HALLSDALE-POWELL
UTILITY DISTRICT

UTILITY RATES AT WORK

COMMITTED TO EXCELLENCE

Our mission is to provide reliable high-quality water and wastewater service through innovation and fiscal responsibility while maintaining a commitment to excellence in customer service.

WATER is used for drinking, cleaning, cooking, irrigation, landscaping, putting out fires and for many other vital purposes that are often taken for granted. There is a lot that goes on behind the scenes to ensure that you have high-quality water each time you turn on the faucet.

Long before a water pipe is placed into the ground, we have to analyze how many customers will be potentially served by that infrastructure. Careful planning keeps the balance between moving enough water through the system to ensure it is the highest quality, while retaining enough water in storage to meet the demands on any given day and to have enough in reserve to fight fires.

Utility Rates

Utility rates are necessary to ensure reliable, uninterrupted water delivery now and into the future. Ongoing investments are needed to maintain our existing system and plan for additional infrastructure improvements.

Hallsdale-Powell Utility District uses a combination of a base rate and a usage rate.

Base Rate - a fixed rate for water and wastewater services that is collected to cover the daily fixed cost of doing business such as meter reading, processing and mailing statements, and receiving payments. A portion of the base rate funds infrastructure and maintenance needs.

Usage Rate - a variable rate dependent on the amount of water used during a billing cycle. It is collected to cover the cost associated with treatment, distribution, and collection. Wastewater charges are based on the customer's water usage as any water that is used must be collected and cleaned prior to discharge.

HPUD... By The Numbers

Hallsdale-Powell Utility District was established in 1954 to service a small portion of North Knox County. Seventy years later, HPUD has grown from 500 customers to 33,400 customers and from 75 miles of pipe to almost 1,200 miles of pipe.

WATER

Treatment Plants
2 Plants
16 Million Gallon Rated Treatment Capacity

Water Storage Tanks
14 Tanks
12 Million Gallon Storage Capacity

Booster Stations
19

Water Main
689 Miles

Hydrants
2,478

Water Connections
32,928

SEWER

Treatment Plants
2 Wastewater Treatment Plants
2 Decentralized Treatment Plants
23 Million Gallon of Treatment Capacity

Storage Tank
(1) 5 Million Gallon Storage Capacity

Lift Stations
22

Manholes
10,106

Force & Gravity Mains
493 Miles

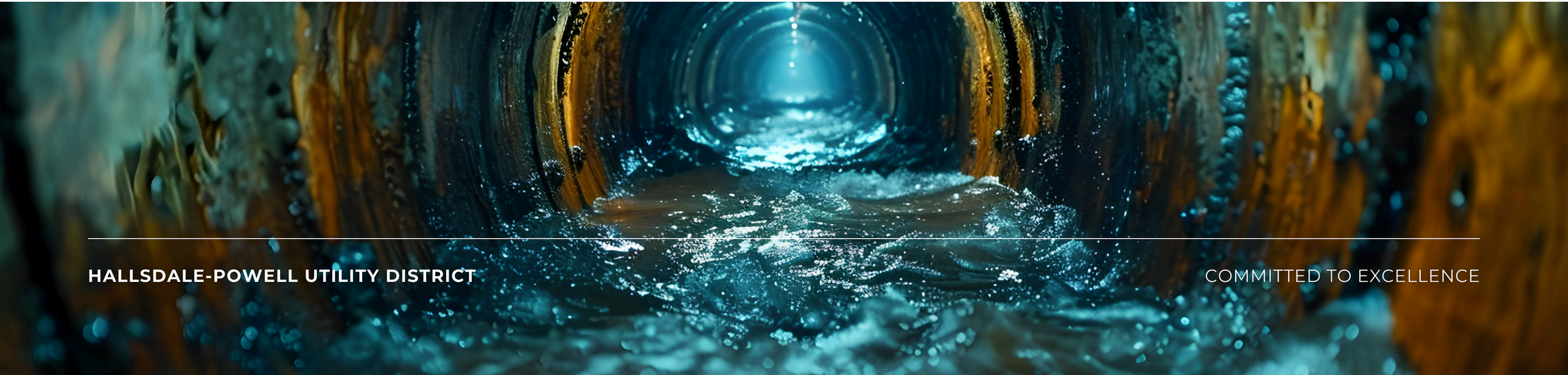
Sewer Connections
25,085

Backstory

Like most utilities in the early years, expanding our infrastructure to reach the demand of the growing communities in the area was the driving force of our business. But 50 years later, our system was aging and in need of repair and improvements to keep up with the growing demand and the increase in requirements set by Federal and State agencies. In 2004, Hallsdale-Powell Utility District was put under the first of two Consent Orders (CO) issued by the Tennessee Department of Environment and Conservation (TDEC) and the second CO was issued in 2014. The Utility was forced to make substantial capital financial investments in order to meet the Federal and State regulations outlined in the CO and the law during this timeframe.

