

WATERWORKS

Hallsdale-Powell Utility District Customer Newsletter

SPRING 2017

2017 INFRASTRUCTURE REPORT CARD

In March 2017, The American Society of Civil Engineers released its 2017 Infrastructure Report Card, with many segments and sectors of the nation's infrastructure receiving near-failing grades. Our country's "infrastructure" is the backbone of our economy, comprised of our nationwide system of bridges, roads, dams, railroads, pipelines, water and wastewater systems, etc. This year's report card graded drinking water a D and wastewater a D+.

For the past decade, HPUD has been proactive in replacing our community's aging water and wastewater systems. Unlike bridges and roads, water and wastewater infrastructure is located underground and often "out of sight, out of mind". To find out more about the ongoing projects in your community, visit our Projects page at www.hpudactnow.org/projects.



For an informational video about the status of water and wastewater infrastructure in the U.S., please view online at: www.infrastructurereportcard.org/cat-item/drinking-water/.

HOW DO WE FIND DEFECTS IN SEWER INFRASTRUCTURE?

Smoke testing is one way to find sections of sanitary sewer lines that have cracks, leaks or faulty connections that allow rainwater to infiltrate into the sanitary sewers.

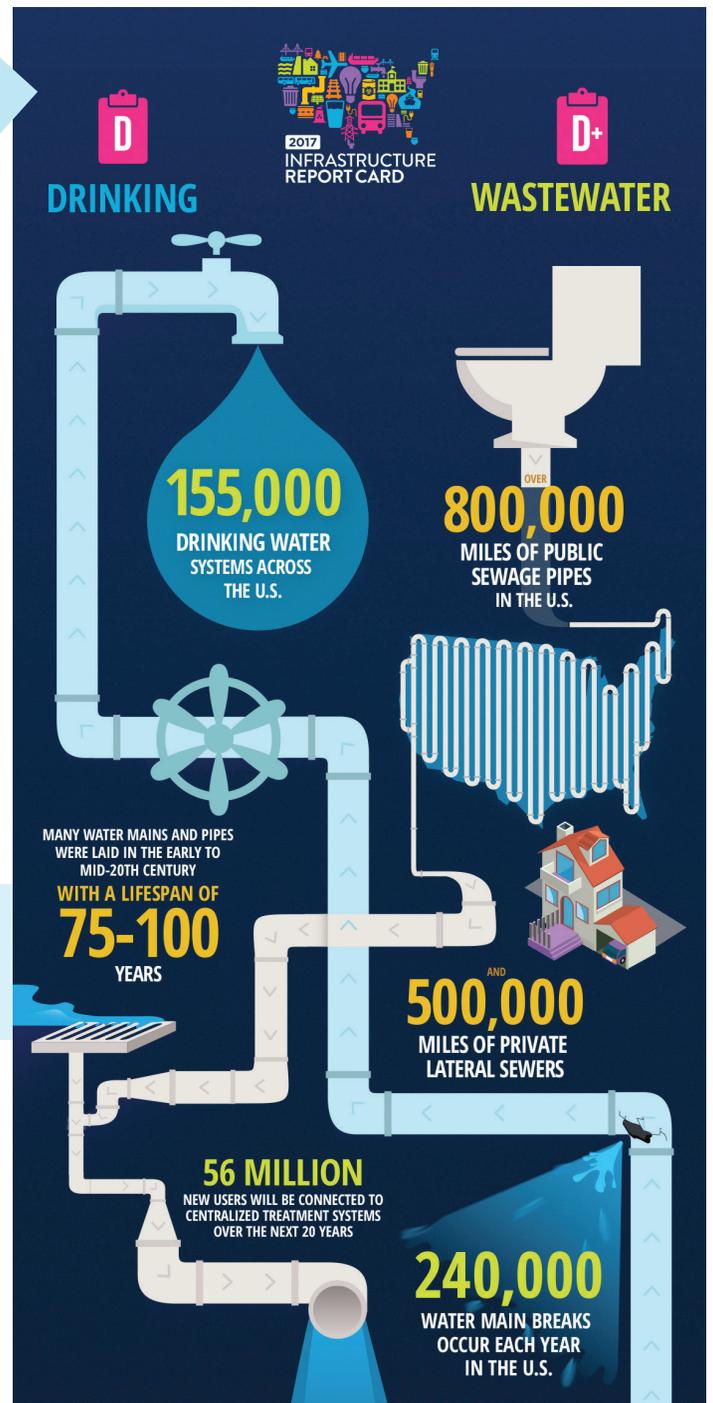


The addition of this extra water during storm events can overload sewer lines or pump stations, potentially leading to sanitary sewer overflows or backups into homes.

During testing, smoke may be seen coming from roof vents, building foundations, manhole covers or yard cleanouts. The smoke is safe, odorless, non-toxic and non-staining and enables HPUD to identify defects in the sewer collection system.

