

WATERWORKS

Hallsdale-Powell Utility District Customer Newsletter

FALL 2015

Don't Forget To Winterize!



Fall is here. As you ready your house for the colder months ahead, don't forget your indoor and outdoor plumbing.

Inside

- Make sure your pipes are well-insulated; close crawl space vents and stuff insulation over the openings.
- A bathroom or laundry room located above or next to a garage can be particularly vulnerable, so keep the garage door closed to maintain maximum heat.
- If your bathroom pipes run along an exterior wall, keep the vanity door(s) open to allow heat inside. In freezing weather, consider a small space heater or fan to help circulate warm air near the pipes.
- Never turn off the heat when you leave home during the winter. Instead, set the temperature to at least 55 degrees F.

Outside

- Disconnect and store your garden hoses. If your home has a separate shut-off valve for external faucets, turn it off and drain the water from those faucets.
- Wrap or cover all exposed pipes with heat tape or other insulation.
- Keep the lid on your water meter box securely closed to keep out freezing winds.
- Properly drain and winterize your backflow preventer and sprinkler system. Ideally, you should remove the backflow device and store it indoors until spring. Call a professional if you need help.
- Know where your main waterline shut-off is before problems arise. Depending on the age of your house, it can be inside a garage, basement, or underground in your yard.

Following these simple tips can help prevent the hassle and inconvenience of frozen pipes this winter!

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.

Please Don't Block Access to Meters & Hydrants

- Water meters and fire hydrants are installed in public easements and must be visible and easily accessible at all times to both water utility personnel and fire department crews.
- Some homeowners use their landscaping to hide water infrastructure, but please don't cover meters or surround hydrants with plants, mulch, pine straw, etc.
- Plants and shrubs may also hide snakes, spiders, red ants, wasps and other biting or stinging creatures that lurk in the landscaping.
- Please help us by leaving clear access around our meters and hydrants.

What to Do If You Suspect a Sewer Backup

A sewer backup occurs when a sewer line becomes blocked. A blockage can occur either in the sewer main or in the service line located on your private property. Such a blockage can result in a backup through floor drains, toilets, showers, etc. on the lower level of a home or business.



Report sewer backups immediately by calling 922-7547. Sewer backup complaints are promptly investigated within 24 hours. Until a crew arrives, you should do the following:

- Stop use of all water.
- Make sure toilets are not running.
- Make sure floor drains are not blocked.
- Ventilate the flooded area.

When a maintenance crew arrives, they will:

- Check manholes for flow or visible signs of a blockage in the sewer main.
- Need access to an exterior cleanout on your property to remove any possible blockages in the customer's service line and in the HPUD sewer lateral or main sewer line.
- If no cleanout can be located, crews will inspect the sewer main and if no problem is found, they will recommend you call a plumber.
- If you or your plumber installs and/or locates an accessible cleanout, HPUD can be contacted and will return to help determine the cause of the backup.

Your Cleanout:

Your cleanout is a capped pipe, usually located near the property line that allows access to your private sewer line. Always keep your sewer cleanout visible and accessible. Without an exterior cleanout, HPUD cannot remove a blockage from a service line.



For more information, call 922-7547 or visit us on the web at www.hpud.org.

PROJECTS: _____ Dry Gap Wastewater Storage Tank

Project Start Date: August 17, 2015
Prime Contractor: J. Cumby Construction Company
Contract Amount: \$4,961,000
Projected Completion: Late Fall 2016

This fall you may have noticed a lot of construction activity on Dry Gap Pike at the location of the old HPUD Dry Gap Water Treatment Plant. The top photo is of the site before construction began in August 2015. The other photos show the demolition of the structures and the preparation for construction of a new 5 million gallon wastewater storage tank.

The purpose of the tank is for temporary storage of wastewater during heavy rain events. Wastewater can be stored for several days if needed. This tank will help reduce wet weather sanitary sewer overflows (SSOs) during peak flow events when our sewer system is overwhelmed. HPUD is under a state-mandated Consent Order to eliminate SSOs.



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 you can log into your account and make these changes.