



Information for Customers Concerning COVID-19

At this time, Hallsdale-Powell Utility District has decided to suspend disconnection of service until further notice due to the changing environment as it relates to COVID-19. Hallsdale-Powell Utility District has several options to pay your bill. The following are payment options:

1. **Mail payments to P.O. Box 71449, Knoxville, TN 37938-1449**
2. **Use the Website www.hpud.org – Credit/Debit Card or I-draft**
3. **Use the Mobile App – Credit/Debit Card**
4. **Sign-up for Automatic Bank Draft**
5. **Call (865)922-7547 for IVR payment center option – Credit/Debit Card**
6. **Call (865)922-7547 for a Customer Service Representative to take Credit/Debit Card**
7. **Drop off Bill in the Night Drop or use Kiosk with Cash or Credit/Debit Card**

Starting March 23, 2020, late fees will be suspended for 30-days. Bills will continue to be rendered so if balances are not paid in full, there will be an accumulation on the balance.

If your ability to make payments has been affected by the COVID-19, please contact us for details on a payment arrangement. If you need assistance with making a payment or signing up for service, please contact us at (865)922-7547. We can sign you up for service by using Email.

Thank you for Your Patience.



At HPUD we are committed to keeping our customers and employees safe while continuing to provide reliable services to the community. As we face the uncertainty of the COVID-19, we will be taking extra precautions as we continue to do normal business daily. Some of the precautions we are taking are listed below:

- We will have personnel disinfecting our customer lobby and entrance after transactions throughout the day.
- Our customer service personnel will wear gloves while handling money and discard the gloves after handling customer's money.
- Understanding water is an essential service, we are putting measures in place to lower employee's opportunities to be exposed.
- We are continuously monitoring Environmental Protection Agency and World Health Organizations statements and recommendations for water and wastewater utilities.
- To help our customers navigate through the uncertainty, we will suspend shut-offs for nonpayment until further notice.
- We encourage customers to continuously make payments and, if possible, use other payment options such as by phone, website, mobile app or mail during these times. If your ability to make payments has been affected by the COVID-19, please contact us for details on a payment arrangement at (865)922-7547.
- Please follow us on Facebook or Twitter @hpudknox for continuing updates.