



Volume 7, Issue 2

July 7, 2009

**DSUD Web Page**

The Utility is in the process of establishing a web page. We hope you will take advantage of all the site will offer. New customers will be able to review the site to know how to apply for service. Customers will be able to look at their account on line to see the amount of the bill, previous usage and payment history. At the current time we do not accept on-line payments. As more customers request to pay their bills on-line, the Utility will make the option available. The website will include current Consumer Confidence Reports, answers to frequent asked questions, rate schedules, Utility's policies and how to check for a leak.

The Utility is always looking for ways to offer better customer service to all present and future customers. We would like your feedback on the website. Check us out [doublesprings.utilitydistrict.com](http://doublesprings.utilitydistrict.com) and let us know what your thoughts are about our new service.

**Customer Water Quality Information**

Water is the most valuable of Earth's resources. The Utility is always striving to provide top quality water. One way to insure you are receiving quality water is to inform our customers of hazards. It is everyone's job to protect our water supply. It is also everyone's responsibility to find out how to work with their local Utility. A lot of our daily activities involve chemicals that could be put into the main water system. Hair chemicals, automotive, pools, sprinklers, baptisteries, slaughter houses and/or farm pesticides are just a few examples of the daily uses that could contaminate the main water supply. These are examples of cross connections. The District has a lot of information at the office to inform you. The Utility is also establishing a web page you can research. The employees of Double Springs will be happy to assist with any questions you may have.

**Utility Cutting Cost**

Everyone knows with today's economy, prices are on the rise. Expenses are increasing for our customers and the Utility as well. The Utility desires to keep water rates as low as possible. To avoid rate increase, the Utility must maintain a reasonable budget and look for ways to cut Utility cost. Starting September 2009, the Board decided to stop mailing the delinquent notices to our customers. This will save on postage, delinquent notice card and office staff expense. The Utility will mail monthly bills due by the 15th of each month. If the bill is not paid, a 10% penalty is added and the Utility will attempt an automated phone call to inform you of the disconnect date. This will cut cost for the Utility and save you on your monthly water rates.

Please check with the office to make sure your telephone numbers are correct in the system. We hope to use this system to notify customers of any water interruptions in the area as well.

Double Springs Utility District's Consumer Confidence Report was published on June 12 in the Herald Citizen. If you missed the publication and would like to have a copy just call, email, check our web page or come by the office, copies are available.

**Customer Spotlight**

There are many Military men, women and their families in the Double Springs Utility District area. We want you to know you are in our thoughts. We understand living in a free country, freedom is not free. Freedom involves a great deal of sacrifice. We appreciate your service and dedication to our country.

**Board Meeting Dates**

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

- July 13, 2009      August 10, 2009
- September 14, 2009      October 5, 2009

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**

- July 3, Fourth of July      September 7, Labor Day
- October 12, Columbus 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 from 8:00-12:00 & 1:00-4:30, closed Wednesday.

Office (931) 526-3827 or fax (931) 520-6193 or contact us at [doublesprings.utilitydistrict.com](http://doublesprings.utilitydistrict.com) or [dsud@frontiernet.net](mailto:dsud@frontiernet.net). For after hours assistance, contact office number for an emergency numbers.

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!

Contact the office to make sure your current home telephone number and/or cell phone numbers are on file!!

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