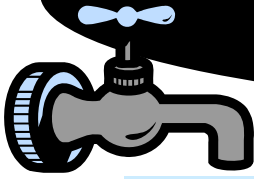


# Mallory Valley Utility District



7117 Crossroads Boulevard, Brentwood, Tennessee 37027

**April 2007**

## **IMPORTANT BILLING CHANGES — PLEASE READ**

**Beginning April 2007, Mallory Valley will change the dates of service for your billing cycle and will change the due date for bill payment.**

Currently, our dates of service on your monthly billing statement are from the 10<sup>th</sup> day of the previous month through the 10<sup>th</sup> day of the current month. With the change in April, your new dates of service will be from the 1<sup>st</sup> day of the previous month through the 1<sup>st</sup> day of the current month. (These service dates are approximate and can change slightly from month to month.)

*With this change in service dates, the due date for your bill payment will also change. Currently, your payment due date is the 10<sup>th</sup> of each month. With the change in April, your new due date for payments will be the 1<sup>st</sup> of each month.*

The bill that is enclosed with this newsletter is the April billing statement. This is the first bill to be affected by this change.

**The due date for your bill has changed to the 1st of each month!**

### **Attention Bank Draft Customers!**

**The date of your automatic bank draft will change to the 1st of the month!**

Beginning with your April billing statement, your draft date will change to the 1st of the month.

For example, Your April billing statement (the bill enclosed with this newsletter) is due on May 1st. Your checking account will be drafted on May 1st.

Please note: When the 1st of the month falls on a Saturday or Sunday, your checking account will be drafted for the amount due on the next business day.

### **Make your water bill payment on-line!**

Earlier this year, we set up on-line bill pay for our customers. Visit us at [www.MVUD.org](http://www.MVUD.org) and click on the "Make A Payment" button. It is that easy!

### **Where are we located?**

We are located at 7117 Crossroads Blvd, which is off of Mallory Lane. Our office hours are Monday through Friday from 7:30 am to 4:00 pm.



## More about the billing cycle changes, and how they will affect you...

### How this change affects your dates of service:

Before the change, your meter was read on approximately the 10th day of each month. Now, your meter will be read on approximately the 1st day of each month. Billing cycles are always approximately 30 days. However, with the April bill being the first time the change will be in effect, your April bill will have a shorter than normal billing cycle. **Your April bill will have the following dates of service:**

**March 10th through April 1st (approximately 20 days)**

After this billing period, your billing cycles will once again be approximately 30 days in length, and your meter reading dates will always be on approximately the 1st of every month.

**For example, Your May bill will have the following dates of service:**

**April 1st through May 1st (approximately 30 days)**

## The 2007 Backflow Testing Program

As you know, last year Mallory Valley Utility District made the decision to contract with Fire Sprinkler, LLC for the backflow testing in our District. We found the outcome from this decision to be a successful one and will continue with this program in 2007. The procedures will remain the same, as described below.

**Testing for commercial customers is scheduled to begin on March 1, 2007. Testing for residential customers using an irrigation system is scheduled to begin on June 1, 2007.** *If your irrigation device is not ready for testing please notify the District. Failure to do so could result in an invoice for an unnecessary visit by Fire Sprinkler, LLC.*

Once the device is tested and passes, no further action will be necessary for one year. The cost is \$30.00 per visit. Should the device fail, it will be your responsibility to have the device repaired within thirty days. Once the device is repaired, Fire Sprinkler, LLC will then perform a re-test. If the device fails and must be re-tested, each subsequent test will cost an additional fee as described above. There is an additional charge if you request the test to be done after the regular business hours of Fire Sprinkler, LLC. All invoicing will come directly to you from Mallory Valley Utility District. While you are required to use Fire Sprinkler, LLC for all testing, you are not required to use them for any repairs that you may need for your backflow device(s).

Fire Sprinkler, LLC was carefully selected through a bidding and review process. We have found their rates to be extremely competitive, if not lower than others who perform the same service. Furthermore, we have found from our own experience and from speaking with other Utility Districts that Fire Sprinkler, LLC has an outstanding reputation for service. They have been in business for 12 years and specialize in testing and repairing backflow prevention devices.

Please understand that this testing is required by the State of Tennessee and has to be completed on an annual basis. Failure to comply will cause water service interruption until a passed test report is submitted for each backflow prevention device.

As a reminder to our commercial customers, the State requires that only the backflow device at the first entry point must be properly maintained and tested by the District. However it is recommended that that a device installed beyond the entry point be tested and well maintained. This would be the responsibility of the owner.

**The Backflow Testing Program applies to all commercial customers and ONLY those residential customers that have an irrigation system in their yard.**

### After-Hours Service



**Should you need us after our office has closed, we are just a phone call away!**

Call us at 615.377.3374 and you will be connected to our answering service, who will immediately contact a member of our maintenance staff. Especially during the cold months of the year, there are times when you might need us. If you experience a leak and need us to turn off your water meter, if your water stops working and you don't know why, or for any other reason —just call us! *In some instances, a service call fee of \$40 may apply.*

*Please also note that Mallory Valley can only service up to the meter. Anything that happens from the meter up to your house is not the responsibility of the District, and you may need a professional to diagnose and/or fix the problem.*