

WATERWORKS

Hallsdale-Powell Utility District Customer Newsletter

WINTER 2018

Cold Weather Isn't Over!

Have You Taken the Steps to Prevent Costly Frozen Pipes?

Spring is just around the corner, but lingering cold weather can still wreak havoc on pipes. 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.

Here are a few steps you can take to 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 AND/OR UNPROTECTED PIPES

Insulate pipes in unheated garages and crawl spaces. You can leave one indoor faucet dripping overnight, but do not 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 on at a minimum temperature setting to help keep pipes from freezing in interior walls.

IF YOUR 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

H₂O

a **VALUABLE**
RESOURCE



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 683 miles of pipe that deliver water to your home, the 15 storage tanks that keep water for use when needed and the almost 2,200 fire hydrants that provide water for fighting fires.

Why is My Water Bill Higher?

HPUD Customer Service Representatives frequently get calls from customers asking, "Why is my water bill higher this month?"

When water travels through the meter it registers the usage and the usage is read each month using a radio signal that is transmitted to a laptop computer in our truck as it drives by the meter. This usage is recorded on your bill in hundreds of gallons. For example, if you used 5,000 gallons for the billing period, then the bill will show 50 under the GALLONS USED heading. (see example)

METER READING		GALLONS USED (HUNDREDS)	TYPE	CHARGES
PREVIOUS	PRESENT			
6353	6403	50	BALANCE FORWARD	0.00
			WATER VOLUME	43.15
			WATER BASE	9.07
			SEWER VOLUME	52.75
			SEWER BASE	11.21

Some reasons your water usage might have increased:

1. There may be a water leak in the line on the customer side of the meter either inside or outside the home.
2. The toilet may be slightly leaking under the rubber flapper in the tank.
3. The toilet flush valve may be malfunctioning, allowing water into the tank without turning the handle.
4. Pressure may be causing the toilet flush valve to malfunction.
5. Thermal expansion for the hot water heater may be causing leaks to occur.
6. There may have been more people in the home through the holidays. The added number of people would use more water.
7. The water may have been left dripping in the sink or bath tub because of the cold weather. Letting water drip from fixtures sometimes helps prevent your home's water pipes from freezing.
8. Seasonal use may vary at your home depending on whether you have a pool, water plants or lawn, take more showers/baths because of daily activities, wash more loads of laundry, pressure wash around the home, or host friends or family, etc.
9. Outside spigot is left on or there may be an outside spigot that has frozen and is leaking.
10. Outside leak that is not showing up.

2018 Board Meeting Schedule

Below is the 2018 schedule for the monthly HPUD Board of Commissioners meeting.

The meeting is held in the Board Room of the HPUD Administration building, located at 3745 Cunningham Rd.

January 4	1:30p.m.
February 12	6:00p.m.
March 22	1:30p.m.
April 9	1:30p.m.
May 14	1:30p.m.
June 20	1:30p.m.
July 18	1:30p.m.
August 13	1:30p.m.
September 10	1:30p.m.
October 16	1:30p.m.
November 12	1:30p.m.
December 10	1:30p.m.

FOR THE 2018 CALENDAR YEAR OUR OFFICES WILL BE CLOSED TO OBSERVE THESE HOLIDAYS:

The HPUD Main Office, located at 3745 Cunningham Rd, Knoxville is open for business Monday - Friday from 8:00 a.m. to 4:00 p.m. each day, except for holidays.

New Year's Day
President's Day
Good Friday
Memorial Day
Independence Day

Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day

HELP US KEEP YOUR INFORMATION UP TO DATE!

If you need to make changes to your account such as contact information, please call our office at 865-922-7547. If you are already registered online at www.hpud.org you can log into your account and make these changes.

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.