

# WATERWORKS

Hallsdale-Powell Utility District Customer Newsletter

WINTER 2015

## What is an SSO?

Have you seen this sign posted near a manhole or near a stream in your community? This is an example of the warning sign for public notification that we post to alert you that a Sanitary Sewer Overflow (SSO) has occurred.

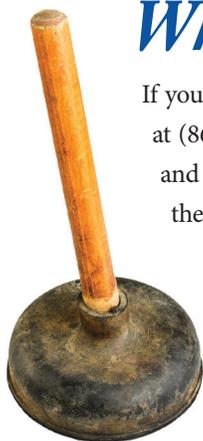


Sanitary Sewage Overflows (SSOs) are discharges of untreated sewage from municipal sanitary sewer systems. SSOs can release untreated sewage into base-

ments or out of manholes and onto city streets, playgrounds and into streams before it can reach a wastewater treatment facility.

SSOs are considered a violation under the Clean Water Act and are regulated by the Environmental Protection Agency (EPA) and by the Tennessee Department of Environment and Conservation (TDEC), Division of Water Resources.

## Sewer Backups - *Who Do You Call?*



If you have a sewer backup in your home, call HPUD at (865) 922-7547. All calls are investigated promptly and HPUD will determine whether the problem is the responsibility of the homeowner or HPUD.

If the sewer backup is HPUD's responsibility, a crew will be sent to relieve the blockage and correct the problem. If the backup is the homeowner's responsibility, you will be advised to contact a qualified plumber for repairs.

To learn more, visit us on the web at [www.hpud.org](http://www.hpud.org).



**What is ACT NOW?** HPUD is embarking upon Phase 2 of a wastewater infrastructure improvement program in response to unfunded mandates by the Environmental Protection Agency (EPA) and the State of Tennessee Department of Environment and Conservation (TDEC) regulations under the Federal Clean Water Act (CWA).

In the mid to late 1990's, the federal government, through enforcement of the Clean Water Act, called for the elimination of SSOs and set more stringent wastewater treatment requirements. This action affected every wastewater system in the country, including HPUD. Eventually, the Department of Justice (DOJ) and Environmental Protection Agency (EPA) began enforcing these rulings in large cities, while many cities were fined for Clean Water Act violations.

Since 2004, HPUD has been under a TDEC Consent Order that requires HPUD to invest significant resources into the program to improve wastewater infrastructure.... with the ultimate goal to reduce or eliminate SSOs. In 2014, HPUD was issued another Consent Order that requires the majority of the wastewater infrastructure improvements to be completed over the next 10 years.

Like many other similar programs throughout the country, HPUD's ACT Now Program includes a mix of ongoing sewer system maintenance, replacement and rehabilitation projects and wet weather storage options. Although we have made major strides, there is a lot of work remaining.

Watch for more information in the coming months about the ACT NOW Program. Learn more about SSO's and what we are doing to eliminate them.



# THERE'S MORE TO WATER THAN H<sub>2</sub>O

**Water** is used for drinking, cleaning, cooking, irrigating, landscaping, putting out fires and for many other vital purposes that are often taken for granted. There is a lot that goes on behind the scenes to ensure that you have high-quality water each time you turn on the faucet.

Long before a water pipe is placed into the ground, we have to analyze how many customers will be potentially served by that infrastructure. Careful planning keeps the balance between moving enough water through the system to ensure it is highest quality, while retaining enough water in storage to meet the demands on any given day...and to have enough in reserve to fight fires.

Once installed, the infrastructure that brings water to your home must be maintained and periodically replaced, no matter how much water is used.

Money from your bill not only pays for the water you use, but goes toward maintaining the more than 672 miles of pipe that deliver water to your home, the 15 storage tanks that keep water for use when needed, and the more than 2,100 fire hydrants that provide water for fighting fires.



## 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

## CAUTION!

### COLD WEATHER IS HERE.

Extremely cold weather like we had last winter can result in frozen pipes for our customers. However, HPUD utility crews are on high alert as we prepare for unexpected breaks in our main water lines.

Frigid temperatures often push frozen pipes past their point of flexibility, eventually causing breaks. Sometimes alternating freeze and thaw cycles can cause the ground to shift, resulting in damage to pipes.

Despite our best efforts to monitor our infrastructure needs and proactively replace aging pipes, water main breaks can occur without warning, leaving our crews to be on call to respond in all types of weather conditions, 24/7.

For cold weather tips on what you can do to protect your pipes, see our webpage at [www.hpud.org](http://www.hpud.org).

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If you have questions or need assistance, please call Customer Service at 865-922-7547

your account and make these changes. Also, we ask that you please share your email address with us as we are considering future options for e-billing notifications.

*Please note: We prefer that you notify us directly to make changes to your account, as opposed to making a request by including a note with your bill payment, so we can make these changes promptly and accurately.*