

WATERWORKS

A Quarterly Newsletter of Hallsdale-Powell Utility District

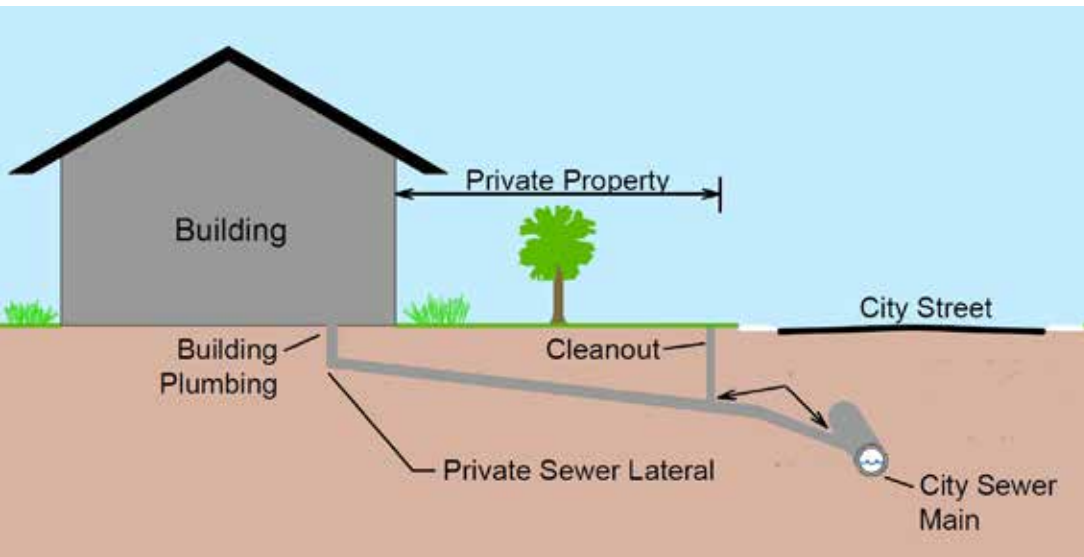
Spring 2014

Do You Know What To Do If You Have A Sewer Backup?

If you suspect a sewer backup, call HPUD at 922-7547. All calls are promptly investigated and a HPUD representative will determine whether the blockage is your responsibility or HPUD's. If the problem is with HPUD, a crew will be sent to relieve the blockage or correct the problem.

If the backup is the homeowner's responsibility (such as a blockage in the service line between the home or building to the property line or utility main), we recommend that the homeowner contact a qualified plumber to make repairs.

Cleanout caps (**see photo at right**) are a way to access the customer sewer line and typically have screw-on caps. There may be multiple cleanouts on a service line, depending upon the length of the line. It is important to know where your cleanouts are located because they can be used to unstop blockages or resolve sewer line issues quickly and efficiently.



Try to avoid planting trees or shrubs over the cleanouts, as this prevents us from having access to your service line. If you don't know where your cleanouts are located, HPUD may have a drawing showing where they are located. Being able to access these cleanouts quickly can help you to prevent sewer backups inside your home.

Keep Us Informed:

Please help us keep your information up to date, such as your phone number, address and other contact information. If possible, we would also appreciate an email address.

You can update your information online on our website (www.hpud.org) by logging into your account. You can also use the "Contact Us" form under the "Our Customers" heading on our website. If you prefer, you can contact us by phone at (865) 922-7547 and we can make the changes for you.

DON'T FLUSH TROUBLE!

Some packages say "flushable" but wipes and other products can clog our sewer lines and damage pumps and other equipment. Out in the sewer system these items get caught on roots and grease.

Put these items in the garbage and do not flush down the toilet or put down the sink.



Grease



Flushable Wipes



Diapers



Hair



Feminine Hygiene Products



Unused Medications



KEEP YOUR TANK SEDIMENT-FREE



Most water heaters are usually found in out-of-the-way places such as basements, garages or closets. Even though they are not often in view, there are several reasons to clean your water heater, inside and out. Sediment will collect in the bottom of the tank over time. This sediment comes from the reaction of the heating element changing the properties of the supply water and causing calcium and mineral deposits to form. These substances occur naturally in our water supply from lakes and streams and levels vary according to where you live.

Steps to Drain & Flush A Water Heater:

After the outside of the water heater is wiped clean, you'll be better able to drain the tank, which will help to clean the inside of the tank. Draining and flushing the tank will help get rid of most, if not all, of the sediment that collects in the tank.

- Make sure that the water heater is turned off.
- Turn off the "cold" water supply to the water heater.
- Attach a clean garden hose to the drain at the bottom of the tank. Lead the hose to a place where the water can drain, such as a drain in the floor or a bucket that you can empty somewhere else.
- With your drain hose in place, open up any hot water faucets in the house and allow the tank to empty. Be patient. This may take a while.
- When the tank is empty, shut off the drain valve at the bottom of the tank and turn on the cold water to loosen any remaining sediment.

After the tank is partially filled, drain it one more time. If you notice that there is still a lot of sediment coming out of the tank, consider filling and emptying it several more times until the water runs clear.

If your tank held a significant amount of sediment, make a plan to drain your water heater on a regular basis--maybe twice a year. Although this maintenance takes time and effort, it can extend the life of your water heater by many years.

These are just general guidelines for maintaining a water heater. We recommend that you refer to your manufacturer's guidelines for maintenance or contact a qualified plumber for more help.

WHAT CAUSES LOW WATER PRESSURE?

Low water pressure inside a home could be caused by multiple things. Typically if your water pressure drops suddenly and there is no utility work going on in the area the following could be the likely reason(s):

- If your water pressure has suddenly decreased and there is no utility work going on in the area the culprit could be your pressure reducing valve (PRV). A PRV is a device that lowers the pressure coming inside the home to usable pressure and also protects your faucets and other fixtures from high pressure. These valves often go bad over time and may restrict the water pressure.



3D Image of Watts
3/4" Pressure
Reducing Valve

- If you suspect the PRV needs to be replaced you may want to contact a qualified plumber. Often a new PRV may not work properly, so you should return it for a replacement or even try another brand. Make sure to read the manufacturer's directions and notice which direction increases or decreases the water pressure.
- Water Filtration systems can also restrict the flow of water if not maintained properly and timely. These systems can become stopped up and reduce the pressure coming inside the home.
- A leak on the customer's service line can affect the pressure inside the home as well. You can check for a leak on your water line from the meter to the house by looking at the flow indicator on the meter. The flow indicator is the black and silver circle in the center of the red needle (**see photo**). This indicator will spin any time there is water passing through the meter. If all water is turned off in the house and the flow indicator is spinning this may indicate a leak.
- A break or leak on the water main can also affect the pressure inside a customer's home. If there is a leak on the water main, everyone in your area will have pressure issues. HPUD will respond to customer calls and repair the problem as soon as possible.



Call us at 922-7547 if you suspect a leak on the utility side of the meter.



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Did you know that tap water is good for you in many ways?

- You can save money by drinking tap instead of bottled water.
- You can help the environment by avoiding plastic bottles.
- Your body is 70% water, so drinking water and staying hydrated helps you be more healthy.

