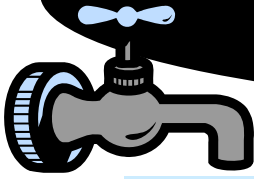


Mallory Valley Utility District



7117 Crossroads Boulevard, Brentwood, Tennessee 37027

January 2007

Our year in review...What's new in our District this year?

Policy Changes in Backflow Device Testing

The State of Tennessee requires all water utility Districts to govern and enforce a cross connection plan, which includes yearly testing of all backflow prevention devices. The cross connection plan protects the District's water lines and your water from contamination.

Up until last year, the District provided backflow device testing for you. However, because the District has rapidly expanded, it has become time consuming and costly for our staff to maintain the testing of all backflow systems. In addition, the State of Tennessee has adopted additional requirements, which mandate new certifications for any person testing a fire protection backflow device.

Our Board of Commissioners approved the new Cross Connection program, which included the outsourcing of all backflow testing. The decision was made to outsource this service to only one company, rather than to many companies. This option is in the best interest of our customers and the District's staff, both in cost and in administration. After a review of many companies in the area, Fire Sprinkler, LLC was selected to perform the testing. From our research, Fire sprinkler, LLC provides the highest level of testing while maintaining service fees at a lower than average cost to our customers. While you do receive the actual bill from Mallory Valley Utility District and pay the charges directly to us, we do not profit from this service. We merely transfer these payments to Fire Sprinkler, LLC through the monthly bill they send to us.

Our goal is to meet all of the District's needs and requirements, while keeping the cost of water service at a reasonable rate. These new policies were far less expensive than any other alternatives available to us.

Email US !

We would love to hear from you!

MalloryValley@MVUD.org

Overall, this transition has been smooth and has produced effective results. Because of your cooperation, this has been a successful transition. Having said that we would like to thank you all and look forward to continuing with this program in 2007!

Remember! Backflow testing is required for all commercial buildings and those residential customers with an irrigation system.

Policy Changes for Owners of Rental Property

We had many customers this year who purchased homes as rental property. Many customers voiced their concerns to us regarding the Water Supply Contract and Application that must be submitted to us each time the property is transferred into the owner's name. We hear you! In an effort to make the transaction easier, we have adopted a new policy. We will now keep these contracts on file for you and will not require a new signature each time the property is put back in the owner's name. We can simply verify all of the billing and customer information for you over the phone and place the account back in your name. We hope this policy change will make it easier for you, our customer. Please Note - A \$25.00 fee remains in place for those that wish to receive a separate bill.

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 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.





Are you sure your irrigation system is winterized?

Our staff has received many calls from customers who have found a leak outside of their home, which resulted from frozen water in an outside water line. We have found that many of these leaks were caused by water left in the irrigation backflow device AFTER the homeowner had their irrigation system winterized.

Here's the problem:

There is a service line running to your irrigation system, and it has two shut-off valves. The first valve is before the irrigation backflow device and the second valve is after the device. The FIRST valve, which comes directly off of your main service line, is the valve that MUST be shut off. We have found several instances where the first valve was left on and the second valve was shut off. This can cause a leak. Without shutting off the first valve, water is left in the backflow device. The backflow is usually above ground and not insulated. Therefore, any water left here can freeze and cause a pipe to split and leak.

Here's the solution:

Make sure your first valve is shut off and all water is drained from the backflow device to the sprinkler heads. If there is no water, then you will not have a leak.

Here's another tip!

You can purchase a "hot box" from many local hardware stores. This box fits over your backflow device and will insulate it from the winter temperatures. This is an extra bit of protection. You can even find these boxes in the form of fake rocks to blend into your landscaping!

Our new building...We will be moving!

The District purchased 15.74 acres of property on Mallory Station Road for development of our new office building and maintenance facilities. Along with this project, Mallory Valley will connect Duke Drive to Mallory Station Road.

Civil Constructors began grading the site in October 2006 and The Hannah Company will start construction of the buildings in January 2007. Our move-in date is scheduled for November 2007. These facilities will have state-of-the-art telecommunications, data and security in order to provide the best customer service possible.



Community Corner ...

Dolly Parton's Imagination Library

You can receive a brand new, age appropriate book for your child each and every month until your child reaches the age of FIVE!

And, best of all, it is free!

Visit www.ImaginationLibrary.com to register your child for this free service... all thanks to your local community and The Dolly Parton Foundation.

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.