

March 2010



# Mallory Valley Utility District

465 Duke Drive Franklin, TN 37067

615-628-0237

## IMPORTANT INFORMATION ABOUT YOUR NEW WATER BILL

Mallory Valley is making changes to its water utility billing software that will bring greater advantages and functionality to both the District and its customers. This change has also brought a new billing statement. Please read below for details on how these changes will apply to your water account.

### **Your billing statement:**

Your billing statement has changed this month. As with the former billing statement, you will still find your current and previous month's meter readings and total water consumption. One of the main advantages to this statement is that it also lists (in graph format) your water usage history over the last 12 months. You will also find a table that lists your water usage this month as compared to last month.

### **Your account number:**

We have implemented a new billing software system that uses a different account number structure. Consequently, your account number has changed. You will find your new account number printed on the enclosed billing statement. 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. 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. You will now 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 will be 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.

**Your payment due date will remain the same!** Bills are mailed to you on approximately the 10th day of the month and are due by the 1st of the following month. Remember: 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 obligation and late fees will apply.

# OTHER CHANGES THAT WE ARE MAKING TO HELP YOU!

The features listed below will be available in the next few months. We will notify you as these features

## ONLINE CUSTOMER ACCOUNT ACCESS AND BILL PAY

You will find new features to our website. You will be able to create an account to view your current bill and also your billing, water consumption and payment history. You will create a unique user name and password to access your account information. (As an added measure of security, please do not share your password with anyone.) Once your account is established, you will be able to view billing and history. You will also be able to pay your bills by debit or credit card through your account access. *We will notify you when this feature becomes available.*

## 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! *We will notify you when this feature becomes available.*

## CUSTOMER NOTIFICATIONS BY PHONE

We are implementing a new automatic outbound customer notification system by phone. In an emergency, we need to notify you as quickly as possible in the event we must shut off the water system for repairs. This automated system will have the capability of notifying you quickly. We will also use this system to notify you if your water bill has not been paid and may be subject to disconnection. We will continue to mail separate delinquent notices as well. However, this will be an additional way to notify you before your service is disconnected. In addition, we will use this system to notify you of high water usage on your current billing statement. While customer water usage can vary greatly, we do our best to notify you in the event your water consumption is considerably higher than normal. With this new notification system, we will be able to notify you quickly. *We will notify you when this feature becomes available.*

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

Visit our website at:

**[www.MVUD.org](http://www.MVUD.org)**