

WATERWORKS

What is a Water Meter

A water meter is a device that measures the volume of water delivered to a property. All HPUD water meters measure water use in hundreds of gallons, while some utilities measure in cubic feet. Typically, residential water meters are located near the curb or sidewalk, or near the front of the property in a concrete or plastic "box" or vault.

Typically, meter boxes will have a metal lid and may be marked, "Water Meter." To access your water meter, you can use a long screwdriver to remove the lid. However, be cautious as insects, reptiles or other small animals occasionally take residence inside the boxes. HPUD may need to access your water meter, so please avoid planting trees or shrubbery around it.

Most of our residential meters are now Automatic Meter Reading (AMR) devices using radiofrequency transmitters. Our service technicians drive by your house and the computer software obtains an accurate reading. These smart meters help ensure accurate data measurement and collection.



In case of an emergency such as a frozen pipe or water leak, you can turn off your water service at the meter by using a curb stop wrench. This tool can be purchased at your local hardware or home improvement stores.



Winterization Tips & Tricks

How to prevent frozen pipes & what to do when you have one



Service Tip

Before cold weather hits:



Know where main shut-off valve is located for quick access in emergencies.



Insulate pipes and faucets in unheated spaces, like garage, attic or crawl spaces.



Detach and drain outdoor hoses. Install insulators over hose bibs, found at any hardware store.



Turn off and drain irrigation system. Blow out any leftover water from lines to protect irrigation pipes.

During freezing weather:



Open cabinet doors to circulate warm air to pipes. Keep garage doors shut.



Keep heat set at 55 degrees, especially when leaving home for several days.



Crack a faucet during very cold weather. The trickle will keep pipes from freezing.

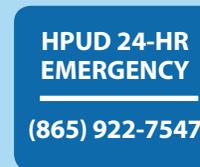


Going out of town? Call us to shut off water at meter to prevent freezing.

If your pipes freeze or break:



Turn off water at main shut-off valve to avoid gushing water if pipe is broken.



Keep a plumber's info handy. Call us 24 hrs a day if you need the water shut off at the meter.



To thaw pipe safely, apply rags soaked in hot water. Boil water from emergency supply or toilet tank.



NEVER use an open flame to thaw pipes! NEVER use electrical devices while standing in water.

In the Works:

HPUD Project Updates...

Robert G. Campbell & Associates are Project Engineers and the prime contractor is J. Cumby Construction, Inc.

For more information and additional photos, visit www.hpudactnow.org and click on the Projects Tab.

Dry Gap Sewer Overflow Tank

Construction of the five (5) million gallon Dry Gap Sewer Overflow Tank is 95% complete. This tank is designed to help alleviate sanitary sewer overflows (SSOs) during heavy rainfall events.



View of Tank from Dry Gap Pike

Beaver Creek Solids Handling Improvement

The State of Tennessee Clean Water State Revolving Fund (SRF) is being used to help pay for upgrades to improve the solids handling process at the Beaver Creek Wastewater Treatment Plant.



Construction of New Dewatering Building

Project Engineers are C.T.I. Engineering, Inc. and Smith Contractors, Inc. is the prime contractor.

Construction began on May 26, 2016 and the expected completion is scheduled for the end of May 2017.

Easy Payment Options for Your Convenience

In Person: You can visit our lobby or drive thru Monday-Friday 8am- 4pm. We accept cash, check, or credit/debit cards (VISA or MasterCard only). You can also visit the night deposit or payment kiosk at the drive thru window, 24 hours a day, 7 days a week. To speed up your stop, please bring the remittance portion of your bill when paying in person.

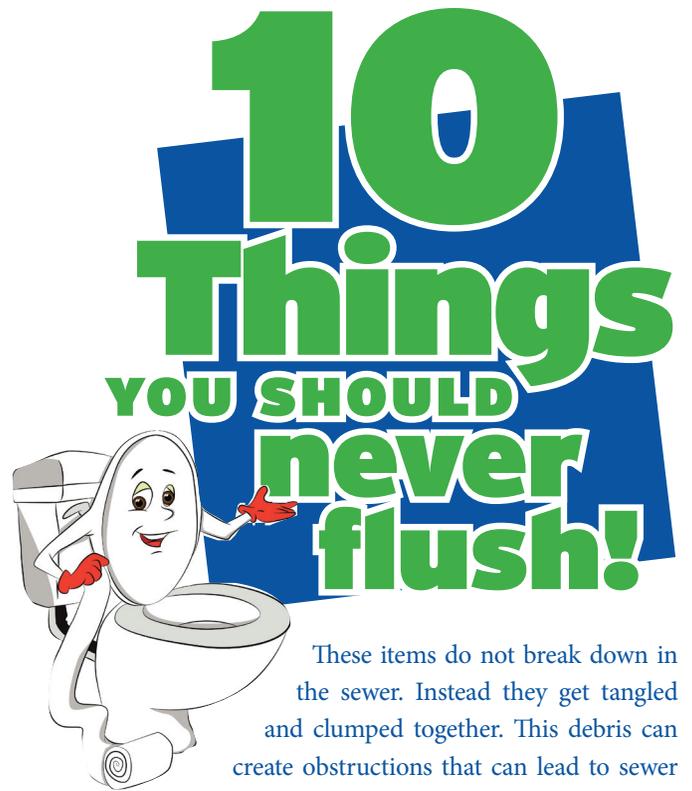
Phone: You can call Customer Service at (865) 922-7547, Monday-Friday 8am - 4pm to pay over the phone with a VISA or MasterCard.

Bank Draft: You can pay by automatic draft from your checking account. Just drop by our office with a voided check and fill out the automatic draft form. There is no fee for this service.

Online: You can visit our website, www.hpud.org and pay online with iDRAFT. This allows you to make a payment online, directly from your checking account, and there is no fee for this service.

You can also pay online with a Visa or MasterCard. You will need to register on our website at www.hpud.org. To set up an online account, you will need your customer number, last name and the last 4 digits of the phone number we have on file for you.

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



These items do not break down in the sewer. Instead they get tangled and clumped together. This debris can create obstructions that can lead to sewer overflows or sewer backups into your home.

To avoid blockages don't flush:

1. Personal or Baby Wipes
2. Sanitary Napkins, Tampons or Applicators
3. Disposable Diapers
4. Condoms
5. Paper towels or Rags
6. Hair
7. Dental Floss
8. Cigarette Butts
9. Kitty Litter or Doggy Waste Bags
10. Unwanted or Expired Medications



CAN WE REACH YOU IN AN EMERGENCY?

Please help us keep your contact information current! In the event of a water or sewer emergency situation, we may need to be able to reach you quickly. Your information goes directly to our customer service staff and will be used to contact you on official District business.

You can update your contact information on our website by logging in to your account at www.hpud.org. You can also use the "Contact Us" form under the "Our Customers" heading on our website or call Customer Service at 865-922-7547.