

# 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

#### 1st 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: 32
- February: 31
- March: 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/](http://www.hpud.org/water-quality/)

### ANNOUNCEMENTS



#### 2025 UTILITY RATES









On March 10<sup>th</sup>, 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:

-  **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**

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

#### IN THE WORKS: PROJECT UPDATES

##### Completed Projects:

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

##### In Process:

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