

Mallory Valley Utility District

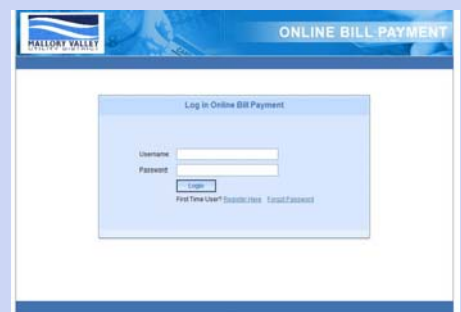
465 Duke Drive Franklin, TN 37067

615-628-0237

Mallory Valley has made changes to its water utility billing software that bring greater advantages and functionality to both the District and its customers!

ONLINE CUSTOMER ACCOUNT ACCESS AND BILL PAY

You can now create an account through our website which will allow you to access your water bill account information from home! You must create a unique user name and password to access your account information. Once your account is established, you will be able to immediately use this new service! You can view the current amount due on your account, make a payment, view your billing and payment history, view your water usage history, view your monthly meter readings, and update your contact information. (As an added measure of security, please do not share your password with anyone.) You can visit our website at www.MVUD.org



Please visit our website to find a link on our home page which gives you step-by-step directions to set up your account access.

Please note: a convenience fee is added to all debit and credit card transactions.

AUTOMATED DEBIT AND CREDIT CARD PAYMENTS BY PHONE

When you call into our office to make a payment on your water bill by debit or credit card, you will be transferred to a 1-800 number that will easily walk you through making your payment by debit or credit card. The main advantage to this new system is that your water bill payment will be applied to your account within 30 minutes. And, this system has added security features so that you can make your payment by phone with less worry. Your payments will be processed safely and quickly!

Please note: a convenience fee is added to all debit and credit card transactions.

CUSTOMER NOTIFICATIONS BY PHONE

The District has implemented a new automatic outbound customer notification system by phone.

Water service outages: In an emergency, we will be able to quickly notify you through a recorded message of a potential water service outage in your area. These phone calls are made on a street-by-street basis.

Past Due Balances: We will use this system to notify you of a delinquent balance on your account that could be subject to disconnection. We will continue to mail separate delinquent notices as well. As with the delinquent notices by mail, this system will notify you of ANY amount that is past due on your account. This phone call is a courtesy and will be an additional way to notify our customers before a potential disconnection occurs.

High Water Usage: We will use this system to notify our customers of your potential excessive water usage. While customer water usage can vary greatly, we do our best to notify you in the event your water consumption for the current billing period is considerably higher than normal. Your account will be flagged for a phone call if your current water usage is at least three times higher than your previous 13-month average water usage. This is a courtesy call and the system will notify all customers that are flagged during the current billing cycle.

We now have the capability of reprinting your billing statement! Call our office and we will be happy to fax or email a copy of your billing statement.

What do the service codes mean on my billing statement?

- WD = domestic water meter
- WI = irrigation water meter
- WF = fire protection water meter
- FL = fire sprinkler system inside building

Cross Connection Hazards in the Summer

Over the next few months, the warm weather will bring people outdoors to work in their yards and gardens. And, many will begin getting their swimming pools ready. Mallory Valley Utility District would like to ensure that our customers are aware of the potential dangers associated with cross contamination when engaged in these activities. A garden hose submerged in any liquid or attached to certain devices used to spray pesticides or herbicides will form 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 garden hose is connected to a chemical container, swimming pool or other contaminant during a water main break or fire, the substance can be siphoned back into the water system. This condition, known as cross connection, could cause a public health hazard. Devices are available to prevent this problem. And, the best solution is to always be careful when using your garden hose.

Please help us provide a safe supply of drinking water to all of our customers. For more information on cross connections and how to protect against them, please call our office at 615-628-0237.

Please read below for details regarding the changes to your account that were implemented as of March 2010.

Your account number:

We have implemented a new billing software system that uses a different account number structure. In March 2010, your account number changed. Please make a note of your new account number. If you are enrolled in any form of automatic bill pay through your bank, please be sure to notify them of your new account number. NOTE: If you are enrolled in Mallory Valley's bank draft program, this does not apply to you as we already have record of your new account number in our system. However, if you are enrolled in any type of automatic bill pay or paperless check program through your bank, you will need to notify them of your new Mallory Valley account number. This will ensure your payments are applied correctly and in a timely manner.

Do you have more than one account at a single service address?

If you currently have more than one meter at a single service address (for example: a domestic meter and an irrigation meter at the same service address), you have always had multiple account numbers and multiple billing statements. With our new software, your accounts have been combined. As of March 2010, you have one account number and one billing statement. The meters will be listed separately on your billing statement, with separate meter readings and water consumption.

Accounts with compound meters:

Typically, this will apply only to COMMERCIAL accounts. However, there are a few residential meters that are large enough to have a compound meter. *A compound meter is used where high water flow rates are necessary, but at times there are smaller rates of flow that still need to be accurately measured. Compound meters have two measuring elements (register heads) and a check valve to regulate flow between them. Therefore, a compound meter will have two meter readings and two water consumption values.* In our former billing software, the water usage was listed separately on your billing statement and the District's billing rate was applied separately. In the new software, the water usage is combined on a compound meter and the billing rate will be applied to the total water usage for the month. Accounts with compound meters may also notice a change in the minimum bill calculation. The minimum bill is based upon the size of your water meter. In the former billing system, the minimum bill was based upon the LOW FLOW side of your water meter. In the new billing system, it is based on the high flow side of your meter. The high flow side of the meter is the actual size of your water meter. Therefore, this is a more accurate measure for applying the minimum bill calculation. Again, as you were previously notified, these changes were effective in March 2010.

When is my bill due?

Your bills are always due on the 1st of the month. If you do not receive your billing statement, it is your responsibility to contact our office to make payment by the 1st of the month. As stated in your water supply contract, failure to receive your bill does not release you from payment

A new feature to be available in the next few months... Automatic bill pay through your debit or credit card! This service will be made available in addition to the District's current bank draft program which automatically debits your checking account. *We will notify you when this feature is made available. Thank you!*

Notice Regarding Water Pressure Regulators:

Mallory Valley must maintain higher levels of pressure in the public water mains in order to deliver water to all parts of the District. In addition, the District's water distribution system is gravity fed. Therefore, pressure can vary greatly from one area of the District to another. The District cannot regulate or guarantee water pressure on the customer's side of the meter. And, Pressure Reducing Valves (PRVs) are required by City Plumbing Codes. The PRV is usually installed at the water service entry point to the home or building after the first shutoff valve and before the meter yoke assembly. Most homes and businesses are equipped with a PRV. However, if you do not have a PRV, any licensed plumber should be able to install a PRV for you. *Please visit our website for more info!*

Our office is located at
465 Duke Drive
Franklin TN 37067
(615) 628-0237

Visit our website at:

www.MVUD.org