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| Rawls Springs Utility District  October 1, 2010  Volume 1, Issue 1 | | | C:\Documents and Settings\Myrtle\My Documents\My Pictures\Microsoft Clip Organizer\MC900297983[1].wmf | |
| ***Office Number: 601-268-2248***  ***Board of Directors***  *Diane Zachary – President*  *Allen Haralson*  *David Bowles*  *Jimmie Kirkham*  *Robbie Parish*  ***Office Manager***  *Linda Bray*  ***Maintenance***  *Luke Ellis*  *Carlos Moody*  ***Operator***  *David Draughn*  ***Consultant***  *Carl Swann*  ◊◊◊◊◊◊  ***Rawls Springs Utility***  ***District is a member***  ***of the Mississippi Rural Water Association***  ◊◊◊◊◊◊  *Rawls Springs Utility District is dedicated to providing safe drinking water that meets or exceeds all of the State and Federal Government Standards. In addition, the system maintains a sewage system that disposes of wastes in an effective and efficient manner.* | Why a Newsletter? | | | |
| The purpose of the Rawls Springs Utility District newsletter is to provide information and answer questions you may have regarding Rawls Springs Utility. We will be providing  a monthly newsletter and | will attempt to answer as many questions you may have as possible. If you have a specific question or comment, please contact our office at 601-268-2248. In each newsletter we will answer at least one | | question posed by a member of Rawls Springs Utility District. Also, we will be introducing you to Board Members or the Rawls Springs Utility District Staff members. |
| Meet Linda Bray, Office Manager | | | |
| The Rawls Springs Utility District’s Office Manager is Linda Bray. Linda and her husband, Norton, moved to Mississippi from Little Rock, Arkansas. She brings twenty-five plus years of office experience to this position, most recently as a paralegal for law firms in Oklahoma, Arkansas and Mississippi. Linda loves living in the Pine Belt of Mississippi and is proud to call this area home. She is the mother of two grown | children, Amanda and Luke and the very proud grandmother of Madison.  Linda and her husband enjoy spending time in their motor home on the coast fishing and crabbing as well as the other opportunities for outdoor adventures. They are also involved in church activities at Heritage United Methodist Church in Hattiesburg. Linda’s hobbies include sewing, | | needlework, custom picture framing and gardening.  As the Office Manager, she is responsible for customer related activities including billing and new accounts. Linda wants to remind customers that she is here to serve them and wants to make Rawls Springs Utility District as efficient and responsive to customer’s needs as possible. |
| Water Breaks | | | |
| Some of our customers have experienced unusually high water bills as a result of broken water lines. There are some things you can do to protect yourself against this problem. First, walk your water system periodically to look for wet | spots where there should be none. If you notice wetness or water standing during a dry period, you may have a leak. Second, check your water meter once in a while. Shut off everything inside and outside the house and then look at your water meter. If | | there is any movement, you probably have a water leak somewhere. Catching a small leak early can save you from paying for a large leak later. If you are not sure where your meter is or how to read it, please call the office for assistance. |
| Customer Question Corner | | | |
| **Q.** *What do I do if I think my meter reading is wrong or my bill is too high?*  **A.** If you feel like your meter reading is wrong or that your bill is higher than it should be, call the office and request that your meter be re-read. While we strive to be accurate in both our meter readings and input into the billing system, we do sometimes make a mistake. We will gladly re- read your meter | and if the reading is incorrect or if there is an error entering the reading into the billing system, we will make the corrections and a revised bill will be sent. If we find that the reading was correct, you may have a leak. However, you must contact the office immediately as if too much time passes, we will not be able to tell if the reading was in error as there will have been too much water through the meter.  \*\*\*\*\*\*\*\*\* | | Occasionally, the meter will need to be replaced. This will be done at no charge to the customer. In addition, sometimes the customer is unaware that there is a beginning balance that can affect billing. This is usually due to a late charge that was not included with payment or payment was not for the full amount. Again, the office will be glad to review your bill. |
| **Q.**  *How often do you send bills and when is my payment due?*  **A.** Bills are sent out by the 5th of each month. On rare | occasions, they are sent a day later. Payment of the current billing is due by the 20th of each month. If you have a past due amount, it will be noted on your bill | | and must be paid by the 15th to prevent disruption of service. In addition, “red” cards are sent out on the 25th to notify you if you are past due. |
| *If you have a specific question you would like answered in upcoming newsletters, either send your question in or call the office. We will try to answer as many questions as we can. As always, if you have a question or comment that needs an immediate response, please call the office.* | | | | |
|  | Visit our Website | | | |
|  | Our new website is:  rawlsspringsutility.com  This is a new service for our customers. There you will find additional information and important notices. Recently, we had a busted water line that resulted in a loss of water service for a | portion of the Rawls Springs area. An immediate notice regarding this problem was posted along with needed information on the Boil Water Notice that was issued. Additionally, we were able to let our customers know | | when they could expect resumption of water service.  We encourage all of our customers to visit this website and let us know how you like it or what we can do to improve the site. |
|  | A Tip of the Hat | | | |
|  | Rawls Springs Utility District is very fortunate to have a dedicated maintenance crew. They are on call twenty-four hours a day, seven days a week. As many of you can testify, if a problem arises after hours | or on weekends or holidays, Carlos and Luke are always willing to come out and make the necessary repairs. Recently, they started at 6:00 a.m. due to the heat, and did not leave work until 8:30 p.m. due to a busted | | water line. Their jobs frequently entail wading in nasty, muddy holes to make repairs, dodging snakes and unfriendly dogs to read meters. Next time you see them remember, they work hard for you. |