



# DavidsonWater INCORPORATED

## **Business Hours**

Monday-Friday 8:00am-5:00pm

## **Phone Numbers**

Main Number: (336) 731-5500

Customer Service/General Questions – (336) 731-5505

Email: [generalquestions@davidsonwater.com](mailto:generalquestions@davidsonwater.com)

Billing Questions – (336) 731-5504

Email: [billing@davidsonwater.com](mailto:billing@davidsonwater.com)

To Report Water Outages or Water Quality Issues during  
Normal Business Hours – (336) 731-5503

Email: [dispatch@davidsonwater.com](mailto:dispatch@davidsonwater.com)

Water Treatment Plant – (336) 731-5585

After Hours: (336) 731-5500

## **2017 Holiday Closings**

Christmas – December 25th, 26th, 27th

## **2018 Holiday Closings**

New Year's - January 1st

Martin Luther King, Jr. Day - January 15th

Good Friday - March 30th

Memorial Day - May 28th

Independence Day - July 4th

Labor Day - September 3rd

Thanksgiving - November 22nd, 23rd

Christmas - December 24th, 25th, 26th

## Congratulations Scholarship Winners

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



Kelly Crisp - West Davidson High School  
Kelsey Hoover - Ledford High School  
Kyleigh Miller - North Davidson High School  
Ian Vickers - Wheatmore High School

*Introducing Davidson Water, Inc.'s new logo:*



## Hyattown Pump Station

Approximately thirty days to completion, the \$6.5 million capital improvement project of the Hyattown Pump Station began over a year ago and is progressing as anticipated. Haren Construction; Etowah, TN known for their astute record of building utility infrastructures is in the final stages of the much needed updates to Davidson Water, Inc.'s largest pump station. Some of the improvements included but not limited to, the installation of larger pipes throughout to deliver our members more water, the installation of larger and more efficient pumps, the replacement of electrical equipment, and an automatic transfer switch for the generator. The final main component to complete is disconnecting from the existing station and connecting to the new station with virtually no interruption in service.



## 2018 Water Rates:

### Current Water Rate Schedule

Minimum Rate		Rates
0	2,000	13.25**
2,001	10,000	4.50
10,001	50,000	5.05
Over	50,000	4.60

*\*Rate per thousand gallons except for minimum*

*\*\*Includes Water Loss Protection Plan*

### Structured Minimum Bills

Meter Size	Included Gallons	Minimum Bill
3/4 in. Meter	0-2,000 Gallons	13.25**
1 in. Meter	0-5,000 Gallons	27.50
1-1/2 in. Meter	0-10,000 Gallons	51.25
2 in. Meter	0-20,000 Gallons	104.25

*\*\*Minimum amount includes Water Loss Protection Program.*

### Connection Fees

Meter Size	Fee
3/4 in. Tap	1,750
1 in. Tap	3,700
1-1/2 in. Tap	7,350
2 in. Tap	9,750

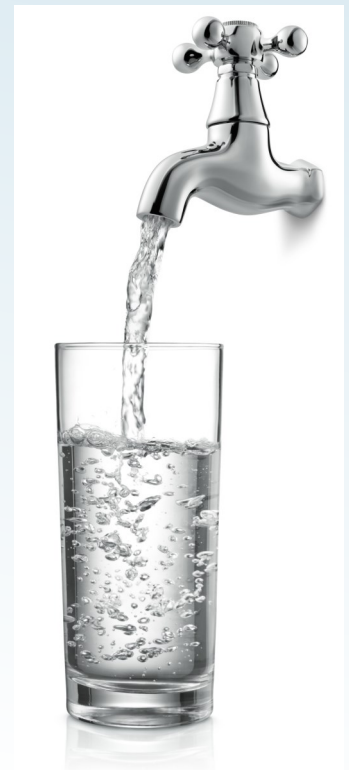
*All new accounts require a separate \$50.00 membership fee.*

