HALLSDALE-POWELL UTILITY DISTRICT

WELCOME

First, we want to welcome you to Hallsdale-Powell Utility District and congratulate you on your new home! This packet contains information that is "Good to Know" about your utility services as well as helpful tips on how to maintain your service lines and plumbing. Whether you are new to this area or an existing customer, you will want to keep this helpful information on hand.

We look forward to serving you!

GOOD TO KNOW

1. Your Water Meter
2. Your Sewer Connection and Grease Control
3. Understanding Your Statement
4. Water and Sewer Rate Structure
5. Leak Protection Program
6. Water Conservation
7. Frequently Asked Questions

INTRODUCTION

Hallsdale-Powell Utility District was founded in 1954 to service rural North Knox County. Today, Hallsdale-Powell Utility is one of the largest utility districts in the state of Tennessee serving North Knox County, Anderson County, and Union County. As our service area continues to grow, we are committed to making our communities cleaner, healthier and more environmentally sustainable for future generations. Whether you are a new or existing customer, we are excited to welcome you to Hallsdale-Powell Utility District.

We encourage you to visit our website (www.hpud.org) to register for on-line access to your account. Our website offers on-line bill pay, outage reporting, water tips and a variety of other helpful tools. Like us on Facebook and Twitter (@hpudknox) where you will find valuable information concerning water and wastewater. For your convenience, we also have a 24-hour response line for interruptions in your service. (865)922-7547

HALLSDALE POWELL UTILITY DISTRICT
Water and Sewer Rate Structure

Effective April 1, 2025

Each customer shall pay monthly in accordance with the following rates, which are generally based on the amount of water sold as determined by meter measurement.

Domestic and Commercial Water Rates

Base Charge	0 Gallons	$ 10.84 Base Rate
All Over	0 Gallons	10.30 Per Thousand Gallons

(Sales tax is added to all water charges)

Domestic Sewer Rates

Base Charge	0 Gallons	$ 14.87 Base Rate
Next	12,000 Gallons	13.99 Per Thousand Gallons
All Over	12,000 Gallons	No Charge over 12,000 Gallons
*Grinder Pump (if applicable)		9.09 Per Month

Commercial Sewer Rates

Base Charge	0 Gallons	$ 14.87 Base Rate
All Over	0 Gallons	13.99 Per Thousand Gallons
*Grinder Pump (if applicable)		9.09 Per Month

Sunset Bay Sewer Rates

Vacant Lot Minimum Bill		$ 9.00 Base Rate
Base Charge	0 Gallons	14.87 Base Rate
All Over	0 Gallons	13.99 Per Thousand Gallons

*Sewer Grinder Pump Service/Maintenance Fees

Service Maintenance Fee	$ 9.09 Per Month
(This fee applies only for E-One Grinder Pump Model Numbers)	

Sewer Availability Charge

A monthly sewer availability charge equal to the sewer base charge will be assessed to the owner of any house, building, and/or structure of any kind that is not connected to the District's sewer system when the District's sewer system is available to the property as provided by the District's rules and regulations.

Surcharge for Excess Concentration

Grease, fats, oils, etc., in excess of 50 mg/l at $4.12 per hundred pounds; BOD in excess of 240 mg/l at $6.18 per hundred pounds; Suspended Solids in excess of 300 mg/l at $5.67 per hundred pounds; Ammonia in excess of 30 mg/l at $4.12 per hundred pounds.

The Board of Commissioners for the Hallsdale-Powell Utility District sets the rates, fees and charges for the services provided by the utility district to ensure that the utility system is self-supporting. These rates, fees and charges are set so as to produce revenues at least sufficient to (i) provide for all expenses of operation and maintenance of the utility district, including establishing necessary reserves, and (ii) pay when due all the utility district's debt obligations, including related interest and debt service reserve obligations.

_____

Approved by Hallsdale-Powell Utility District Board of Commissioners March 10, 2025

HALLSDALE-POWELL UTILITY DISTRICT

UNDERSTANDING YOUR STATEMENT

HALLSDALE-POWELL UTILITY DISTRICT

P.O. Box 71449
Knoxville, TN 37938-1449
(865)922-7547
www.hpud.org
Hours: Mon. - Fri. 8:00am - 4:00pm
(Night Deposit Available)

1

Account Information: 000000001234
Customer Name: John Doe
Service Address: 123 Main Street
Location Number: 0000500-0100730 Days on Bill: 30

SERVICE	METER NUMBER	READ DATE	PRESENT	PREVIOUS	USAGE (100 GALLONS)	BASE CHARGE	USAGE CHARGE	TOTAL CHARGE
WATER	5576548	05/23/25	5251	5208	43	10.84	44.29	55.13
SEWER					43	14.87	60.16	75.03
TAX RATES COUNTY								1.24
TAX RATES STATE								3.86
LEAK PROTECTION PROG								1.56

2

4

Your service is subject to disconnection if payment is not received by the due date. If your service has been interrupted for nonpayment, a $40 service charge will be assessed to your account. Payment can be made via mail, phone payment system, in-person, or online portal: credit card, scheduled bank draft (one-time payment), and auto pay.

**After business hours, the dropbox is available in the drive thru.*

The Board of Commissioners meeting schedule is posted online at **www.hpud.org** and in the News Sentinel at the beginning of each year.

For questions regarding the Leak Protection Program, please call ServLine at (865)914-8230.

3

PREVIOUS Balance	0.00
Net Payment Due By:	136.82
LATE Charge AFTER Due Date:	13.68
Total Payment Due AFTER:	150.50

Please return this portion of the statement with your payment. Retain top section for your records.

