

Double Springs Utility District

Volume 25, Issue 1

April 1, 2025

H₂O News

Board Meeting

The Board usually meets at 2:00pm 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.

2025 Office Closing Dates

April 18, Good Friday
May 26, Memorial Day
July 4, Independence Day
September 1, Labor Day
November 11, Veteran's Day
November 27-28, Thanksgiving
December 24-25, Christmas

Board Members

The Utility is governed by three Board Members. The Members are as follows:

Lynn McHenry, President
Larry Rodgers, Vice President
David Bush, 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

Website www.doublesprings.utilitydistrict.com

Email info@doublespringsutility.com

Emergency (931) 526-3827

Serving New Areas

In 2022, Putnam County received a grant that will provide water service opportunities to areas in the county that do not have public water options. The residents in these areas depend on springs or wells to meet their water needs. Putnam County approached the District to help supply future water needs to these areas located within our service boundaries. The District agreed to assist in this opportunity to serve these residents.

Later this year, the project should be complete and this will offer safe quality water to residents located McBroom Branch Road and a portion of Martins Creek Road. Currently 32 residents have applied for water service. With the grant money provided, Putnam County and the District are pleased to be able to assist in this area now and in the future.

If you have any questions or comments pertaining to this project, or any project, please feel free to give us a call at the office.

Current Rate Schedule

Service Charges & Fees

Service Charge \$45.00/\$80.00	Reconnection Fee \$50.00
Reinstall Fee \$30.00	Transfer Fee \$30.00
Return Check Fee \$30.00	Meter Set \$400.00
¾" Tap Fee \$1,500.00	1" Meter Set \$1,850.00
2" Meter Set \$3,950.00	

Water Rates

Current Rates

0-1,000 gallons	\$19.59 (before tax)	Each additional 1,000 gallons	\$9.86 (before tax)
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Proposed Rates effective May 1, 2025

0-1,000 gallons	\$23.00 (before tax)	Each additional 1,000 gallons	\$10.33 (before tax)
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The Board strives to keep rates as reasonable as possible.

CONSUMER CONFIDENCE REPORT

The 2024 Consumer Confidence Report (CCR) will be available on our website by June 1, 2025 along with previous reports. This report provides information about your drinking water, safety regulations by the TDEC's (Tennessee Department of Environmental and Conservation) and EPA's (Environmental Protection Agency) health standards. This report informs consumers water testing (and the results) we do to ensure quality water within our system. The report also includes testing results from the water treatment plant where we purchase our water that is supplied to you. This report may not be direct mailed to you, however, copies are available at our office and on our website. If you have any questions about this report or the quality of your drinking water, please contact our office. We want to make sure you feel confident in your drinking water.

Annual Meeting

September 8, 2025, 2:00 pm

Each month the Board holds a meeting to discuss the business of the District. All meetings are open to the public and we encourage you to attend to be more involved with your water provider!

Refreshments will be served at the Annual Meeting!

Payment Options

We attempt to mail your water bill prior to the first of each month. Bills are due by the 15th of each month. If the 15th falls on the day the office is closed, you will receive the following workday without any penalty. With technology on the rise, we offer a variety of ways to pay your bill. As always, you are welcome to come to the office using our drive thru or our lobby. We have an after-hours secure drop box located beside our drive thru window. With busy schedules it is sometimes hard to come by our office. We have other options available.

- Call the office and pay with our automated system over the phone or talk to us directly
- Mail your payment: PO Box 3034, Cookeville, TN 38502
- Bank draft option (Contact office to sign up)
- One-time online payments, visit our website
 - Auto Credit/Debit, visit our website

Any questions about any of these options feel free to reach out to us for details or assistance.

Please update your account with changes you may have with your address, email and contact numbers!



**Know what's below.
Call before you dig.**

CROSS CONNECTION NOTICE

We would like to ensure that our customers are aware of the dangers associated with outdoor activities. A garden hose submersed in any liquid or attached to certain devices used to spray pesticides or herbicides forms a cross connection. A cross connection is a situation where a possible source of contamination is directly linked to our public water system. If the end of your hose is connected to a chemical container, swimming pool, stagnant water tank or other contaminant during a water main break or fire, the substance can be siphoned back into the water system. This condition, known as back siphonage, could cause a public health hazard. Devices are available to prevent this problem; however, the best solution is to always be careful how you use your hose. If you find this to be a potential hazard, come by our office. We supply a device that can be installed between the hose and spigot to prevent backflow. Please help us provide a safe supply of water to all our customers. For more information on cross connection and how to protect against them, call the office.

LEAD AND COPPER SURVEY

According to the State of Tennessee Department of Environmental and Conservation (TDEC) along with Environmental Protection Agency (EPA), all water utility districts will need to conduct a customer survey. This survey was mailed to you in the fall of 2024. The survey will help us to determine your plumbing type. Your plumbing type will help us categorize various types to determine if YOUR plumbing may be a potential health hazard.

A service line is a portion of YOUR plumbing that connects the water meter to the business/resident. If your current service line was installed prior to 1988 and is lead or copper, you MAY be at risk. Lead exposure can cause serious health effects in all age groups. We are attempting to bring awareness of this potential exposure. We are maintaining a list of our customers recording what type of service line each resident/business has installed. We ask you to let us know if you have replaced your water lines since 1988.

Potential lead in your water is safe to wash hands, dishes, shower, water plants, do laundry, etc. Ways to reduce exposure to lead in your drinking water:

- Flush your lines. Run the cold water for 15-30 seconds before consuming.
- Use cold, flushed water for cooking and preparing baby formula.
- Boiling water will not reduce lead.
- Consider purchasing a water filter. Read the packaging to ensure the filter is approved to reduce lead. Contact the office for details.
- Get your water tested. A list of approved laboratories in our area can be found https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approvedcommerical-labs.pdf
- Identify plumbing fixtures for lead content. Replace plumbing or fixtures that may contain lead (if you do so, please let us know). Currently, Tennessee law restricts the sale of plumbing fixtures not considered "lead-free", however some may still contribute lead to drinking water.
- Remove and clean aerators/screens on plumbing fixtures.
- Volunteer for Triennial Lead & Copper Tap Monitoring. We periodically test a portion of the residences as required by TDEC for lead and copper levels. This test is voluntary and free, but certain criteria must be met. Contact the office for details.
- Water softeners and reverse osmosis units will remove lead from water but can also make the water more corrosive to lead solder and plumbing by removing certain minerals; therefore the installation of these treatments units at the point of entry into homes with lead plumbing should only be done under supervision of a qualified water treatment professional.

For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's web site at www.epa.gov/lead, call the EPA Safe Drinking Water Hotline at 1-800-426-4791, contact your health care provider, or TDEC. You are always welcome to reach out to us. We will be glad to assist in any way we can!



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