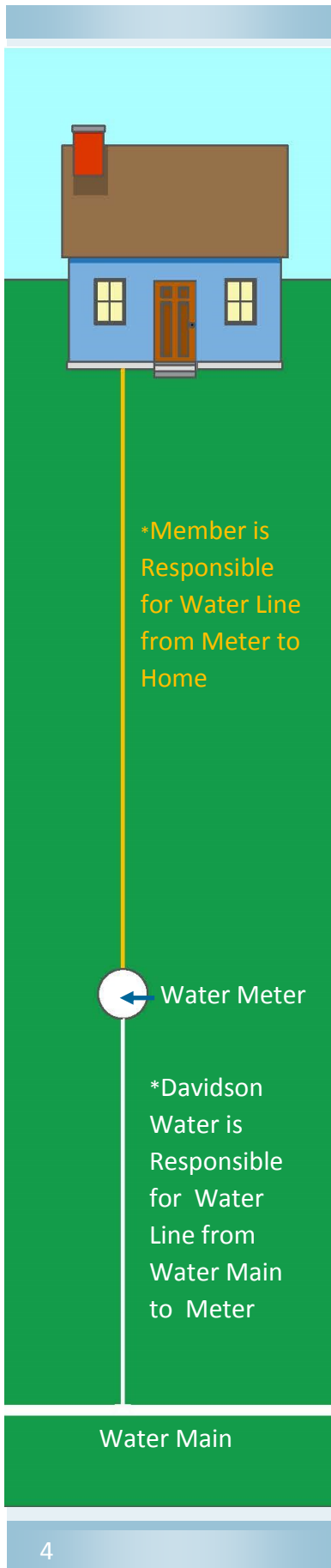
*This amount is included in the connection fee above.*

## Water Rate Increase

Effective January 1, 2018

The Board of Directors, upon recommendation from management has approved a .25 per month increase in the minimum bill taking it from 12.50 to 12.75 for 2,000 gallons effective January 1, 2018. This increase was recommended based on higher operating costs including costs for chemicals, power, need for more regulatory testing and ensuring competitive pay for our work force.





## Water Loss Protection Plan

As a member of Davidson Water, Inc., you are responsible for all water passing through the meter including normal usage, irrigation, waste, and leaks. Davidson Water, Inc. recognizes the impact members experience from unexpected water loss due to water leaks. Therefore, we launched a new program called “Water Loss Protection” plan to assist members who experience high water bills due to a water leak.

Since this program launched in January 2017, Davidson Water, Inc. has assisted many members with high bills under the Water Loss Protection Plan and will continue to assist members with high bills by adjusting two consecutive water bills back to an average bill. This adjustment is available one time in a 24-month period. The cost of this program is \$0.50 per month for standard 3/4" meters, and is included in your new water rate. You may opt out of this program; however, if you decide to withdraw from the program you will not receive any assistance with high bills due to a leak. All repairs are still the responsibility of the member and proof of repair may be required for this adjustment. We will not reduce high bills due to water usage for swimming pool fill ups, irrigation, or misuse by the member.

Davidson Water, Inc. is responsible for the distribution main near the street, the service connection to the meter, and the meter located near the street. The member’s responsibility begins at the connection to the water meter.

One defense of water loss is reviewing the water bill each month for consumption. Once the member recognizes a problem they should locate the leak, and make repairs as needed in a timely manner. Monitoring your water consumption can minimize large water bills in the future and help prevent possible damage from water leaks.

For further details, please visit our website at [www.davidsonwater.com](http://www.davidsonwater.com).

## Fire Line Connection

Effective January 1, 2018 Davidson Water, Inc. will begin charging for fire line service. For many years, we have provided this service at no charge. The company has absorbed the ongoing cost to maintain distribution lines necessary for this service. This nominal charge is commiserate with Winston-Salem/Forsyth County Utilities. The fire line monthly rates are based on line size.

### Fire Line Connection per Month

2"	4.00
3"	6.00
4"	8.00
6"	12.00
8"	16.00
10"	20.00
12"	24.00

***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.***

## Protect Your Pipes Now

### 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 water lines).
- 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.
- 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 do not remain cold for prolonged periods.
- Meter lid should remain on water meter box at all times.



## Payment Options

Online at [www.davidsonwater.com](http://www.davidsonwater.com)

Automatic Bank Draft

Mail:

PO Box 969, Welcome, NC 27374

Phone:

We accept Visa, Discover, and MasterCard

Payment Stations

(See our website for details)

Payment Drop Box

## Contact Information

Please update your contact information. We are in the process of updating our member information and need your help. Please take a few minutes to contact our office by phone at 336 731-5505 or by email at [generalquestions@davidsonwater.com](mailto:generalquestions@davidsonwater.com) to verify we have your current phone number and email address. If Davidson Water, Inc. has a planned water outage we utilize outbound calling messages to enable our members to prepare for outages. With up to date email addresses, members can be notified of extremely high consumption before the bills are mailed and also receive an email notification if they have a past due bill.

## E-billing

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.

## USDA is an equal opportunity provider, employer, and lender.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the form, call (866) 632-9992. Submit your completed form or letter to USDA by mail to: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).