

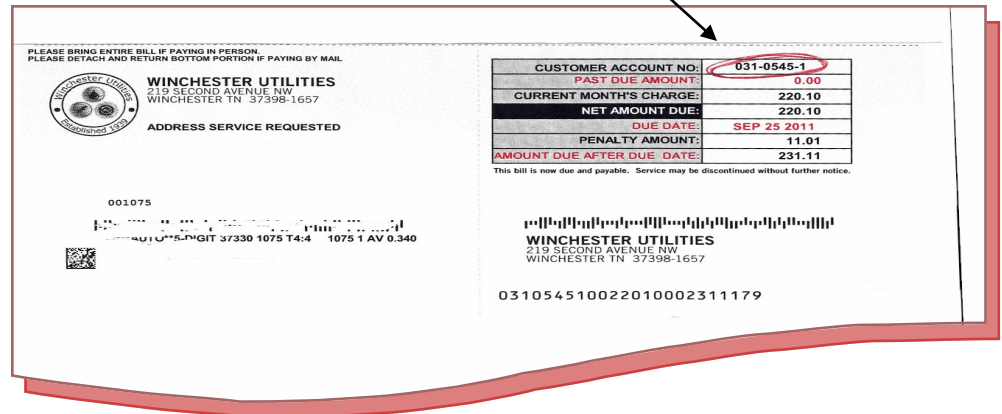


## Customer Account Number Changes

The system being used by Winchester Utilities for managing customer accounts, will be going through an upgrade in early November. As part of this upgrade, the **customer account numbers will be changing.**

The new account numbers should be reflected on utility bills generated around November 20th and going forward.

All online accounts with the current customer numbers will be deleted in early November. If you normally pay online, you will need to setup your online account again after receiving the bill with your new account number. We apologize for this inconvenience, but look forward to our new system improving your customer service.



### Project Help

Help others by giving to Winchester Utilities Project Help Program

Project Help is a program to help those in need, such as the elderly and disabled, with their utility bill. If you choose to participate, you determine how much you would like to contribute and this will be added to your monthly utility bill. The contribution is tax deductible.

If you are interested in giving, please go online to our website, fill out the form, and mail to Winchester Utilities.

100% of all donations collected will go into the Project Help program.

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See back page for Winchester Utilities address, phone, fax, email, and website information

# Identifying Water Leaks

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Everyday Winchester Utilities works hard to provide you with drinking water that is of excellent quality. Water must be pumped from our lake, treated and disinfected for protection from bacteria, slowly filtered, then sent to your home or business for usage. A maze of 340 miles of underground pipes distributes the treated water for your use 24 hours a day, 7 days a week, and 365 days a year. With just a twist of your wrist you can take a shower or have a glass of ice cold water.

Winchester Utilities is always looking for ways to save money and to improve service. We keep track of how much water is treated every day and compare to what is used by our customers. Water loss is always a concern. When you take into account the age of the water system, miles of transmission and service lines, and the number of gate and curb valves that are used to provide water to our customers, the chances for leaks to occur are endless.

Our customers help us identify leaks but many leaks go unnoticed because customers are not trained to look for the leaks.

Here are some tips to help you identify possible water leaks around your home or neighborhood.

## Tips :

1. **Green spot in the lawn**—With recent dry weather, green spots in unusual areas may indicate a leak.
2. **Low water pressure**—As a small leak becomes bigger, you may lose pressure at your water tap. Does it take longer to fill the washing machine or the bathtub? Does water flow with good pressure at first and then drop off? Any of these can indicate a leak
3. **Pipe Noises**—Do the water pipes hum or sing when water is not being used? Do they make noises in the middle of the night when the house is quiet? Noises may indicate a leak.
4. **Sump Pumps**— With drier conditions, sump pumps (installed to stop ground water from getting into the basement) should not be running as often. If they are, it could indicate a leak.



If you notice something that might be a potential sign of a water leak, please call Winchester Utilities at 931-967-2238 and a service representative will be happy to check it out.

# Account Updates

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If you wish to make updates to your account, you can do so by filling out the following form and returning it to Winchester Utilities by mail, email, fax, or bring it by the office.

(See contact information on page 4)

|                                      |
|--------------------------------------|
| Name _____                           |
| 911 Street Address for Service _____ |
| City _____ State _____ ZipCode _____ |
| 911 Street Address for Mailing _____ |
| City _____ State _____ ZipCode _____ |
| Contact Phone Numbers:               |
| DayTime : (____) _____               |
| NightTime: (____) _____              |
| Cell : (____) _____                  |
| Other : (____) _____ Comment _____   |
| Email: _____                         |

# Pay Your Utility Bill Online

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Online bill paying is an option for those who wish to pay their accounts on or before the due date. Payments may take up to 3 business days to post to your account.

If you have received a door hanger or your service is in danger of being disconnected for non-payment, you MUST come into the Winchester Utility office to make the payment.

**\*Note:**  
Due to a system upgrade in early November, it will be best to wait until after November 20th to sign up for the online payment method.  
As a result of the upgrade, customer numbers will be changing and all existing online accounts will be removed in order to prevent inaccurate posting of online payments.



## CONTACT INFORMATION

219 2nd Avenue Northwest  
Winchester, Tn. 37398

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Fax : (931) 962-4214  
E-mail: [winmail@winchesterutilities.com](mailto:winmail@winchesterutilities.com)

Website: [www.winchesterutilities.com](http://www.winchesterutilities.com)

### *Winchester Utilities Mission Statement*

*Winchester Utility System is committed to being a respected supplier in the distribution of power, water and waste water services for our customers and community. Our promise is to provide the best value and excellence in service through the performance of our valued and accountable employees who utilize safe working practices and environmental awareness.*