HALLSDALE-POWELL UTILITY DISTRICT

3745 Cunningham Rd.
P.O. Box 71499
Knoxville, TN 37938-1449

Notice: Use the enclosed return envelope for payment of bill only.
All other correspondence should be sent to our regular mailing address above.

5

Account Number	000000001234
Location Number	0000500-0100730
PREVIOUS Balance	0.00
Net Payment Due By:	136.82
Payment Due AFTER:	150.50

You can pay online at: www.hpud.org

#1: Account Information: This section includes your account number, name, service address, location number, and the number of days included in this billing cycle. The service address is the physical address where the meter is located. The location number represents the service address in our billing system. The account number is the one most important to you. Please include it on your check or money order when making a payment. Use this number when you call the office to inquire about your account or report a problem.

#2: Billing Details: This section provides a description of your service, usage and charges. Here is a quick explanation of this section:

Service: A description of the services received from Hallsdale-Powell Utility District.
Meter Number: This number refers to the serial number on the meter's dial.
Read Date: The day the meter was read by Hallsdale Powell Utility District staff.
Present and Previous: This represents the data collected from the meter. The present reading minus the previous reading is the amount of water used during this billing cycle.
Usage: This number represents the gallons used during this billing cycle. Usage is recorded on your bill in hundreds of gallons. For example, if the usage is 43 then you used 4,300 gallons of water during this billing cycle.
Base Charge: The fixed monthly base charge for water and wastewater (sewer) is collected to cover fixed costs such as meter reading, the processing and mailing of statements, as well as receiving payments. A portion of the base charge funds infrastructure and maintenance needs.
Usage Charge: Hallsdale-Powell Utility District itemizes your bill by the services you receive. The usage charge is based upon the amount of water used during this billing cycle. Wastewater (sewer) charges are based upon customer's water usage.
Total Charge: The base charge plus the usage charge.
Sales Tax: The State of Tennessee and local counties require a tax on the sale of residential and commercial water.

#3: Account Summary: This section contains account activity such as previous balance, current balance with due date, and balance with late charges if paid after the due date. Please note that service is subject to disconnection if payment is not received by the due date. If service has been interrupted for non-payment, a $40 service fee will be assessed to your account.

#4: Message Area: Look here for information regarding your bill or Hallsdale-Powell Utility District services.

#5: Detachable Bill Payment Stub: For customers that have not already switched to an electronic form of payment, the part of the bill below the perforation contains information vital to HPUD for prompt processing of your payment. If you pay your bill by mail or in the drive thru at our main office, please detach and return this portion with your payment.

HALLSDALE-POWELL UTILITY DISTRICT

TERMS AND DEFINITIONS

HPUD routinely tests for contaminants in your drinking water as require by Federal and State laws. Unless noted otherwise, the table shows the results of our monitoring for the period from January 1 – December 31, 2024. In this data, you may find terms and abbreviations you are not familiar with. To help you better understand these terms, we have provided the following definitions:

Action Level (AL) is the concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Below Detection Level (BDL) indicates parameter was below detection limits for the recognized detection method.

Contaminant is any physical, chemical, biological, or radiological substance or matter in water, which may or may not be harmful depending upon the concentration.

Maximum Contaminant Level (MCL) is the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal (MCLG) is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL) is the highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for the control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG) is the level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Nephelometric Turbidity Unit (NTU) is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
Picocuries per Liter (pCi/L) is a measure of radioactivity in water.

Secondary Standards are guidelines pertaining to certain contaminants that may cause cosmetic effects, such as skin or tooth discoloration, or taste, odor, or discoloration in drinking water.

Treatment Technique (TT) is a required process intended to reduce the level of a contaminant in drinking water.

Parts per million (ppm) or milligrams per liter (mg/l) One part per million is equivalent to one minute in two years or a single penny in $10,000.

Parts per billion (ppb) or micrograms per liter. One part per billion corresponds to one minute in 2,000 years or a single penny in $10,000,000.

HOW CAN YOU GET INVOLVED?

Our Board of Commissioners typically meet on the second Monday of each month at 1:30 p.m. at HPUD's main office, located at 3745 Cunningham Road. For a complete schedule of the monthly Board Meetings please visit www. hpud.org/board-meeting-schedule. Customers are always welcome to attend these meetings. Remember that your drinking water comes from area water bodies and it is important to safeguard our water supply.

The Commissioners of Hallsdale-Powell Utility District serve four-year terms. The remaining Commissioners make recommendations to the County Mayor after receiving input from the public. The Mayor selects Commissioners from a list submitted by the Board.

Decisions by the Board on customer complaints brought before them under the District's Customer Complaint Policy may be reviewed by the Utility Management Review Board of the Tennessee Department of Environment and Conservation, pursuant to Section 7-82-702(7) of the Tennessee Code Annotated.

WATER & PUBLIC HEALTH

In order to ensure that tap water is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health. We have consistently met all these requirements and continually strive to deliver a high quality product. Our water not only meets, but exceeds, all State and Federal Drinking Water Standards and is safe.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk from infections.

These people should seek advice about drinking water from their healthcare providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water hotline at (800) 426-4791.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling EPA's Safe Drinking Water Hotline at (800) 426-4791.

ABOUT YOUR WATER SOURCE

The source of drinking water, (both tap water and bottled water) includes rivers, lakes, streams, ponds, springs, reservoirs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water are listed in the Table containing our Water Quality Data.

Currently, your public drinking water comes from two sources: The Melton Hill Water Treatment Plant is supplied by surface water taken from Melton Hill Lake in Anderson County. The Norris Water Treatment Plant is supplied by surface water taken from Norris Lake in Union County. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for all untreated water sources serving our water system.

