



Broad River

WATER AUTHORITY

Hours of Operation: Monday through Friday
8:00 a.m. to 5:00 p.m.

Phone: (828) 286-0640 (Business Hours)
(828) 287-7776 (After Hours)

Fax: (828) 286-3977

Payment Options: Cash, Personal Checks, Money Order,
Bank Draft, MasterCard, VISA or Debit
Card. Online bill pay @ www.ncbrwa.com.

Payment Locations: (Business Hours): BRWA Office in Spindale,
Spindale Town Hall, and ACE Hardware in
Rutherfordton.

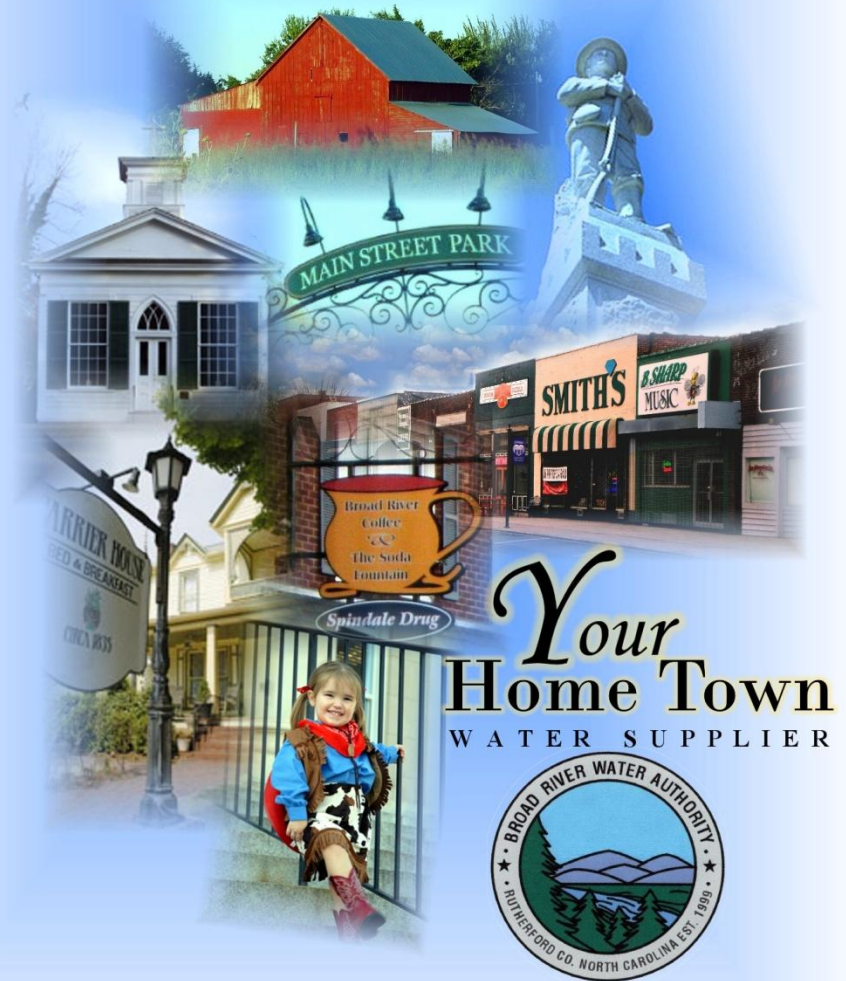
(After Hours Nightdrop): BRWA Office in
Spindale and Spindale Town Hall.



106 duke street • p.o. box 37 • spindale, nc 28160
(828) 286-0640 • www.ncbrwa.com

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Welcome to the Broad River Water Authority (BRWA), your "Home Town" water supplier. A non-profit organization founded in 1999 by local officials with a vision for local control of their own water resources, the young company issued bonds and purchased the Duke Power Company's Rutherford Water System in December of 2000. The water system includes a modern water plant located on the Broad River, one of

the cleanest and most dependable rivers in North Carolina. The distribution system serves the Towns of Ruth, Rutherfordton, and

Spindale; as well as many areas of the county such as the Cliffside and Harris communities and areas in between. Even though BRWA presently has over 6,400 accounts servicing over 16,000 people, we value you as a customer and want to provide you with outstanding service. Please feel free to contact BRWA if you are

unhappy with any aspect of your service. Also, we welcome any comments or suggestions that you believe would enhance your experience as a BRWA customer. As a token of our appreciation, we are providing you with this New Account Package and hope you find it informative and useful.

- *Your water bill is due on the 25th of the month or on the date indicated when the 25th falls on a weekend.*
- *If payment has not been received by the due date, you will be charged a late fee of 9% or \$6 minimum.*
- *Past Due Balances over 30 days will be indicated on the monthly bill with a date due. No Second Notice will be sent.*
- *If Past Due Balances are not paid by 5:00 on the date indicated, water service is subject to disconnection and a \$25 reconnection fee will be charged.*

- *You will be billed for your water usage on a monthly basis. If you have not received your bill by the 5th of the month, please contact our Business Office at (828) 286-0640.*

- *Your BRWA Account Number is: _____*

BRWA understands that a home or business may at times experience problems with leaks of various types. It is not the intent of BRWA to profit from the misfortune of its customers, therefore it has adopted a policy for leak adjustments. Water bills may be reduced providing the leak adjustment requirements are met. It is important that leaks be repaired promptly. Customers failing to take measures to eliminate water waste due to leaking installations may be required to pay the entire bill. Please read this pamphlet thoroughly for leak detection advice.

