

WATERWORKS

Hallsdale-Powell Utility District Customer Newsletter

WINTER 2016

Keep Your Water Heater Sediment-Free

Most water heaters are found in out of the way places, such as basements, garages or closets. Even though they are not often in view, there are several reasons to clean your hot water heater, inside and out. First of all, sediment will collect in the bottom of the tank over time. This sediment comes through the pipes in the form of sand, grit or mineral deposits. The sediment can make its way into your water supply, and it can make your hot water heater function less efficiently.

Steps to Drain & Flush Water Heater:

After the outside of the hot water heater is wiped clean, you'll be better able to drain the tank, which will help to clean the inside of the tank. Draining and flushing your water heater will help get rid of most of the sediment that collects in the tank.

- Make sure that the hot water heater is turned off.
- Turn off the "cold" water supply to the hot water heater.
- Attach a clean garden hose to the drain at the bottom of the tank. Lead the hose to a place where the water can drain, such as a drain in

the floor or a bucket that you can empty somewhere else.

- With your drain hose in place, open up any hot water faucets in the house and allow the tank to empty. Be patient. This may take a while.
- When the tank is empty, shut off the drain valve at the bottom of the tank and turn on the cold water to loosen any remaining sediment.

After the tank is partially filled, drain it one more time. If you notice that there is still a lot of sediment coming out of the tank, consider filling and emptying it several more times until the water runs clear.

If your tank had a significant amount of sediment, make a plan to drain your hot water tank on a regular basis--maybe twice a year. Although this maintenance takes time and effort, it can extend the life of your hot water heater for many years.

Our Website is Under Construction



In the next few months, we'll be unveiling a new look to our website. Hopefully, you'll find the enhancements make information easier to find and the site will be easier to navigate. The District has taken time to provide new, value-added features plus maintaining the site as a source of valuable information for our customers. We think you'll find the menu options easier to navigate so it's easier to find the information you need.

The website now has the capability of determining what device you are using, so the site will easily viewed on computers, tablets and smartphones. We have some exciting technologies coming in the future and we strive to stay ahead of the curve and meet the needs of our customers.

Toilets Are Not Trashcans

The National Association of Clean Water Associations (NACWA) announced its "Toilets Are Not Trashcans" campaign two years ago to focus on reducing the materials that are inappropriately flushed

or drained into the sewer system. Products such as personal wipes, paper towels, feminine hygiene products, and dental floss are often flushed, causing expensive problems for both utilities and the homeowner. The improper disposal of FOG (fats, oils, and greases) causes similar problems.

In addition, consumer products that are washed or rinsed off down the drain often contain ingredients that may harm water quality and the environment. Unused pharmaceuticals also may impact the environment when disposed of via the sewer system. The goal of NACWA's "Toilets Are Not Trashcans" campaign is to protect the environment and the pipes, pumps, plants, and personnel of wastewater utilities across the nation by eliminating harmful products when possible and educating the public about proper disposal practices.

HPUD supports NACWA's campaign and urges our customers to learn more about this issue. Visit our website at www.hpud.org to learn more.

Source: National Association of Clean Water Associations (NACWA)



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DO YOUR PART! KEEP FOG OUT OF THE SEWER SYSTEM!

What is FOG? Fats, oil and grease (FOG) is a byproduct of cooking and food preparation that can be found in the following sources:

- Margarine or butter
- Meat fats
- Cooking oils
- Lard
- Baked goods
- Sauces
- Dairy products



When fats, oil and grease (FOG) is washed down the sink or floor drains, it can accumulate in your plumbing system (pipes on your property) and also reach the pipes in the sewer collection system. Grease blockages can cause smelly backups or sanitary sewer overflows (SSOs) and are costly for both the homeowner and HPUD to deal with.



Above: Grease clogged pipe

The easiest way to solve the problem and prevent SSOs is to keep FOG out of the sewer system.

- Never pour grease down toilets, sinks or floor drains.
- Use a basket or sink strainer to catch food scraps and prevent them from going down the drain.
- Scrape grease and food scraps into a can or the trash for disposal.



Home garbage disposals don't keep grease out of the plumbing system. Hot water and detergents that claim to dissolve grease only liquefy it temporarily and let it pass it down the line where it can cause problems elsewhere.

The Hallsdale-Powell Utility District's Main Office, located at 3745 Cunningham Drive, Knoxville, TN is open for business Monday through Friday from 8:00 a.m. to 4:00 p.m. each day, except for holidays.

For the 2016 calendar year our offices will be closed to observe these 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

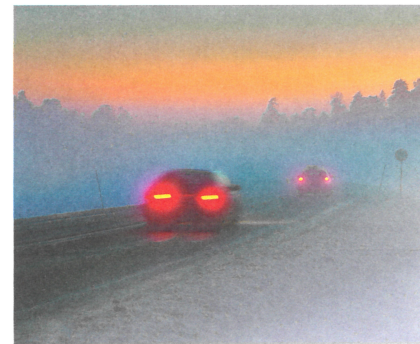


A little extra preparation is needed to assure driver safety during winter months or other inclement weather conditions.

Poor driving conditions are one of the biggest winter safety concerns for our employees. Due to shorter days, they are required to spend more time driving in the dark, and inclement weather can create slick roads and low visibility conditions. All of us can follow these simple tips for safer driving in winter.

Safe Practices for Winter Driving

- Give yourself adequate time to reach your destination. Allow for an extra 5 - 10 minutes in your trip for poor weather and road conditions.
- Leave plenty of space for other vehicles. Increase your following distance to compensate for reduced reaction times and longer braking distances.
- Increase your visibility to others. Use your headlights to assure your vehicle is visible to other drivers.
- Keep your vehicle properly maintained. Assure that vehicle components such as the battery, tires, brakes, lights, wipers, and fluid levels are in adequate condition before starting to drive.
- Keep emergency supplies in your vehicle at all times. Make sure that your vehicle contains extra blankets, tire chains, emergency signals or flares, and nutritious dried or canned food.
- Keep your phone charged. Assure that you will be able to contact emergency services.



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.