According to the report, surface water from Melton Hill Lake is determined to be moderately susceptible to potential contamination. The surface water from Norris Lake water supply is determined to be low to moderately susceptible
to potential contamination.

An explanation of TDEC's Source Water Assessment Program, susceptibility scorings and the overall report to the U.S. Environmental Protection Agency (EPA) may be viewed online at:
https://www.tn.gov/environment/programareas/wr-water-resources/water-quality/source-water-assessment.html

CONTACT INFORMATION

For more information about the data in this report, or to answer specific questions about the quality of your drinking water, please contact Nick Jackson, Plants Manager at (865) 925-3929.

It's up to all of us to help protect our water. As a utility that provides water to this region, it is even a greater responsibility for HPUD. We take this responsibility very seriously, as this report indicates.

We depend on clean water to drink and for many of us our lakes and rivers are an important part of our quality of life, whether it is fishing, boating, swimming or just having a picnic near the water.

We're doing all we can to make sure that people can enjoy this same quality of life for generations to come.

TRANSLATION INFORMATION

Information is available for translation upon request. Please contact Hallsdale-Powell Utility District to request translated information.

HALLSDALE-POWELL UTILITY DISTRICT

2024 WATER QUALITY REPORT

2024 WATER QUALITY REPORT

Microbiological Contaminants	Violation Y/N	Range or Max	Avg	Unit	MCLG	MCL	Likely Source of Contamination
Total Coliform Bacteria	N	No Detection	N/A	%	N/A	N/A	Naturally present in the environment
E. Coil	N	No Detection	N/A	%	N/A	N/A	Human and animal fecal waste
Turbidity (Melton Hill) [1]	N	0.01 - 0.13	0.03	NTU	N/A	TT	Soil runoff
Turbidity (Norris) [2]	N	0.02 - 0.07	0.03	NTU	N/A	TT	Soil runoff

[1] *Turbidity is a measure of the cloudiness of the water.*
[2] *We met the treatment technique for turbidity with 95% of monthly samples below the turbidity limit of 0.3 NTU.*

Disinfectants	Violation Y/N	Range or Max	Avg	Unit	MCLG	MCL	Likely Source of Contamination
Chlorine (Melton Hill)	N	1.2 - 2.0	1.6	ppm	4	4	Used in water treatment to control microbes
Chlorine (Norris)	N	0.4 - 2.2	1.6	ppm	4	4	Used in water treatment to control microbes

Inorganic Contaminants	Violation Y/N	Range or Max	Avg	Unit	MCLG	MCL	Likely Source of Contamination
Aluminum	N	None Detected	N/A	ppm	N/A	0.01	Erosion from natural deposits
Arsenic	N	None Detected	N/A	ppb	N/S	10	Erosion from natural deposits
Chloride	N	7.47 - 9.2	8.335	ppm	N/A	250	Runoff, leaching from natural deposits
Fluoride	N	.01 - 0.7	0.471	ppm	4	4	Erosion from natural deposits; water additive which promotes strong teeth
Nitrate (Melton Hill)	N	0.353	N/A	ppm	10	10	Runoff from fertilizer use, leaching from septic tanks, sewage, erosion of natural deposits
Nitrate (Norris)	N	0.222	N/A	ppm	10	10	Runoff from fertilizer use, leaching from septic tanks, sewage, erosion of natural deposits
Silver	N	None Detected	N/A	ppm	N/A	N/A	Naturally present in the environment
Sodium	N	10.5 - 14.2	12.35	ppm	N/A	N/A	Erosion of natural deposits, used in water treatment
Sulfate	N	8.26 - 14.6	11.43	ppm	N/A	250	Naturally present in the environment
Total Dissolved Solids	N	124 - 133	128.5	ppm	N/A	500	Runoff, leaching from natural deposits
Zinc	N	None Detected	N/A	ppm	N/A	5	Erosion from natural deposits

Disinfection By-Products	Violation Y/N	Range or Max	Avg	Unit	MCLG	MCL	Likely Source of Contamination
Chlorite (Water Plant)	N	0.00 - 0.93	0.41	ppm	0.8	1	By-product of drinking water disinfection
Chlorite (Distribution System)	N	0.03 - 0.58	0.24	ppm	0.8	1	By-product of drinking water disinfection
Total Trihalomethanes [3]	N	Individual Site Range: 10 - 65 LRAA Max 44	N/A	ppb	N/A	80	By-product of drinking water chlorination
Total Haloacetic Acids [3]	N	Individual Site Range: 6 - 43 LRAA Max 37	N/A	ppb	N/A	60	By-product of drinking water chlorination

[3] *Some people who drink water containing Trihalomethanes or Haloacetic Acids in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.*

Total Organic Carbon (TOC)	Violation Y/N	Range or Max	Avg	Unit	MCLG	MCL	Likely Source of Contamination
Total Organic Carbon (raw)	N	1.34 - 3.17	2.32	ppm	N/A	TT	Naturally present in the environment
Total Organic Carbon (tap) [4]	N	0.74 - 1.8	1.3	ppm	N/A	TT	Naturally present in the environment

[4] *We met the Treatment Technique Requirement for Total Organic Carbon in 2024.*

Radionuclides	Violation Y/N	Range or Max	Avg	Unit	MCLG	MCL	Likely Source of Contamination
Gross Alpha (Melton Hill)	N	2.17 pCi/L	N/A	pCi/L	N/A	15 pCi/L	Naturally present in the environment
Gross Alpha (Norris)	N	0.792 pCi/L	0.79	pCi/L	N/A	15 pCi/L	Naturally present in the environment
Combined Radium (226 - 228) (Melton Hill)	N	0.34 pCi/L	0.91	pCi/L	N/A	5 pCi/L	Naturally present in the environment
Combined Radium (226 - 228) (Norris)	N	None Detected	N/A	pCi/L	N/A	5 pCi/L	Naturally present in the environment

Lead and Copper	Violation Y/N	Range	Unit	90th%	MCLG	MCL	Likely Source of Contamination
Copper	N	0.163 - 1.15	ppm	0.888	N/A	AL=1.3	Corrosion of household plumbing systems
Lead [5]	N	2.0 - 3.1	ppb	0.002	N/A	AL=15	Corrosion of household plumbing systems

[5] *Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. HPUD is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and takin steps to reduce your family's risk. Using a filter, certifies by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact HPUD. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https:/www.epa.gov/safewater/lead. Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.*

HALLSDALE-POWELL UTILITY DISTRICT

Ditch The Paper!

