

# WATERWORKS

Hallsdale-Powell Utility District Customer Newsletter

SPRING 2015

## Every Drop Counts

More than 1 trillion gallons of water are wasted in U.S. homes each year from leaks in household plumbing. This year, HPUD participated in Fix a Leak Week, March 16 through March 22, 2015, sponsored by the U.S. Environmental Protection Agency (EPA) through their WaterSense Program.

Even though Fix a Leak Week is over, we encourage you to take an active role to improve the water efficiency of your home by finding and fixing leaks.

In the average home, household leaks waste more than 10,000 gallons of water each year. That's the amount of water needed to wash 270 loads of laundry!



### Here's how you can address leaks found at home:

**Check for leaks.** Look for dripping faucets, showerheads, sprinklers, and other fixtures. Also check for toilets with silent leaks by putting a few drops of food coloring into the tank and seeing if it appears in the bowl before you flush. Don't forget to check irrigation systems and spigots too.

**Twist and tighten hose and pipe connections.** To save more water without a noticeable difference in flow in your bathroom faucet, twist on a WaterSense labeled faucet aerator.

**Replace the fixture if necessary.** Look for WaterSense labeled models, which are independently certified to use 20 percent less water and perform as well as or better than standard models.

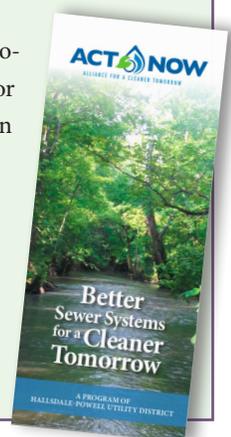
For more information about how you can find and fix costly leaks in your home, visit: [www.epa.gov/watersense](http://www.epa.gov/watersense)

## Have You Heard About ACT Now?

As an HPUD customer, you should have recently received a mailer about HPUD's ACT Now wastewater infrastructure improvement program. This brochure provides a brief summary of the issues and the challenges HPUD, as well as other wastewater utilities, face with improving our wastewater infrastructure and preventing sanitary sewer overflows.

We want to keep you informed about what's going on in the District and how it affects you. For more information about this program, visit us on the web at [www.hpudactnow.org](http://www.hpudactnow.org).

If you don't have access to the internet or have additional questions, please call our Customer Service Department at (865) 922-7547. You can also email us at: [www.info@hpudactnow.org](mailto:www.info@hpudactnow.org).



In just **10** minutes **you could save...**

- 10** percent on your water bill
- 10** thousand gallons of water
- 10** months of laundry water

**Find and fix leaks!**

# Look for the Safer Choice



When looking for cleaning products this spring for your home, keep your eyes peeled for a “Safer Choice” label on household cleaning products and other home products.

If a product bears the safe choice label, that means it has been approved by EPA science standards as safe for your home and the environment. This label will make it easier to make informed decisions about the products you use in your home. This new standard will increase consumer knowledge about the products they use and offer incentives to companies that make products that are safer for your family, pets, and the environment.

To learn more: Visit [www.epa.gov/saferchoice](http://www.epa.gov/saferchoice)

## Know what's below. Call 811 before you dig.

As a homeowner, always remember to call 811 before you start any digging, even small projects like planting trees or shrubs. A simple call to 811 starts the process to get your underground utility lines marked for free. Once the call is made, your local utility companies will send a locator to your property to mark the utility lines that may be hidden underneath your lawn and property.



When you call 811 and your underground lines are properly marked and located before you dig, you'll prevent unintended consequences, such as injury to you or your

family, damage to your property, utility service outages, and potential fines and repair costs.

Don't assume you know what's below. Protect yourself and those around you – Call 811 every time! For more information, visit <http://www.tenn811.com>.



### WE NOW OFFER MANY CONVENIENT METHODS OF PAYING YOUR BILL:

**In Person:** Our lobby and drive thru are open M to F, from 8am-4pm. You can pay with cash, check, VISA or MasterCard. The night drop at HPUD's drive thru is open 24/7 and includes a kiosk that accepts cash and VISA /MasterCard payments. (Note: a \$2.00 processing fee is added to each credit or debit card transaction).

**By Phone:** You can call (865) 922-7547 anytime 24-7, and use our automated phone system to make a payment with your VISA or MasterCard. (A \$2.00 processing fee will be applied to each credit or debit card transaction).

**By Mail:** You can tear off the remittance (lower) portion of your bill and mail a check to: P.O. Box 71449, Knoxville, TN 37938-1449.

*In addition to the traditional methods, you can go paperless by one of the following forms of payment:*

**Auto Draft:** To enroll in automatic draft from your checking account, link to our website and download the form, fill it out and return it to the main office. If you don't have access to the web, you can bring a voided check to our main office and complete the form to enroll.

**Web Pay:** Pay online with VISA or MasterCard. You will first need to register on our website at <https://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.

**iDraft:** Now available online at <https://www.hpud.org>, This payment method allows you to make a payment directly against your checking account (at your convenience without a \$2.00 processing fee).

**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](http://www.hpud.org) you can log into your account and make these changes.