HPUD Adopts Budget for Fiscal Year 2018

The Budget for Fiscal Year 2018 (April 1, 2017 - March 31, 2018) was presented for consideration at the February Board Meeting which was held on 2/13/17. The budget was approved unanimously at the March Board meeting held on March 20, 2017. The Budget will be 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 2018. 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 will become effective on September 1, 2017.



Water and Wastewater Investment Needs, 2016-2025

ESTIMATED FUNDING: \$45 Billion

TOTAL NEEDS: \$150 Billion

\$105 BILLION INVESTMENT GAP

Solutions to Raise the Grades

REINVIGORATE THE STATE REVOLVING LOAN FUND (SRF) PROGRAM

FULLY FUND THE WATER INFRASTRUCTURE FINANCE AND INNOVATION ACT (WIFIA) AT ITS AUTHORIZED LEVEL

PRESERVE TAX EXEMPT MUNICIPAL BOND FINANCING TO PROVIDE COMMUNITIES WITH AFFORDABLE ACCESS TO CAPITAL FOR WATER INFRASTRUCTURE

POISONS IN THE HOME

What Every Parent Needs to Know

Most of us live with dangerous poisons lurking in kitchen cabinets, hallway closets, basements or garages. When warning labels are ignored or chemicals fall into the wrong hands, disaster can occur.

The Center for Disease Control (CDC) says that “more than 300 children are treated in the U.S. every day and two deaths occur due to poisoning”.



The Environmental Protection Agency (EPA) defines a toxic substance as any chemical or mixture that may be harmful to the environment and to human health if inhaled, swallowed or absorbed through the skin. Children are more vulnerable than adults to the harmful effects of chemical pollutants.

Their bodies are developing rapidly and their hand-to-mouth activities make them more susceptible to toxic exposure. Common household products are especially hazardous to young children.

Experts recommend safely storing all household products, including:

- Laundry packets
- Floor and furniture polish
- Paints, markers and glue
- Drain and toilet cleaners
- Oven cleaner
- Glass, wood and metal cleaner

Cleaners can burn skin, irritate eyes and cause respiratory harm, and formaldehyde, found in some air fresheners, is a highly toxic cancer-causing agent. Phenol, used to kill bacteria, is found in disinfectant and antiseptic products, mouthwashes and throat lozenges. Exposure to high amounts of phenol can cause burns, liver damage, irregular heart beat and death.

Be an informed consumer, keep household products out of your child's reach! (Source: 2017 National Safety Council)



As part of the U.S. Environmental Protection Agency's (EPA's) ongoing We're for Water campaign, this year's Fix a Leak Week encourages Americans to help put a stop to the more than 1 trillion gallons of water wasted from household leaks each year.

Leaks can account for more than 10,000 gallons of water in an average home every year...the amount of water it takes to wash 270 loads of laundry. As a Water Sense partner, HPUD is encouraging customers to find and fix leaks to save water in our community. To help save water, energy and lower utility bills, we are also asking customers to Check, Twist and Replace:

- **Check for leaks. Look for dripping faucets, showerheads, sprinklers, and other fixtures. You can also check for toilets with silent leaks by putting a few drops of food coloring into the**

{ Be Wise }

USE VALID PAYMENT OPTIONS

If you pay bills online, you may or may not be aware of websites that appear to be affiliated with companies, such as Hallsdale-Powell Utility District. DOXO.com, is a Seattle based third-party bill payment site that allows people to pay their bills online via their website. They advertise themselves as a third-party account management, paperless billing and bill pay service.

**BEWARE OF
3RD-PARTY
WEBSITES.**

It may sound convenient, but online bill payment sites such as DOXO charge higher fees for remitting your payments, often up to \$3.99 per transaction. Also, payments made through DOXO can take up to five days to reach us. This delay could potentially result in a late payment or even disconnection due to non-payment.



To make sure your payment reaches HPUD and avoid these transaction fees, take advantage of our various payment options. You can pay by phone or online through a secure account you create on the HPUD website, www.hpud.org.

BY PHONE: Simply call 865-922-7547. Speak to a Customer Service representative or follow the automated prompts to pay by check or credit card.

ONLINE: You can visit our website, www.hpud.org and pay online with iDRAFT. This allows you to make a payment directly from your checking account, and there is no fee for this service. You can also pay online with a Visa or MasterCard for a \$2.00 processing fee.

IN PERSON: HPUD also accepts payments (check, cash, credit/debit cards) in our main office during normal business hours or any time in our after-hours drop boxes located at our drive through window and payment kiosk, located at 3745 Cunningham Road.

For additional payment options, you can check our website at www.hpud.org, or call 922-7547 for more information.

tank, waiting 10 minutes, and seeing if color appears in the bowl before you flush.

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

- **Replace the fixture if necessary. Look for WaterSense labeled models, which are certified to use 20% less water than standard models.**

In many cases, fixture replacement parts pay for themselves quickly and can be installed by do-it-yourselfers or by local plumbers. Visit www.epa.gov/watersense to find out more about WaterSense labeled products and other water saving tips.