

WATERWORKS

Hallsdale-Powell Utility District Customer Newsletter

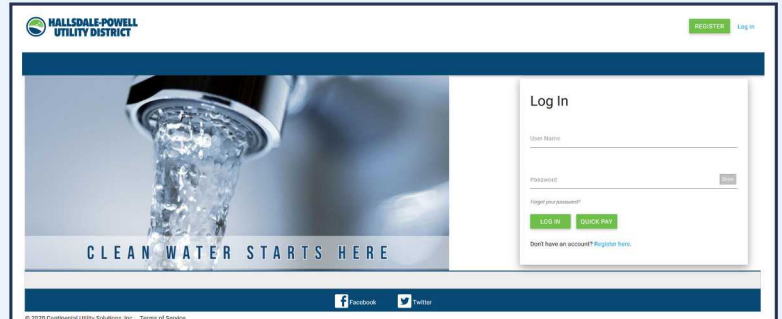
FALL 2020

Coming Soon New Online Customer Web Portal



Hallsdale-Powell Utility District has announced the release of their NEW or Updated Customer Web Portal in a continued effort to provide customers with the latest technology. Residents will have access to manage their accounts anytime, anywhere, on any device.

- Secure, one-step payments with the “Quick Pay”
- Sign up for new service, transfer service, and request a service call
- We now take credit cards, debit cards, and echeck payments
- Use the electronic wallet feature to store payment methods
- Sign up for recurring payments
- View account history - including statements, usage, and charges
- Receive billing information and notices via text message
- Manage your communication preferences



We are excited to debut these new online services that allow our customers to easily manage their business with us when and how they wish. We wish to encourage our customers to use these new electronic services and, at the same time, support our environment by going green.

*For more information, contact us.
865-922-7547*



Employee Shout Out!

Congratulations to Joe Snyder on receiving the 2020 Tennessee Operator Meritorious Service award.

This award is given by the Kentucky-Tennessee Water Environment Association to an Operator with success in management of plant and/or distribution system performance as well as technical knowledge, regulatory compliance, and section participation.



Hallsdale-Powell Utility is proud to have received the Peak Performance award from the National Association of Clean Water Agencies (NACWA) for both of our wastewater treatment plants. This award recognizes facilities for excellence in permit compliance. **Thank you to all the employees at our treatment plants for their dedication and hard work!**

IN THE WORKS:

PROJECTS IN PROGRESS:

Beaver Creek Trunk Line – Phase 1 (Brown Gap Rd to Beeler Rd)

Beaver Creek Interceptor Improvement Contract 1 & 2 (Beaver Creek WWTP to Central Ave)

Beaver Creek WWTP Clarifier/Disinfection Contact Chamber

Old Downtown Powell Sewer Rehabilitation

Old Downtown Powell Water System Improvements

Broadacres Water System Improvements

Temple Acres Sewer Rehabilitation Project

North Fork Sewer Improvement Project



Above left: Beaver Creek Trunk Line - Phase 1

Above right: Beaver Creek WWTP Clarifier/Disinfection Contact Chamber

Left: Old Downtown Powell Sewer Rehabilitation

PROJECTS COMPLETED:

Copeland Road Water System Improvements

Pedigo Road Water System Improvements

Melton Hill WTP Chemical Building Addition



Left: Melton Hill WTP Chemical Building Addition

HPUD Response to COVID-19 - Latest Information

At Hallsdale-Powell Utility, we know the important role that water plays in your life and work hard every day to provide you and your family with safe, reliable water. We are committed to providing essential services to the District under any circumstances.

In mid-March, the HPUD Board of Commissioners voted to temporarily suspend disconnections due to non-payment for all residential and commercial customers in our District. Included in this same initiative was the waiver of late fees on past due accounts until we return to standard operations. These decisions were based on the uncertainties of COVID 19 and the direct financial impact it is having on families across the District.

We will resume disconnections and late fees on past due balances this November. We recognize some customers have accumulated balances that may be difficult to pay. We urge those customers to please contact our Customer Service Team by calling 865-922-7547 or by email at customerservice@hpud.org and make arrangements to ensure they do not experience future service interruption.



Let's Get Connected!

We want to keep you informed on what's happening at HPUD and in the communities we serve.

Watch for important updates on repairs and projects, water & wastewater tips, and much more!

Note

Upcoming Holiday Closures

Nov. 26 & 27	Office CLOSED for Thanksgiving
Dec. 24 & 25	Office CLOSED for Christmas
January 1	Office CLOSED for New Years Day

District Office-3745 Cunningham Rd, Knoxville TN 37918
Ph: (865)922-7547 • www.hpud.org