If you have questions regarding your bill or you would like more information concerning services we can offer to make bill payment easier, please feel free to contact our Business Office or visit our website at www.ncbrwa.com.

On behalf of our Board of Directors, myself and the entire staff, it is our privilege to serve all our customers. We have an open-door, return-all-telephone-calls policy, and I encourage anyone with questions or inquiries to contact us at 828-286-0640.

Thank you for the opportunity to provide service to you.

Maria Hunnicutt
Maria Hunnicutt
General Manager



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Save water... save money.

Why water conservation is so important.



The average faucet flow is 1.3 gallons per minute. If your faucet is dripping, you could be wasting 20 gallons or more per day!

An average of 20% of toilets leak. If your toilet is leaking, you could be wasting from 30 to 500 gallons of water per day. See back page for more details.



A bathtub filled 1/2 full takes about 50 gallons of water. A 10-minute shower uses about 22 gallons of water. Install low-flow showerheads to conserve more water.

You use as much as 30-35 gallons of water when you wash a load of clothes. Run your washer only when you have a full load.



You use as much as 25 gallons of water every time you run the dishwasher. As with your washing machine, only run with a full load.

The greatest waste of water is outdoor watering too much and too often. Your garden hose can use more than 10 gallons of water per minute. Watering by hand gives you more control.

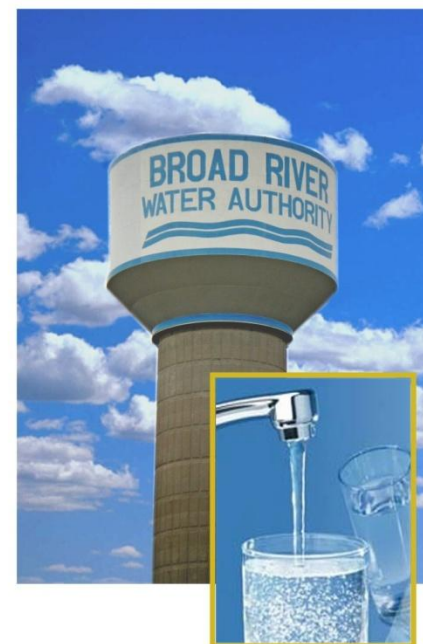


Like many things around us, we seldom appreciate what is plentiful and easy to obtain. What could be more plentiful than water? To get water all we do is just turn on the faucet 24 hours a day and it's there, ready to use. But think again...the water we use doesn't just magically appear.

Treated water is a carefully manufactured product that appears in your home only after being withdrawn from the Broad River, undergoing a lengthy treatment process at the BRWA Water Treatment Plant, and traveling through many miles of pipeline. It's a valuable resource that shouldn't be wasted.

In recent years, environmental concerns have increased. The Environmental Protection Agency (EPA) dictates national guidelines by which all water district facilities must comply. BRWA customers can be assured they are being provided with safe, clean water.

Conservation can be a way for citizens to do themselves a favor, both to the environment and to their wallets at the same time. Plan now for your future water needs and practice water conservation measures around your home.



Water Safety



How you can help.

Water security is a shared responsibility involving water suppliers, government, law enforcement and citizens. We play an important role in protecting our water resources.

It is extremely important for all of us to maintain a heightened sense of awareness, particularly as it affects our safety. Involved citizens increase the eyes and ears for the BRWA. We are asking you to help us in assuring this security by reporting any unusual activity.

Please notify the BRWA or the local law enforcement if you see:

- *Any unusual activity around the BRWA facilities;*
- *Any individuals that are not identified as BRWA personnel opening or tampering with fire hydrants or meter boxes.*

While there have been no incidents or any reports of suspicious activity, security remains a priority for the Broad River Water Authority, as well as all water systems, in the interest of homeland security. We appreciate your willingness to help us in this effort.

What is a silent leak?

There are a number of signs that a toilet needs some repairs, but many toilets leak without conspicuous indications of trouble. Here are some of the obvious signs of a leaking toilet:

- *If you have to jiggle the handle to make a toilet stop running.*
- *Any sounds coming from a toilet not in use.*
- *If you have to hold the handle down to allow the tank to empty.*
- *If you can see water trickling down the sides of the toilet bowl long after it's been flushed.*

If your toilet doesn't have any of these symptoms, it's still possible it is leaking. These leaks are known as silent leaks. There is an easy test you can do that will positively tell you whether or not your toilet is leaking. BRWA has provided you with a package of toilet dye to help assist you in determining if your toilet has a leak. Simply follow the instructions on the package or if you need further assistance, please contact our Business Office at (828) 286-0640 or visit our website at www.ncbrwa.com.

(Attach Toilet Dye Test Here)

Report Any Suspicious Activity To:

Broad River Water Authority: (828) 286-0640 (Business Hours) • (828) 287-7776 (After Hours)

Rutherfordton Police Department: (828) 287-5062 • Sheriff's Department: (828) 287-6247

Spindale Police Department: (828) 286-3464