

# WATERWORKS

Hallsdale-Powell Utility District Customer Newsletter

WINTER 2024

## COLD WEATHER ISN'T OVER!

### Have You Taken the Steps to Prevent Costly Frozen Pipes?

Cold weather can wreak havoc on pipes. Repairing pipes and paying for the water that has leaked can be quite costly. Here are a few simple steps you can take to help prevent frozen pipes and leaks.

- Insulate pipes in unheated areas such as garages, attics, and crawls spaces.
- Open cabinet doors to allow heat to get to uninsulated pipes under sinks and appliances near exterior walls.
- Remove garden hoses and cover hose bibs to keep them from freezing.
- Locate your main water shut off valve and make sure it is working properly. Don't wait for an emergency to locate it.
- Winterize your irrigation system by blowing it out or draining it.

If you leave a house for several days, take steps to prevent pipes from freezing.

- Turn off the main shut off valve.
- Leave your heat on at a minimum temperature setting to help keep the pipes from freezing in the interior walls.
- Open indoor and outdoor faucets to drain the pipes.
- Turn off the electricity or gas to the water heater.
- Have someone check on the house to make sure the heat is still on.



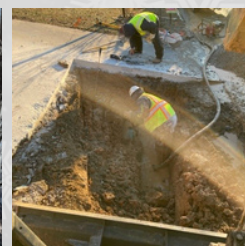
### WINTER WEATHER & WATER MAIN BREAKS

Serving a 147 Square-Mile area, HPUD maintains more than 686 miles of water mains. It's a vast amount of water infrastructure to maintain and winter's frigid temperatures increase the chances of water main breaks.

#### How Temperature Impacts Water Mains

- A 10-degree change in the air or water temperature can dramatically increase stress on a pipe.
- Water temperatures below 40 degrees can cause pipes to become more brittle.
- Extreme weather changes can cause the ground to swell and contract, placing extreme pressure on water mains causing weakened section to break.
- The types of pipe materials, age, and diameter of the pipe are other factors that contribute to water main breaks.

Depending on the location of the pipes, these breaks can not only leave our customers without water, they can also cause traffic problems. HPUD takes winter preparations very seriously, so we have personnel, trucks, heavy equipment and the latest technology ready to roll to respond to water emergencies.



## IF YOUR PIPES FREEZE

### DON'T TAKE CHANCES

If you turn your faucet on and nothing comes out, leave the faucet 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**





## IN THE WORKS: PROJECT UPDATES & HIGHLIGHTS

### Water Line Replacement Projects

At the January 8th Board Meeting, Horizon Underground was awarded the bid for the water line replacement project on Norman Road, Clinton Hwy., Old Clinton Hwy., Strolling Lane, and Shepard Lane.

### Service Line Inventory Project Update

The Service Line Inventory Project is over 70% complete. This project is required by the Environmental Protection Agency to target water running through lead service lines. The EPA is requiring utilities and municipalities throughout the country to conduct a complete inventory of all service lines installed prior to 1988 by October 2024.

### Beaver Creek Interceptor Improvement Project Highlight

The Beaver Creek Interceptor Improvement Project was designed to address infiltration and inflow issues within the collection system while adding capacity with a new 48-inch diameter interceptor. Since it's completion, we have seen significantly lower flows and have experienced the fewest sanitary sewer overflows in the past several decades.

### Water Loss Program Highlight

Hallsdale-Powell Utility District began this program five years ago to reduce the amount of non-revenue water. In 2018, HPUD divided the service area into 14 metered zones with 40 main line meters to help monitor system flow and create baseline patterns. HPUD then initiated an in-house leak detection program using flow meter data from the DMA zones and acoustic leak detection techniques. To date, HPUD has found and repaired over 112 leaks and considers this program to be the most effective and successful. Additionally, HPUD continuously monitors pressure, and its effect on water production. HPUD has worked on keeping plant pressure as low as possible while still supporting the water system needs. Lastly, HPUD has increased sampling on flushing points and is focused on eliminating unnecessary flushing. HPUD has reduced flushing by over 40%.

In 2023, HPUD has reduced it's water loss percentage to less than 34% which is below the acceptable limit set by the Tennessee Department of Environment and Conservation.

### 2024 Board Meeting Schedule

<b>January 8th</b>	<b>1:30</b>	<b>July 8th</b>	<b>1:30</b>
<b>February 12th</b>	<b>1:30</b>	<b>August 12th</b>	<b>1:30</b>
<b>March 18th</b>	<b>1:30</b>	<b>September 16th</b>	<b>1:30</b>
<b>April 8th</b>	<b>1:30</b>	<b>October 14th</b>	<b>1:30</b>
<b>May 13th</b>	<b>1:30</b>	<b>November 11th</b>	<b>1:30</b>
<b>June 10th</b>	<b>6:00</b>	<b>December 9th</b>	<b>1:30</b>

**Meeting are held at the District's Main Office  
3745 Cunningham Road Knoxville TN 37918**

### Our Office Will Be CLOSED

**Monday, January 15th**

in observance of

**Martin Luther King, Jr. Day**

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**Monday, February 19th**

in observance of

**President's Day**