Switch to Paperless Billing

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

Go Paperless in 3 Easy Steps

1 Log into HPUD's customer portal

2 Select Communications Tab

3 Uncheck print and choose your communication preference(s)

You don't have to worry about misplacing a bill or it getting lost in the mail ever again!

Log into HPUD's Customer Portal on our website: www.hpud.org

HOW TO PAY YOUR BILL WITH QUICK PAY

If you don't have an account to use the online payment portal, we offer "Quick Pay".

All you need is one of the following:

1. Account number, *email address, *phone number.**Email address and phone number associated with your customer account.*
2. Credit/debit card information or bank account information.

TO USE "QUICK PAY"

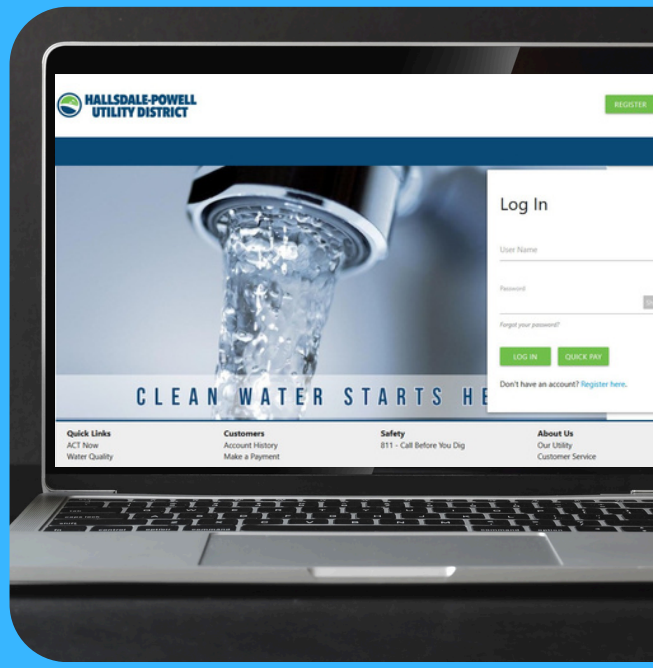
hpud.epayub.com

WHY USE THE PORTAL?

The portal offers many features to help you control your account.

- **Manage Your Accounts Anytime, Anywhere, on Any Device**
- **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**

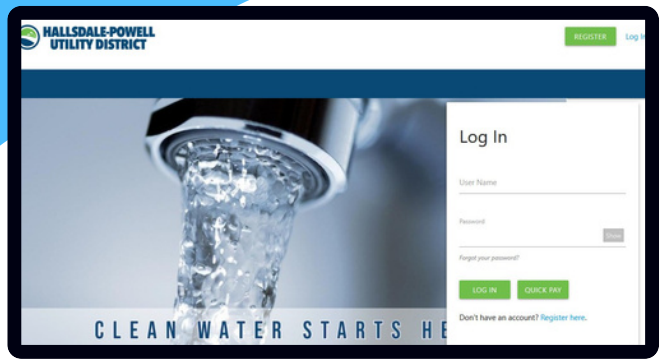
SAVE **TIME.**
SKIP THE **LINE.**
PAY **ONLINE.**



HALLSDALE-POWELL UTILITY DISTRICT

CUSTOMER PORTAL

24/7 ONLINE ACCOUNT MANAGEMENT & PAYMENTS



HOW TO CREATE A PORTAL ACCOUNT

Navigating to the New Portal: To begin creating your account, visit **hpud.epayub.com** or scan the QR code. Once you get to the new payment portal, click the register button.

Account Lookup: After clicking "Register," you will be prompted to look up your account - all you need is:

- **Your account number**
- **Your phone number** OR the **last four or your SSN/Tax ID**

**You must use the phone number or SS# that is on file with HPUD.*

Verifying your Account: After clicking "SEARCH", it will ask you to verify your account. Review the customer name and the address shown to verify that it is your correct information. If it is, click "YES, THIS IS MY ACCOUNT".

Create User: Once you have verified your account, you will be asked to select a username you will remember. The email address will auto populate from what is currently on your account, but this can be edited now.
Type in your password twice for verification. The password needs to be at least 8 characters and contain a number.
Once you have completed each field, click "REGISTER" to finish creating your account.

SCHEDULED BANK DRAFT PAYMENTS AVAILABLE

Managing your utility payments is easy! This convenient feature allows you to set up payments on a future date, ensuring your bills are paid on time - automatically!

How It Works:

1. Log into the portal here: hpud.epayub.com.
2. Click "Make a Payment".
3. Click "Schedule Bank Draft", and enter your payment details as you would for a check payment.
4. Select the "Schedule For" date to set your payment for a future date.
5. If you have saved bank account information, you can easily select it for quick payment processing.
6. If you are entering new bank details, you can choose to save them for future use.
7. Once scheduled, you will receive a receipt with a payment confirmation number.
8. Any applicable service fees will be displayed before your payment is confirmed.
9. Receive a confirmation via email or text, based on your receipt preferences.

