

Davidson Water, Inc.

Davidson Water, Inc. Water Plant Receives High Honor

Davidson Water, Inc.'s Gregg W. Stabler Plant was recognized by the North Carolina Department of Environment and Natural Resources for surpassing federal and state drinking water standards.

Davidson Water, Inc. met the stringent requirements by the Area-Wide Optimization Program to remove turbidity, which is a key test of drinking water quality. Turbidity is a measure of water clarity. Material suspended in water decreases passage of light through the water.

Water with high turbidity can interfere with disinfection and provide a medium for microbial growth. While microbes occur naturally, it can potentially include harmful bacteria. From DENR press release: "While all drinking water systems have to meet strict state and federal drinking water standards, these systems met performance goals that are significantly more stringent."

Contact Information

Davidson Water, Inc. is in the process of updating member contact information. Many of the phone numbers that are currently on file are no longer valid. It is important that we have member's accurate contact information in order to communicate more effectively by utilizing the following:

- **Automated Phone Messaging** - allows members to receive phone message notifications in order to prepare in the event of a planned water outage.
- **Email Notifications** - enables members to receive email notification of extremely high consumption before the bills are mailed and if account is overdue.

Please contact our office by phone at 336 731-5505 or by email at generalquestions@davidsonwater.com to verify we have your correct information.

Davidson Water, Inc. Collects Bottle Water for Flood Ravaged Columbia, SC



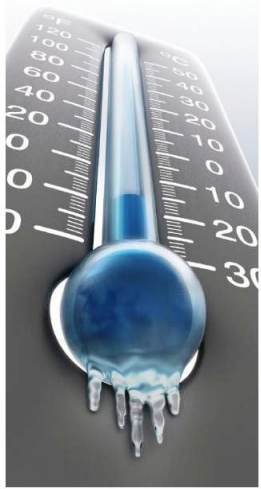
In early October, Davidson Water, Inc. teamed with Promise Baptist Church, Thomasville, NC and Lighthouse Baptist Church-Hwy 8; Lexington, NC to collect and deliver bottle water to Capital City Baptist Church in Columbia, SC to assist families in need of drinking water. Davidson Water, Inc. employees donated and collected over 10,000 bottles.

Protect Your Pipes Now

Davidson Water, Inc. is responsible for maintaining main water lines and service lines to the meter. All water lines and pipes beyond the meter are the responsibility of the member.

Preventing Frozen Pipes

- Drain swimming pool supply lines, lawn and landscape sprinkler systems at the end of summer. (Do not put automotive antifreeze in drained lines; it is toxic to animals and plants).
 - Remove, drain, and store outdoor hoses. If hose bibs have shut-off valves, close them and drain faucets. If no shut-off is available or if frost-free faucets have not been installed—cover faucets with insulation or Styrofoam covers.
 - Install thermostatically-controlled heat lamps in pump houses.
 - Survey property for water supply lines that may be unprotected, such as unheated basements, attics, crawlspaces, garages; under cabinets on exterior walls; at the water meter; at the point where main supply lines cross the foundation into the house. Insulate both hot and cold water lines in these areas (hot water lines freeze as readily as cold water lines if water is not flowing through them).
 - Protect exposed pipes by wrapping with foam pipe sleeves (taping at all junctions), covering with fiberglass insulation, or installing UL-listed heat tape or heat cable. Even several layers of newspaper will do in a pinch when temperatures aren't expected to remain cold for prolonged periods.
- Meter lid should remain on water meter box at all times.



Congratulations Scholarship Winners

Davidson Water, Inc. annually awards deserving high school seniors \$1,500.00 scholarships in memory of all past board members. The following received scholarships of \$1,500.00 each this year:

Chelsea Frye - Ledford Senior High School
Stephanie Gray - North Davidson High School
Kayla Ferries - North Davidson High School
Alyna Summit - West Davidson High School
Elizabeth Shoaf - West Davidson High School



Davidson Water, Inc. United Way Campaign a Huge Success

Davidson Water, Inc. completed its annual fall United Way Campaign. This year employees had a 33% increase in giving over \$7,500.00 to our local United Way.



No Increase in Water Rates

Davidson Water, Inc. is pleased to announce the 2016 water rates and connection fees will remain the same as last year. Please refer to the charts below.

Rates and Service Charges

Gallons Used	Rate*
0-2,000	12.25
2,001-10,000	4.35
10,001-50,000	4.95
Over-50,000	4.45

**Rate per thousand gallons except for minimum*

How to Use the Rate Schedule

A minimum monthly bill is \$12.25 and includes up to 2,000 gallons of water. For example: if your water usage for the month is 6,000 gallons of water then the first 2,000 gallons is \$12.25 and the remaining 4,000 gallons would be in the bracket of \$4.35 per thousand gallons. You would multiply ($4 \times \$4.35 = \17.40) to get the cost for 4,000 gallons. Then add this total of \$17.40 to the minimum bill of \$12.25: ($\$17.40 + \$12.25 = \29.65.) Therefore, total cost for 6,000 gallons would be \$29.65.

Connection Fees

Meter Size	Fee
3/4 in. Taps	1,750.00
1 in. Tap	3,700.00
1-1/2 in. Tap	7,350.00
2 in. Tap	9,750.00

***All new accounts require a separate \$50.00 membership fee.
This amount is included in the connection fee above.**

Equal Opportunity

“This institution is an equal opportunity provider and employer”

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_program.html, or at any USDA office or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442, or email at [program_intake@usda.gov](mailto:intake@usda.gov).

E-bill



Davidson Water, Inc. offers e-billing in which invoices are delivered by email rather than by mail. This billing system is quicker, more convenient and environmental friendly. If you wish to participate in Davidson Water's online billing system, simply contact our office at 336-731-5505 and a Customer Service Representative will be glad to assist you.

Benefits of E-billing

Fast and Convenient – Members that are signed up for e-billing will receive an email notification when their bill is available and provide a link for easy access to our website with no time delay. E-bills are available 24 hours a day, 7 days a week making it convenient to pay online with no additional charge.

Additional Online Services and Communication – Email services allow you to receive reminders if account is overdue, and to receive notification if the account shows unusually high consumption.

Environmental Friendly – By reducing the usage of paper you can contribute to protecting the environment.

Log on Issues on Davidson Water's Website

Some members may have experienced log on issues with our website during the past few months. As of May 2015, to ensure we offer the most secure connection possible, we no longer support these older protocols on our web server. If you are using an outdated internet browser, you may not be able to log on successfully, and will see a message that says the server is unavailable.

The easiest way to fix this issue is to use the latest version of **Chrome, Firefox, or Internet Explorer**. With **Chrome or Firefox**, you can always download the latest version, but older computers may not be able to download the latest version of Internet Explorer, which is Internet Explorer 11 as of this writing.

While this may be an inconvenience to some of our members we feel this upgrade is important to protect all of our member's financial information.

Account

Password

*Password or Last Four
Digits of Social Security*

Login

Payment Options



Online

www.davidsonwater.com



Mail

PO Box 969
Welcome, NC 27374



Automatic
Bank Draft



Phone using Visa,
Discover and
MasterCard



Payment
Stations



Payment
Drop Box