

WATERWORKS

Hallsdale-Powell Utility District Customer Newsletter

Fall 2014



BE PREPARED FOR Cold Weather

With cooler weather right around the corner, now is the time to start winterizing your plumbing. Your pipes may be susceptible to the dropping temperature this winter. Here are a few ideas to help you avoid winter mishaps:

Before the cold arrives:

- Disconnect outside water hoses. This can prevent the water inside them from freezing and causing pipes in your home to burst.
- Turn off inside valves to each outdoor faucet. Once valves are shut off, go to the outdoor faucet and drain any remaining water.
- Insulate pipes in areas that may be exposed to the cold, such as crawl spaces, attics or garages.
- Seal leaks that allow cold air inside near where pipes are located.
- Heat tape can be used to wrap pipes. Follow all manufacturers' instructions.
- Detach and remove any backflow preventers. Cap the ends of the irrigation system pipes.
- Drain all the water out of the irrigation system, or contact a professional to have the water removed.

When it turns cold:

- A trickle of water might be all it takes to keep your pipes from freezing. Let water drip overnight.
- Open cabinet doors to allow heat to get to pipes under sinks.

Before you leave:

- Keep your thermostat no lower than 55 degrees (F).
- Ask a friend or neighbor to check your house daily to make sure it's warm enough to keep pipes from freezing.



If your pipes freeze:

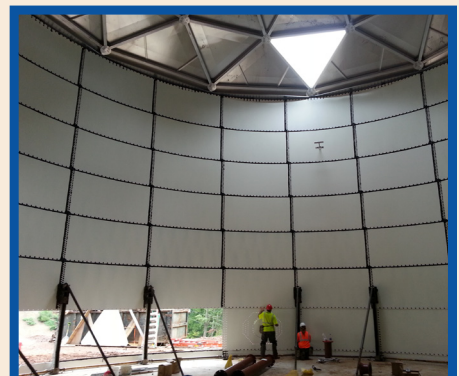
- If you turn on your faucets and nothing comes out, leave the faucets turned on and call a plumber.
- Never try to thaw a pipe with a torch or other open flame. Water damage is preferable to burning down your house.

IN THE WORKS

HPUD's PROJECT Pipeline



- **Heiskell/Wolf Valley/Chestnut Ridge Waterline Improvements** - Construction completed to replace old 2 and 4 inch lines to reduce water losses and service outages.
- **Cherokee Ridge/Clinton Hwy Waterline Improvements** - Construction completed to replace old 2, 4, and 6 inch lines to reduce leaks and provide better flow and water pressure.
- **Crippen Gap Water Tank** - Construction completed for a new 500,000 gallon water tank.
- **Elkins Road Water Tank** - Construction Completed for a new 500,000 gallon water tank.



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Great water for our growing communities.

NEW PAYMENT OPTIONS

HPUD is working to GIVE you MORE CONVENIENT WAYS to PAY your utility bill.



• Now available online at www.hpud.org, iDRAFT.

This payment method allows you to make a payment directly against your checking account (at your convenience without a processing fee).

• Our lobby and drive thru are open Monday-Friday 8am-4pm. Customers can come in and pay with cash, check, VISA or Mastercard.

• Customers can call (865) 922-7547 Monday-Friday 8am-4pm to pay with VISA or Mastercard.

• Automatic draft is available to HPUD customers. To sign up, drop by our office with a voided check and fill out the automatic draft form.

• Pay online with VISA or Mastercard. Customers will first need to register on our website at www.hpud.org. To register all you need is your customer number, last name and the last 4 digits of the phone number we have on file for you.

• The night drop at HPUD's drive thru is open 24 hours a day, 7 days a week, to include a kiosk that accepts cash and VISA or Mastercard payments.

Note: All VISA/Master Card Payments have a \$2.00 processing fee

INTRODUCING

Hallsdale-Powell Utility District's NEWEST TEAM MEMBER



Tappy will be assisting our Education Team in working with local schools to educate our youth about one of our most precious natural resources... WATER.

Tappy was funded solely through the generous donations of the following companies:

- Robert G. Campbell & Associates
- Littlejohn Engineering
- Compliance Envirosystems
- Utility Technologies
- CTR Coatings

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HELP US KEEP YOUR INFORMATION UP TO DATE!

If you need to make changes to your account such as address, phone number, etc., please call our office at 865-922-7547 and speak to any Customer Service Representative. If you are already registered online at www.hpud.org you can log into your account and make these changes. Also, we ask that you please share your email address with us as we are considering future options for e-billing notifications.

Please note: We prefer that you notify us directly to make changes to your account, as opposed to making a request by including a note with your bill payment, so we can make these changes promptly and accurately.