TO SCHEDULE A PAYMENT

Scan QR Code or Visit:
hpud.epayub.com

HOW TO SIGN UP FOR AUTOPAY

AutoPay ensures your bill is paid on time, every time. Set up AutoPay in just a few simple steps to enjoy hassle-free payments and avoid late fees.

How to Sign Up for AutoPay on Your Customer Web Portal:

1. Access AutoPay Setup:
   - Go to Help > Payment & Billing in the right-hand menu on your dashboard
   - Click on "I want to set up AutoPay" to begin.
2. Select Your Account (for users with multiple linked accounts):
   - Use the Account Selector dropdown at the top left to choose the account for which you'd like to set up AutoPay.

Choose the setup portion that best fits your situation:

1. Use an Existing Payment Method:
   - Click SET AUTOPAY in the top right.
   - Select your account, then choose a Payment Option (like Maximum or Fixed Amount).
     - Tip: For details on each payment option, click the Info Icon next to Payment Options
   - Click "CONFIRM" to save or "CANCEL" to exit.
2. Add a New Payment Method (with an Existing Saved Payment):
   - Click "I want to set up AutoPay," to open the My Payment Methods screen.
   - Select ADD NEW CREDIT/DEBIT CARD AUTO PAY in the top right.
   - Follow the prompts to enter your payment details and confirm.
2. Add a New Payment Method (No Existing Saved Payment):
   - After clicking "I want to set up AutoPay," the Add Credit/Debit Card screen will appear if no payment method is saved.
   - Enter Payment Details: Fill out the required fields based on your selected payment type.
   - Click SAVE to complete setup.

HALLSDALE-POWELL UTILITY DISTRICT

SERVLINE by HomeServe®

LEAK PROTECTION PROGRAM

LEAKY PIPES CAN BE COSTLY!

Hallsdale-Powell Utility District's Leak Protection Program is supported by ServLine. With automatic enrollment, you will be protected from having to pay a high water bill and avoid interruptions to service.

This program is financially backed by an insurance policy procured as part of the ServLine program and is offered to all residential and small business customers to protect them from high water bills due to qualifying leaks on the customer's side of the meter. The program allows for one adjustment per year up to $2,500 over a maximum of 3 billing cycles upon proof of the qualifying leak.

To qualify for an adjustment, the bill must be at least fifty percent (50%) of the customer's average bill added back to the average or at least one-hundred fifty percent (150%) of the customer's average bill. The Servline Program will be 1.5 times the dollar amount of the customer's average dollar amount to qualify for a leak adjustment. This will be on the water only volume charge.

RATES

- RESIDENTIAL $1.56 PER MONTH
- RESIDENTIAL MASTER- METERED MULTI-HABITATIONAL (PER UNIT) $2.50 PER MONTH
- COMMERCIAL SINGLE OCCUPANCY $1.56 PER MONTH
- COMMERCIAL DOUBLE OCCUPANCY $3.12 PER MONTH

*Customers may decline the program at any time by calling (865)914-8230. However, customers who decline the program will accept full responsibility for 100% of excess water charges caused by a water leak.
*Customers are responsible for their water service, sewer/septic, or plumbing lines on their side of the meter. If a breakdown to any of these line occurs, it is the homeowner's responsibility to arrange and pay for repairs.

Frequently Asked Questions

HALLSDALE-POWELL UTILITY DISTRICT

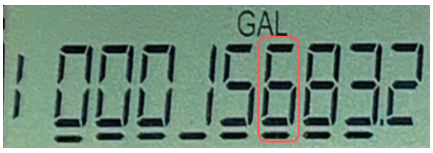
How Often Does HPUD Bill? Residential and commercial customers are billed once every month.

What Are The Charges On My Billing Statement? Your monthly bill is made up of two parts, base charge and usage charge. A base charge, which is the same each month, helps recover the costs of providing utility services that do not change with your usage such as metering and billing costs as well as infrastructure and maintenance needs. Usage charges change based on how much water you use during a billing cycle. Wastewater (sewer) usage charges are based upon your water usage. More information on Understanding Your Statement is available in this Welcome Packet and online at www.hpud.org under Billing & Payments.

What Happens To My Renter's Deposit When I Move Out? Your deposit will be applied to your final bill. If there are deposit funds remaining, a refund check will be mailed to the address on file.

Where Is My Water Meter Located? Most meters are located near the road in the corner of the property.

How Do I Read My Meter? Our meters are read in hundred gallons. So in this example, when the 6 turns over to the next digit, that is 100 gallons - representing 1 unit on your billing statement.



METER NUMBER	READ METER	PRESENT	PREVIOUS	USAGE (100 GALLONS)
6674338	5/23/21	156	113	43

How Do I Determine If I Have A Leak? If you suspect a leak, track your usage on each billing statement. Look for abnormal increases. More information on How To Detect A Leak is available in this Welcome Packet and online at www.hpud.org under Safety Tips!

What Happens If I Have A Leak?

