

WATERWORKS

Hallsdale-Powell Utility District Customer Newsletter

FALL 2018

Pick Up a Grease Can Lid Today!



Come by our main office at 3745 Cunningham Road and get your complimentary grease can lid. These lids are part of our "Can the Grease" Campaign and fit conveniently on vegetable, tuna and large soup cans that you may already have at home.



With the fall season in full swing and holiday cooking just around the corner, many people don't think twice about pouring grease or fatty liquids down the drain. It may seem like an easy solution for getting rid of fats, oils, and grease (FOG), however

when poured down your drain, it sticks to the inside of your sewer pipes. Over time, the build-up of fats, oils, and grease will create a blockage in the pipe. Grease blockages are a common cause of sewer back-ups and overflows in homes. Besides being an inconvenience, a sewer back up is unsanitary and costly to clean up and repair.



POUR GREASE IN A SOUP, VEGETABLE OR TUNA CAN.

YOU CAN HELP PREVENT CLOGS BY FOLLOWING THESE 4 SIMPLE STEPS:

1. POUR IT:

Pour all grease into an empty can.

2. CAP IT:

Cover the can with the free, reusable lid.

3. COOL IT:

Store the can in your refrigerator or freezer.

4. TRASH IT:

Remove the cap and throw away the can when it is full.

What is a Leak Adjustment?



A leak adjustment is a financial adjustment to water and/or wastewater (sewer) usage charges on a customer's bill caused by a leak on the customer's side of the meter.

If your current bill is at least 50% higher than your monthly average usage from the previous twelve (12) months, you may qualify for an adjustment.

If it is determined that you qualify for an adjustment you must provide proof that the leak has been repaired.

Example: If your 12 month average usage is 4,000 gallons, your current usage would have to be 6,000 gallons or greater to qualify. (4,000 x 1.5 = 6,000)

What is proof?

- receipts for the parts used to repair the leak and a written statement or completed affidavit form
- a plumber's receipt with plumber affidavit form completed

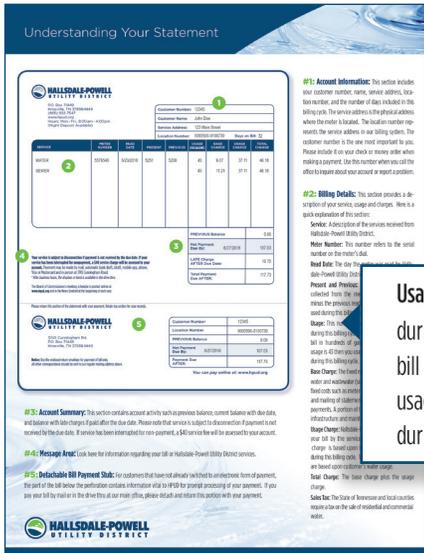
How much of an adjustment can you expect?

The amount of the bill will be determined based on an average usage for the last twelve (12) months billing plus 50% of the overage. Hallsdale-Powell may adjust off 50% of the overage for the leak.

Please note that you will receive only two (2) adjustments during a rolling twelve (12) month period.

HPUD Adopts Budget for Fiscal Year 2019

The Budget for Fiscal Year 2019 (April 1, 2018 - March 31, 2019) was presented for consideration at the February Board Meeting which was held on 2/12/18. The budget was approved unanimously at the March Board meeting held on March 22, 2018. The Budget was submitted to the Tennessee Comptroller of the Treasury for review and approval. Discussion at the March Board meeting was also held on the revised water and sewer rate schedule for FY 2019. These revisions are necessary to fulfill the District's debt service requirements and fund the 2014 Consent Order from the Tennessee Department of Environment and Conservation (TDEC). The Board of Commissioners approved the revised rates and adopted the revised rate schedule, which incorporates a three (3%) percent increase in water rates and a six percent (6%) increase in sewer rates. These rates were effective on September 1, 2018.



Understanding Your Statement

Hallsdale-Powell Utility District strives to provide our customers with an easy to read monthly statement. Recently, our customers should have received this “Understanding Your Statement” flyer enclosed in their monthly bill.

Usage: This number represents the gallons used during this billing cycle. Usage is recorded on your bill in hundreds of gallons. For example, if the usage is 43 then you used 4,300 gallons of water during this billing cycle.

This sheet serves as a handy guide to navigate the bill design and provide the customer with specific information pertaining to all the numbers shown for each cycle.

For a full-sized pdf download, please visit www.hpud.org

Cold Weather is on the Way

ARE YOUR PIPES PREPARED?



The leaves have turned lovely shades of red, orange, and yellow. There is an undeniable crisp scent of fall in the air. The shelves in many stores are already filled with goodies for the holidays. There is no denying it...cold weather is on the way. As you prepare the holidays ahead, don't forget to prepare your pipes, too.

A few simple steps can help you prevent frozen pipes and leaks. Hallsdale-Powell Utility District maintains the supply system from the source to the meter. You are responsible for protecting the water pipes to and throughout your home. Preparing pipes and paying for water that has leaked can be quite costly. An eight inch (3 millimeter) crack in a pipe can spew up to 250 gallons of water a day, destroying floors, furniture and personal property. Both plastic (PVS) and copper pipes can burst.

leave a faucet running in a vacant home. You can also open cabinet doors to allow heat to get to uninsulated pipes under sinks and appliances near exterior walls.

LOCATE YOUR MAIN WATER SHUT OFF VALVE

Don't wait for an emergency to locate your main water shut off.

PROTECT VACANT HOMES

If you leave a house for several days, take steps to protect pipes from freezing.

- Turn off main shut off valve.
- Turn off electricity or gas to the water heater.
- Open indoor and outdoor faucets to drain pipes.
- Flush your toilets once to drain the tank, but not the bowl.
- Leave your heat at a minimum temperature setting to help keep pipes from freezing in interior walls.

WHAT IF MY PIPES FREEZE?

DON'T TAKE CHANCES

If you turn your faucets and nothing comes out, leave the faucets turned on and call a plumber. If you detect that your water pipes have frozen and burst, shut off the water at the main shut-off valve in the house, and leave the water faucets turned on. Make sure everyone in your family knows where the water shut-off valve is located and how to open and close it.

NEVER try to thaw a pipe with a torch or an open flame. Water damage is preferable to fire damage. You may be able to thaw a frozen pipe with the warm air of a hair dryer. Start by warming the pipe as close to the faucet as possible working toward the coldest section of the pipe.

DO NOT use electrical appliances in areas of standing water because you could be electrocuted.

REMEMBER if you need help turning water off, we are only a phone call away HPUD Customer Service (865) 922-7547.

FOLLOW THE STEPS BELOW TO HELP PREVENT FROZEN OR BROKEN PIPES:

WINTERIZE YOUR IRRIGATION SYSTEM

Have your irrigation system winterized by blowing it out or draining it.

DISCONNECT GARDEN HOSES

Remove and store garden hoses and insulate and cover hose bibs to keep them from freezing.



INSULATE EXPOSED OR UNPROTECTED PIPES

Insulate pipes in unheated garages and crawl spaces. You can leave one indoor faucet dripping overnight, but do not