



Mallory Valley Utility District

465 Duke Drive Franklin, TN 37067

615-628-0237

According to the EPA, the average leak can account for 10,000 gallons of wasted water in your home each year. And, approximately 10% of our homes have leaks that waste 90 gallons or more per day.

Mallory Valley would like to remind everyone of the importance of finding and fixing those leaks!

Leak Detection

Use your water bill to track your monthly water usage. Spikes in your water usage can be an indication of a water leak. For most homeowners, summer water usage is higher than winter usage. So, you will need to take that into consideration as well when tracking your water usage.

Use your water meter to check for leaks. Your meter dial should not move if you are not using any water. There is also a leak indicator triangle on the meter which can detect even very small amounts of water as they pass through your meter. For more information on how to use your water meter to check for potential leaks—visit our website! www.MVUD.org and click on the **Instructional Videos** tab.

Be a detective! Inspect your home — inside and out — to look for places where water may be leaking. Toilets, faucets, shower heads, garden hoses and irrigation systems are all common areas where leaks can occur. A running toilet can waste 200 gallons or more each day! Irrigation systems can leak thousands of gallons per month! Fixing leaks not only conserves water but also keeps money in your pocket!



Fix the small leaks yourself!

A leaky faucet can often be an easy fix by replacing worn washers and gaskets. These items are inexpensive and your local hardware store can show you how to replace them.

Often times, you can hear your toilet running and you know that you need to make a repair. But sometimes, your toilet can run and you won't hear a thing! Food coloring is an easy, inexpensive way to check your toilet for those leaks. Drop 2-3 drops of food coloring in the toilet tank. Wait 15 minutes. If the color shows up in the toilet bowl (without flushing) then you have a small leak. Once your test is complete, you should go ahead and flush your toilet to prevent any color staining. Many times, the simple replacement of the flapper valve will correct the problem. If you need to replace the entire toilet, consider purchasing a low-flow WaterSense labeled model... An extra water saving bonus!

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

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.



Outdoors and Your Irrigation System

Irrigation systems help keep our yards beautiful, but they must be monitored closely for leaks. Sprinkler heads and small water lines can be easy targets for your lawn mower or weed-eater! You should also have your system checked each spring to be sure there was no damage from freezing temperatures over the winter season. Walk your yard often to look for soggy areas where water is pooling. This could mean a broken head or line. And, when you have your system checked, be sure to use certified irrigation specialist.

Other ways to keep your water usage under control when using an irrigation system...

1. Water in the early morning or late evening to reduce evaporation.
2. Adjust your lawn mower to a higher setting. A taller lawn shades the roots and holds moisture better.
3. Aerate your lawn so that water can reach roots easily, rather than run off the surface.
4. Consider watering your lawn two days a week instead of four or more.
5. Install a weather-based smart controller or a rain sensor so that your irrigation system won't turn on when it is raining.
6. Make sure sprinkler heads are pointed in the right direction, away from driveways and sidewalks.
7. Check the flow rate of your system.

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 obligation and late fees will apply.

CUSTOMER NOTIFICATIONS BY PHONE

We will use our 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.



New Instructional Videos! Mallory Valley is taking your most frequently asked questions and turning them into instructional videos! Learn about....

- * Pressure Reducer Valves
- * Backflow Prevention
- * How a Water Distribution System Works
- * Using your Water Meter to Check for Leaks

Visit the [Instructional Videos](#) tab on our website at www.MVUD.org
COMING SOON ~ Learn about Water Conservation in your home!

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.

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

Visit our website at:

www.MVUD.org