HPUD developed a plan to improve wastewater treatment and to address SSOs through a combination of investigative and rehab initiatives as well as improvements to the 5-miles of interceptor sewer main running along Beaver Creek in the Powell community. HPUD was committed to finding cost effective solutions in order to limit the impact on its rate payers.

Over the last few decades, HPUD has made great strides in improving our treatment plants, collection system and distribution system and in recent years, we have received several awards from within our industry as a result of these efforts.



Awards In The Collection System

In 2023, Hallsdale-Powell Utility District did not have any chronic sanitary sewer overflows (SSOs) in the collection system. In fact, we saw the lowest number of SSOs on record for HPUD's collection system. This was a result of the work completed in the collection system over the past twenty years. The peak and instantaneous flows were also lower, and the collection system shows a quicker recovery after a rain event which has helped lower the number of wet weather SSOs.

Plant flows have decreased by 3 MGD resulting in significant savings in electric and chemical costs thus helping to reduce operating costs and limiting the impact on our rate payers.

These results will benefit the surrounding communities as it will help to improve the water quality of Beaver Creek, revive and support the native aquatic ecosystems, and enrich the recreational activities that have been enjoyed by residents for many years. Even with the low number of SSOs in 2023, HPUD is still committed to improving areas in the collection system that are susceptible to wet weather SSOs.

Clean Water Professionals of Kentucky & Tennessee

2024 OUTSTANDING OVERFLOW ABATEMENT PROJECT AWARD

The Beaver Creek Sewer Interceptor Improvement Project

The Outstanding Overflow Abatement Project Award recognizes projects that improved water quality by controlling wet weather overflows through the separation of storm and sanitary sewers, the transmission of wet weather wastewater to the wastewater treatment plant, the construction of facilities to treat the wet weather flow, the diversion of stormwater around a combined sewer system, monitoring or modeling overflows to characterize their impact, or other wet weather control measures.

Clean Water Professionals of Kentucky & Tennessee

2024 CLEAN WATER TECHNOLOGY AWARD

The Beaver Creek Wastewater Treatment Plant Ultra Violet Disinfection System

The Clean Water Technology Award recognizes operational innovation or the application of treatment technology to improve effluent quality, resource recovery, and/or sustainability at a municipal or industrial resource recovery facility.

NACWA Peak Performance AWARDS

	Beaver Creek Wastewater Treatment Plant	***Raccoon Valley Wastewater Treatment Plant***
	2007 - 2023	2006 - 2023
	Gold Award - 7	Gold Award - 10
	Silver Award - 9	Silver Award - 5
	Platinum Award - 1	Platinum Award - 3

Awards In The Distribution System

In 2022, Hallsdale-Powell Utility District received the Award of Excellence in Medium Water Treatment from the Clean Water Professionals of Kentucky/Tennessee section of the American Water Works Association. The criteria considered for this award includes management, records, appearance, and the overall results of the evaluation by the Honors & Awards Committee.

Hallsdale-Powell Utility District also received the Award of Excellence in Medium Distribution Systems Operations from the Clean Water Professionals of Kentucky/Tennessee section of the American Water Works Association in 2022. The criteria considered for this award includes management, records, appearance, and the overall results of the evaluation by the Honors & Awards Committee.

We also received a perfect score on our last Sanitary Survey conducted by TDEC. The survey is a comprehensive review and inspection evaluating the capability of the water system to supply safe drinking water. Required areas of the survey included - review of the raw water source, treatment plant, distribution system, finished water and storage tanks, pump stations, monitoring and reporting, management and operations, and operator compliance.

IMPROVEMENTS COMPLETED DURING THE LAST 20 YEARS

Over the last 20 years, HPUD as replaced, upgraded or installed new water infrastructure to ensure the District has ample reliable, safe drinking water to meet the demand of our growing communities.

884,558 LF OF WATER PIPE

9 BOOSTER STATIONS

8 STORAGE TANKS

Hallsdale-Powell Utility District has made significant progress over the last two decades while providing reliable high-quality water and wastewater service through innovation and fiscal responsibility while maintaining a commitment to excellence in customer service.