

NEWSLETTER

WATERWORKS SPRING 2025



IMPORTANT INFORMATION

Board Meetings

April 21st 1:30 pm May 12th 1:30 pm June 2nd 6:00 pm

Office Closures

April 18th in observance of Good Friday May 26th in observance of Memorial Day

3nd Quarter Statistics - 2025

Water Treated

January: 223.2 million gallons
February: 188.8 million gallons
March: 192.0 million gallons

Wastewater Treated

January: 211.8 million gallons
February: 326.8 million gallons
March: 226.5 million gallons

Water Meters Set

January: 51 February: 18 March: 44

Sewer Inspections

January: 32February: 31March: 31

2024 Water Quality Report

For the last 71 years, HPUD has provided safe, reliable drinking water to our customers and our Water Quality Report backs up that statement. To view the latest report visit: www.hpud.org/water-quality/

ANNOUNCEMENTS



2025 UTILITY RATES

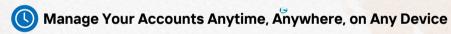
On March 10th, the HPUD Board of Commissioners approved a 3% rate increase on water and a 3% rate increase on sewer for the fiscal years of 2026 and 2027. The new rates will go into effect on April 1, 2025 and will be reflected on your May utility bill.

*The new rate will impact an average water and sewer bill of 4,000 gallons by \$3.59.



HPUD'S ENHANCED CUSTOMER
PORTAL HAS OFFICIALLY
LAUNCHED!

THIS MODERN, USER FRIENDLY EXPERIENCE WILL ENABLE YOU TO:



View Detailed Account History: Including Statements,
Usage, and Payments

Manage Communication Preferences: Email, Phone Call, or Printed Notifications

Update Account and Billing Information with Ease

Pay Using Credit Cards or Debit Cards

Store Payment Methods in Your Online Wallet

Utilize Quick Pay for Fast, Secure, One-step Payments

Easily Set Up Recurring or Schedule Payments with a Preferred Credit Card or Bank Information

If you are a current portal user you will have to re-register.



Completed Projects:

- Northfield/Mynatt Rd Sewer Rehab Project
- Norman, Wells, Clinton Hwy Arear Water Line Improvement Project

In Process:

- I-75 @ Callahan Rd Project
 - Melton Hill Water Treatment Plant Intake Upgrades and Tube Settler/Clarifier Projects