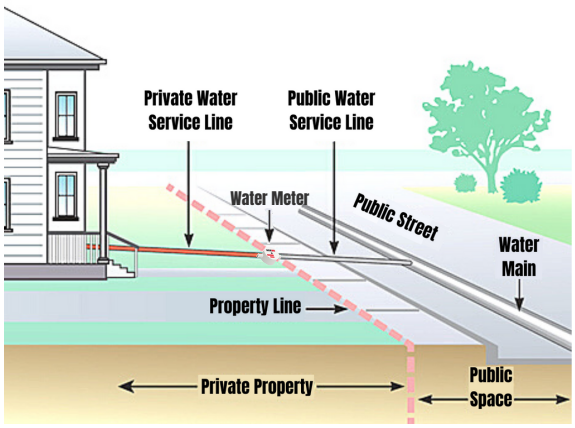
- It is the customer's responsibility to keep their entire plumbing system in good working order. The customer's plumbing begins at the outlet of the meter yoke.
- You may qualify for a leak adjustment if the eligible plumbing leak generates a minimum additional charge of one and one half (1.5) times the average of the past twelve (12) month's billing period and you must be enrolled in the Leak Protection Program by ServLine.
- More information on the ServLine Program is located in this Welcome Packet and online at www.hpud.org under Billing & Payments.

What Are The Benefits Of An Irrigation/Secondary Meter? A separate irrigation meter provides several benefits. The main benefit is to reduce wastewater charges. Water used inside the home enters the sewer system and must be treated. Installing an irrigation meter allows the water used outside of the home to be charged separately and is not subject to wastewater fees. Irrigation meters can be used for irrigation systems, swimming pools, washing vehicles, and pressure washing.

Detecting Water Leaks

HOW TO DETECT A LEAK

- If you suspect a leak, track your usage on each billing statement. Look for abnormal increases. (Note: Most people use more water in the summer than the winter when watering the lawn, filling pools, etc.)
- Make sure no water is being used inside or outside of your house. Next, locate your water meter and check the flow indicator to see if it is moving. Or, you can take a meter reading and wait one to two hours and take another meter reading (make sure no water is used during this time). If the reading changes, you have a leak.



According to the EPA,10% of homes have leaks that waste more than 90 gallons of water a day.

After you have determined that you have a leak, the next step is to determine if the leak is inside or outside of your house.

- Turn off the water at your shut-off valve. The shut-off valve is most likely located where the water line enters the house or near the hot water heater. If you do not have one, turn off ALL water-using fixtures.
- Check the flow indicator. If it stopped, the leak is likely inside the house. If the shut-off valve is closed and the flow indicator on the meter is still moving, the leak is probably between the outside of the house and the water meter.

PLACES TO CHECK FOR WATER LEAKS

TOILETS - The most common toilet leaks are due to the flapper not sealing correctly or the fill valve malfunctioning. **See backside for more info*

SINK FAUCETS - If your sink is dripping after you tightly close it, the issue is most likely a worn or improperly fitted washer.

APPLIANCES - Dish washers, washing machines, hot water tanks will have water on the floor around the bottom of the units.

WATER SOFTENER / FILTRATION SYSTEMS - Check the discharge line for any flow to make sure it is regenerating properly. There should be no flow unless the system is regenerating.

SWIMMING POOLS - If the pool has an automatic fill system, it may be malfunctioning or the pool may be leaking from more than just evaporation.

INTERIOR WATER PIPES - Water pipes run through walls and ceilings - check for moisture or discoloration on the sheetrock. Water pipes also go through crawl spaces, basements, and attics. Some homes are built on concrete slabs. If the pipes run under the slab, it could be difficult to detect a leak.

OUTSIDE FAUCETS - Check for worn seals in the faucet/spigot. Also, if an outside faucet hasn't been properly prepared for cold weather, it could freeze-up and cause a leak.

SPRINKLER SYSTEMS - Look for soft spots on your lawn. This can be an indication of a leak flowing into the ground from a broken sprinkler system.

OUTSIDE SERVICE LINES - If you notice a soft, wet spot on your lawn or hear water running outside the house, the service line to your house might be leaking.

**If you have trouble locating a leak, you may want to consult with a certified plumber or leak detection company. It is best to get more than one quote on these type of repairs!*

Hallsdale-Powell Utility District - 3745 Cunningham Road Knoxville TN 37918 - (865)922-7547

How to know if your toilet is leaking

All you need is a dye tablet or a little food coloring (red or green works best).

1. Remove the lid off the toilet and add a few drops of food coloring or a dye tablet into the tank. Do Not flush the toilet.
2. Try to wait overnight or if possible, 24 hours before flushing. If the color appears in the toilet bowl without flushing, it has a leak. You may end the test at any point if you see color in the bowl to avoid staining the inside of the toilet.

Note: Since a toilet can run intermittently, it is recommended to do this test three to five days consecutively before ruling out a potential toilet leak.

Common Causes of Toilet Leaks

There are a number of possible causes for water leaks in the toilet. The most common toilet leaks are caused by the flapper not sealing correctly or the fill valve malfunctioning.

Old, worn out toilet **flappers** are often the cause of toilet leaks. Look inside the tank and you will see a rubber stop at the bottom of the tank. This is called a flapper which creates a watertight seal. Over time, a flapper can deteriorate and become warped causing it to no longer seal properly letting water seep into the toilet bowl. You may or may not hear the water cut on and off because water is draining into the bowl causing the tank to have to fill back up.

A deteriorated or damaged **flush valve seat** located at the bottom of the tank will also cause a bad seal between the seat and the flapper. This may cause water to run continuously.

A **chain** or flapper hinge malfunction can cause the flapper to get hung in an open position letting water flow continuously until the flapper is closed and sealed properly.

Another common type of toilet leak is caused by an improperly adjusted or broken **fill valve**. The fill valve brings water into the toilet tank and has a float attached to it. If the float is set too high or if the fill valve fails to completely close, water will continue to enter the tank and flow into the overflow tube.

Other Toilet Leak Issues

Other possible toilet leaks can occur between the tank and the bowl. Check the **tank-to-bowl gasket** and the two bolts that attach the tank to the bowl. The gasket or the rubber around the bolts can deteriorate with age. The water leak will occur on the exterior of the toilet and leak onto the floor.

