometimes the bills get lost in delivery. We cannot guarantee you will receive the bills. Failure to receive a bill does not relieve your responsibility to pay the bill. Please make note that your bill is due by the 15<sup>th</sup> of each month. You are welcome to come or call our office, or look at a copy of your bill on our website. It is your responsibility to notify office with any address or telephone changes*

### 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
- Drive up to our drive thru window
- Call during office hours to pay over the phone
- Bank draft your payment
- Pay thru our website at [www.doublesprings.utilitydistrict.com](http://www.doublesprings.utilitydistrict.com)

### WATER QUALITY IS WHAT WE DO!

Once within a 18 month period a representative from the State of Tennessee Water Quality Control will have an unscheduled visit to Utility Districts across Tennessee. During this visit the utility District's employees must provide the representative with adequate records that show that Employees are recording and operating according to Tennessee's standards and regulations for safe water. This visit is called a **SANITARY SURVEY**. Double Springs Utility District is pleased to inform their customers that the score for two consecutive visits has been 100%. This is a continuous effort for all the Employees at the Utility District. The score is another proof of the dedication and commitment the Employees hold for insurance of providing safe water to the Double Springs area.

### Consumer Confidence Report

State of Tennessee requires us to submit an annual Consumer Confidence Report to provide you with information pertaining to their drinking water. The report will NOT be directly mailed to you, however, go to our website [doublesprings.utilitydistrict.com](http://doublesprings.utilitydistrict.com) for past and present reports. The Utility plans to publish 2017 edition on June 12 in the Herald Citizen Newspaper. Copies are also available at office.

**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.**

### \*REMINDER\*

Bills are due on the 15<sup>th</sup> of each month. If the 15<sup>th</sup> falls on a day the office is closed, you will receive the following work day without a penalty added!

- ✚ Use dishwasher only when full load.
- ✚ Use appropriate load size when washing clothes.
- ✚ Install water saving faucets and toilets.
- ✚ Keep showers short.
- ✚ Save rain water to water plants, gardens and/or flowers.
- ✚ Fix all leaks, small or large, promptly.
- ✚ Cover your pool when not in use to prevent evaporation.
- ✚ Don't fill pool up too high – water splashes out of the pool too easy.
- ✚ Use drip irrigation systems and water timers.
- ✚ Use mulch around landscaping to hold in moisture.