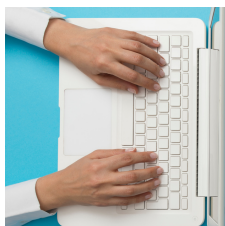


PAPERLESS BILLING



**NOW AVAILABLE TO
HALLSDALE-POWELL UTILITY
CUSTOMERS**

HPUD now offers a more convenient way to receive and pay your water bill. Instead of receiving a bill in the mail, you can receive an email notification to view your bill online.

SWITCH TO PAPERLESS BILLING

- **Fast** Receive your bill the same day it is generated
- **Convenient** View your bill anytime from anywhere
- **Secure** Don't worry about losing your bill

GO PAPERLESS IN 3 EASY STEPS!

1. Log into HPUD's customer portal and select My Profile.
2. Select Communicate With Me.
3. Under Interactions, uncheck "Print" and check "Email" on the Statement line.



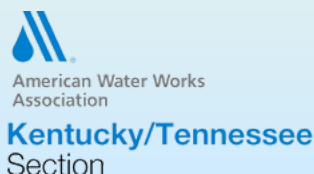
You don't have to worry about misplacing a bill or it getting lost in the mail ever again! Log in to our Customer Portal using your email address on file with us. www.hpud.org



Awards

We are proud to have received the Peak Performance Award from the National Association of Clean Water Agencies (NACWA) for both of our wastewater treatment plants as well as the Operational Excellence Award from the American Water Works Association. These awards recognize facilities for excellence in permit compliance.

Thank you to all the employees at our treatment plants for their dedication and hard work!



Water Conservation Tips

Autumn is an eco-friendly time of year and often gets overlooked when it comes to conserving water. The heat of summer makes us more conscientious about our water usage. When temperatures fall, we turn off the A/C and open the windows and often worry less about water-related concerns.



Put the sprinklers away.

Cooler weather and seasonal rains make it possible to stop all supplemental watering. Now is a good time to make sure your irrigation system is working properly and fix all leaks and broken heads.



Sweep, don't spray.

Use a broom instead of a hose to clean patios, decks and sidewalks.

Landscapes Plants, lawns and gardens need less water in the fall as daylight hours become shorter and the sun's intensity decreases.

Overwatering in the fall can lead to plant disease. When planting fall flowers, pick flowers that do not require a lot of water and keep an eye on the weather forecast to avoid watering if rain is on the way.



Fall leaves A few inches of mulched leaves will keep garden beds warm over the winter months as well as enriching your soil and locking in moisture.



IN THE WORKS: PROJECT UPDATES

Hallsdale-Powell Utility District currently has two capital improvement projects in the works. The Service Line Inventory Project is over 40% complete. The Dry Gap Pike and Fountain City Road Water Line Improvement Project is now complete. This project is necessary for the road improvement project by Knox County.

What To Expect When A Water Main Breaks



1. Upon learning of a water main break, HPUD will dispatch a crew leader to access the situation and then a leak crew is mobilized.
2. Prior to the repair, by law, HPUD is required to open a ticket with TN811 to avoid damaging other buried utility lines. It takes 2 hours for the ticket to be cleared so digging can begin.
3. Once the area is secured, the water line break is then isolated by closing water valves on either side of the line break. This allows HPUD crews to stop the flow of water to repair the line while minimizing the amount of customers that are impacted.
4. After the repair is completed, HPUD opens a nearby hydrant to flush air and debris out of the pipe. Next, we carefully re-open the valves so water can flow and build up pressure to normal levels.
5. Last, HPUD fills the excavated area. If the repair is in the roadway, HPUD will install a temporary patch to cover the excavated area until a pavement contractor can put in a permanent one. If the repair is in a yard, HPUD will fill the dirt back in and wait for the area to dry out and settle. Once the area is dried out, HPUD will come back and complete the yard restoration.

How long does it take to repair a water main break?

The amount of time it takes to repair a water main break depends on the size and location of the break and the environment in which it is in. After the 811 ticket is cleared, most repairs take between 2-3 hours. More difficult repairs can take up to 6-8 hours.

What causes a water main to break?

Aging lines, corrosion, pressure, and temperature variations are common causes of water main breaks.



HPUD Calendar

BOARD MEETINGS

October 16 6:00 pm

November 13 1:30 pm

December 11 1:30 pm

OFFICE CLOSURE

November 23 & 24
in observance of the
Thanksgiving Holiday

December 22 & 25
in observance of the
Christmas Holidays



In an effort to keep our HPUD customers up to date and provide communication in a timely manner, please be sure to keep your current email address on file with us, as well as any changes to your personal information such as phone number, address, etc.