Leaks can occur between the connection at the toilet base and the floor. The **wax seal** in the base of the toilet can break down over time and lose it's seal letting water leak onto the floor. s.

The bolts that attach the toilet to floor can become loose and cause this issue as well.
Cracks in the toilet porcelain or defective water supply lines can also be a cause of external toilet water leaks.

HALLSDALE-POWELL
UTILITY DISTRICT

SAFE DIGGING
is no accident!

CALL 811 OR CLICK
www.tn811.com

BURIED UTILITY LINES ARE OUT OF SIGHT AND THEREFORE OUT OF MIND

Accidental damage from digging often interrupts important services like broadband internet, electric power, natural gas, sewer, and water. Before you dig, it's important to take steps to protect underground cables, pipes, and wires.

State law requires anyone performing excavation work in Tennessee to call 811 before the dig. If you're found in violation of the law, you could face monetary penalties up to $15,000.

Tennessee811

Safe digging starts with a free call to 811. When you call 811 before you dig, Tennessee 811 sends out a locate request to your local utility providers prompting them to find and mark their underground lines in the area where you'll be digging.
All utilities have three (3) working days (72 hours excluding weekends and holidays) to respond.

Observe a safety zone of two (2) feet or 24–inches on both sides of the utility markings. This safety zone allows for error in the accuracy of locate markers. If you have to dig within the safety zone, use care to avoid damaging a line. if you know you need to cross a utility line, it's a good idea to use soft digging methods to expose the line and verify its depth.

APWA Color Codes

These colors represent certain utility types. They may be marked on the ground in either paint, stakes or flags.

- **Potable Water**
- **Sewer**
- **Natural Gas**
- **CaTV Fiber Phone**
- **Proposed Excavation**
- **Electricity**
- **Survey**
- **Reclaimed Water**

Tennessee 811

HALLSDALE-POWELL UTILITY DISTRICT

GOOD TO KNOW

Your Water Connection

WHAT IS A WATER METER

A water meter is a device that measures the volume of water delivered to a property.

WHAT STYLE OF METER DO I HAVE

The majority of our residential meters are AMI (Advanced Metering Infrastructure). AMI is a two-way communication system that collects detailed metering information. These meters are electronically read and have the capability to give the utility and the customer valuable feedback on detecting leaks and tracking water usage.

WHERE IS YOUR METER LOCATED

Meters are typically located near the road in the corner of the property. You may need a screwdriver to remove the meter lid and something to wipe off the face of the meter.

GOOD TO KNOW
Your Water Meter

HOW TO TURN OFF YOUR WATER

Your shut-off valve is most likely located where the water line enters the house or near the hot water heater. You can also turn the water off at the meter using a meter key tool sold at your local hardware store.

WHAT IS A SERVICE LINE

A water service line is a pipe that runs from HPUD's main line to a home or building's internal plumbing. Lines running from the Water Treatment Plant to the meters are owned and maintained by HPUD. Pipes from the meter to the home/building are owned by the customer.

HOW TO READ YOUR METER

Your meter is read in hundred gallons. In the example below, when the 6 turns over to the next digit (7), that is 100 gallons, representing 1 unit on your bill. For more explanation of your bill, please see the enclosed handout "Understanding Your Statement" or visit our website at www.hpud.org.

1. METER NUMBER
2. FLOW RATE - This shows a flow rate of 2.0 gallons per minute (GPM)
3. METER READING - Read in hundred gallons
4. FLOW INDICATOR - The symbol in the example means water is flowing through the meter. When the water stops, the box will be blank.
5. MESSAGE BOX - If a water droplet symbol appears in the message box, this means water has been running through the meter for more than 24 hours. If this should occur, please close your shut off valve and give us a call.

BENEFITS OF A SECONDARY METER

A secondary meter provides many benefits. The main benefit is to reduce wastewater charges. Water used inside the home enters the sewer system and must be treated. Installing an irrigation meter allows the water used outside of the home to be charged separately and is not subject to wastewater fees. A secondary meter can be used for irrigation systems, swimming pools, washing vehicles and pressure washing.

HALLSDALE-POWELL UTILITY DISTRICT

GOOD TO KNOW

Your Sewer Connection

Good To Know
Your Sewer Connection

We all have a part to play in keeping our communities clean, healthy, and environmentally sustainable.

If you own your home, you also own your sewer lateral. Your sewer lateral is the pipe that exits your home and connects to HPUD's sewer main. Maintaining your sewer lateral is your responsibility.
Here are some helpful tips to protect your home and to protect our precious environment.

WHAT IS A SEWER LATERAL

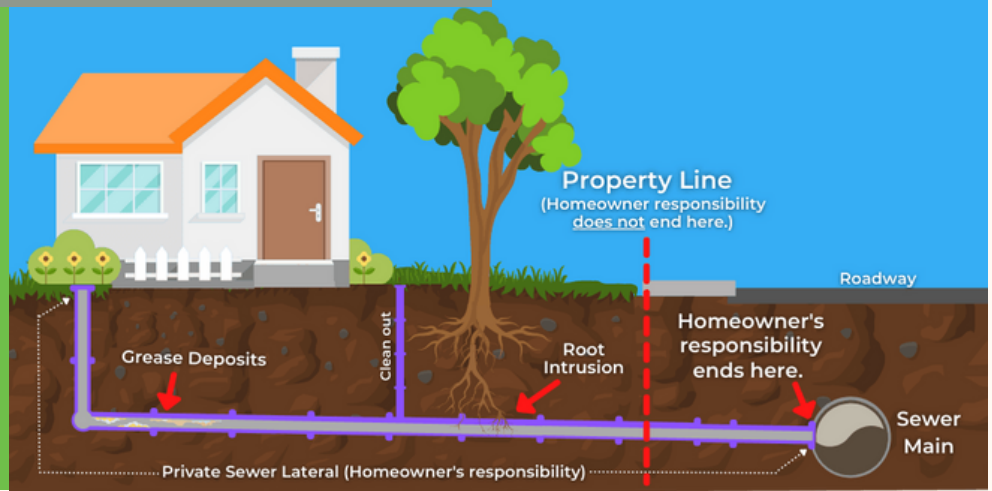
A sewer lateral is the pipe that carries your wastewater from your home (toilets, sinks, showers, laundry, floor drains, etc.) to our sewer main.

