



# Mallory Valley Utility District

465 Duke Drive Franklin, TN 37067

615-628-0237

## Please read the District's billing adjustment policy for leaks related to your irrigation system...

*The District does allow an adjustment to your water bill for leaks related to your irrigation system within one year from the date of the initial installation. However, any leaks that occur after the first year, do not qualify for a reduction in water charges. In addition, you may only receive one adjustment per year. Questions? Call our office and we will be glad to assist you.*

### With the spring season, it's time to start testing backflow prevention devices on all irrigation systems!

Whether you own a residential home or commercial business, all irrigation systems must include a backflow prevention device. And, we are required by the State of Tennessee to test each device on a yearly basis. Once your device is tested, you will receive an invoice from our office. The fee is \$30.00 per device tested. Backflow prevention is an important part of maintaining a healthy, clean water system.

\* Please note that all commercial businesses are also required to have the backflow device tested yearly on all domestic meters and fire sprinkler systems. The \$30.00 fee also applies.

### What is BACKFLOW ?

Backflow is the undesirable reversal of the flow of water from its intended direction in any pipeline or plumbing system.

Backflow is dangerous because it can allow drinking water in plumbing systems to become contaminated and unusable, possibly even deadly.

### To help prevent leaks within your irrigation system, perform a pre-season observation of the system:

- Turn on each valve separately and inspect for malfunction
- Repair and replace any faulty or mismatched sprinkler heads
- Check controller/timer for proper operation
- Clean and/or replace damaged/plugged drip emitters
- Check your water meter when irrigation system is turned off to confirm that the shut off valve is operating correctly
- Read your meter just before and after irrigation/sprinkler cycle and calculate usage
- Install an irrigation controller/timer at the system origination point
- Hire bonded and licensed landscapers/irrigation system installers only
- Consider hand watering your garden

## **Bills are due the 1st of the month**

Failure to receive a billing statement does not release you from payment obligation, and late fees will apply if payment is not received by the due date.

If you do not receive your bill by the 15th of the month, please call our office and we will provide you with all of the information you need to pay your bill.

### **REMINDER ...**

When mailing in your monthly payment, please remember to include your payment stub or write your account number on your check. If you are making payments to multiple accounts from a single check, please include all of the payment stubs with the dollar amount you wish to apply to each account.

*These steps will ensure your payments are applied correctly. Thank you!*

### **Do you pay your bill through your bank's website?**

If you pay your bill through your bank's automatic bill-pay website, please understand that it can take up to 10 days before we receive the bank's payment for your account.

#### **PAYMENTS**

**PO BOX 306056  
NASHVILLE, TN 37230**

#### **ALL OTHER CORRESPONDENCE**

**PO BOX 936  
FRANKLIN, TN 37065**

### **Can the summer months increase your water use?**

Yes. Water use increases with the use of summertime pools, irrigation of lawns and gardens, and visits from out of town family and friends.

According to the American Water Works Association, water use can increase by as much as 50% in the summer months when customers are watering their lawns and gardens. Inside of the home, toilets use the most water, with an average of 27 gallons used per person per day.

### **Directions to our new office location**

