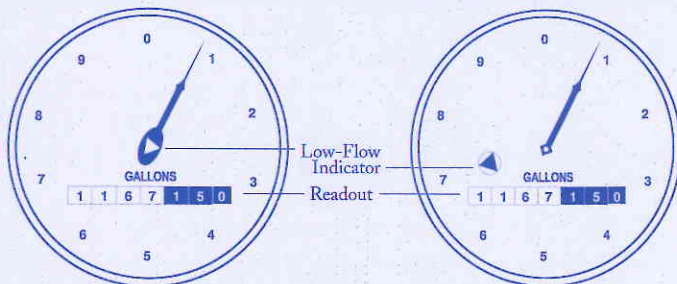


Frequently Asked Questions
FREQUENTLY ASKED QUESTIONS

How do I read my meter?

Your water meter measures the amount of water that you use, and it is read by a trained meter-reader at Hallsdale-Powell.

To measure your water use, record the seven-digit number on the meter's face (see illustration) at the start of the period you want to measure. Then, record the reading at the end. Subtract the first reading from the second, and the result equals the number of gallons you used. For example, if at the start of the period, the seven-digit number reads 1,167,150, and at the end it reads 1,168,180, the water you've used is 1,030 gallons.



For billing purposes, Hallsdale-Powell bills in hundreds of gallons. To attain this reading, the meter is read from left to right and the last two digits on the right are not recorded. In our previous example, the meter reader would record a current reading of 11,681 and the previous reading of 11,671 would be subtracted. The difference would be 10. Because Hallsdale-Powell bills in hundreds, the amount of water billed would be 1,000 gallons.

Reading your meter on a regular basis will allow you to monitor water use. If you keep a record of all readings, you will be able to detect trends that occur seasonally each year. If your water use is affected by a change in your household, you will be able to determine the effect of that change.

The meter has a low-flow indicator shaped like a small triangle or circle on the face of the meter. With all water turned off on the property, the low-flow indicator should stop moving. If it continues to move, there may be a leak.

How often does Hallsdale-Powell read the meters?

Because it is sometimes physically impossible to visit every customer every month, Hallsdale-Powell will infrequently estimate usage for a month based on your account's past usage. The next time Hallsdale-Powell visits your meter and obtains a reading, Hallsdale-Powell will adjust your account based on actual usage.

Who do I call with questions about my electric or gas service?

Hallsdale-Powell does not provide electric or gas service. Depending on your location, you will need to contact the Clinton Utilities Board at (865) 457-9232, the Knoxville Utilities Board at (865) 524-2911, or the Powell Valley Electric Cooperative at (423) 626-5204.

Other important numbers you might want to keep on hand:

Recycling Information in Knox County: (865) 215-2921

Solid Waste Management in Knox County: (865) 525-0529

Tennessee Department of Environment and Conservation: (888) 891-8332

Tennessee One Call: (800) 351-1111