DEFECTIVE SEWER LATERALS

Common causes of defective sewer laterals are tree roots, corroded pipes, blockages, and extreme weather.

SIGNS TO LOOK FOR

- Flooded or foul odor in your yard
- Drainage backups inside the home
- Water Damage inside the home



PROHIBITED CONNECTIONS

Prohibited connections are anything that directs stormwater into the sewer such as downspouts, sump pumps, and foundation drains.

You can prevent sewer backups and costly plumbing bills by adhering to a few simple rules.

Scrape It

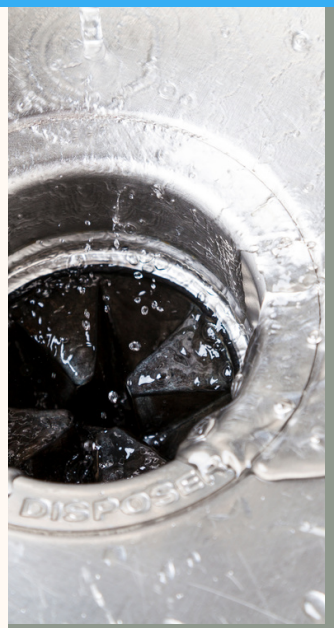
Wipe pans and plates into the trash before washing

Collect It

Collect and recycle used cooking oil

Be Careful What You Flush

The only thing you should flush is toilet paper and human waste.



Keep Your Drains and Pipes Clean and Healthy

THE SEWER SYSTEM IS A SHARED RESPONSIBILITY

Flushable wipes and other feminine products can cause major blockages!

HALLSDALE-POWELL UTILITY DISTRICT

GOOD TO KNOW

Water Conservation

YOU ARE IN CONTROL OF YOUR WATER CONSUMPTION

OUR RATE STRUCTURE

Your billing statement is comprised of a base charge and a usage charge.

The base charge is a fixed rate for water and wastewater which helps to cover fixed costs such as meter reading, processing and mailing statements, and funding infrastructure and maintenance needs.

The usage charge is based on the amount of water used during a bill cycle.

Hallsdale-Powell Utility District keeps its base charge lower than most utilities, so that our customers have more control over their bill.

CONSERVATION TIPS

Water is used for a variety of things such as washing dishes and clothes, taking showers, flushing toilets, cooking and irrigating lawns, and landscapes. Water conservation and efficiency is simple to implement. Here are some water-saving tips that will put you on the path to conserving in and around your home.

INSIDE YOUR HOME

- Run dishwashers and clothes washers only when they are full. If you have a water-saver cycle, use it. ProTip: Don't waste water on pre-rinsing.
- Regularly check your toilets, faucets, and pipes for leaks. If you find a leak, fix it as soon as possible.
- Consider installing water and energy efficient appliances. Energy Star washing machines may use 35% less water per load. Low-flow toilets, showerheads, and faucets can help cut your water usage.
- Install a shower timer to help shorten the length of your shower.
- Turn the water off while brushing your teeth, shaving, and washing dishes in the sink. Plug your sink to rinse your razor rather than under a running water faucet.

AROUND YOUR HOME

- Lawn watering uses a lot of water. Water your lawn only when it needs it. If you walk on your lawn and it leaves footprints, then your lawn needs water. Generally, lawns only need an inch or so of water per week during the summer months.
- Water early in the morning or late in the day. Water when the sun is low to minimize evaporation.
- Set your mower higher and avoid cutting more than 1/3 of the leaf blade to conserve water and reduce plant stress.
- Plant native and adapted plants to reduce the amount of water your landscape requires.
- Watch what your watering. Make sure sprinklers are not wasting water on paved areas or shaded areas where less water is needed.
- Sweep, don't spray. Use a broom instead of the hose to clean patios, decks and sidewalks.
- Wash vehicles wisely. Don't leave the water running while washing your car. Be sure to attach a spray nozzle.
- Check your outside spigots, pipes, and hoses for leaks. *One drop per second can waste more than 3,000 gallons per year!*
- Regularly inspect your irrigation system. Fix leaks and broken or clogged sprinkler heads. Just one broken sprinkler head could waste up to 25,000 gallons of water over a 6-month period.
- Watch the weather. If rain is in the forecast, turn your sprinkler off ahead of time. You can also install a rain senor that will do it automatically.

REDUCE WASTEWATER COST

Reduce wastewater cost by installing a secondary/irrigation meter. There are several benefits to installing a secondary meter, however the main benefit is to reduce wastewater charges. Water used inside the home enters the sewer system and therefore must be treated. Installing a secondary meter allows the water used outside of the home to be charged separately and is not subject to wastewater fees.

BENEFITS OF A SECONDARY METER

- Reduces wastewater cost
- Separate measurement of outdoor water usage
- Has a separate shut-off
- Can be used for irrigation systems, swimming pools, washing vehicles and pressure washing.