

WATERWORKS

SPRING 2026



IMPORTANT INFORMATION

Board Meetings

April 16 th	1:30 pm
May 11 th	1:30 pm
June 8 th	6:00 pm

Office Closures

April 3rd in observance of Good Friday
 May 25th in observance of Memorial Day

1st Quarter Statistics - 2026

Water Treated

- January: 194.4 million gallons
- February: 186.1 million gallons
- March: 183.8 million gallons

Wastewater Treated

- January: 223 million gallons
- February: 228.7 million gallons
- March: 266.6 million gallons

Water Meters Set

- January: 64
- February: 32
- March: 47

Sewer Inspections

- January: 23
- February: 32
- March: 41

Utility Rates For 2026

On March 10, 2025 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, 2026 and will be reflected on your May utility bill.

ANNOUNCEMENTS

HOW YOUR RATES WORK FOR YOU

Ever wonder where your utility dollars go? Unlike many public services, utilities don't receive funding from local, state, or federal taxes. Instead, the system is supported directly by customer rates — and every dollar has a purpose.

Our rate structure includes two main parts: a base rate and a usage (volume) rate. The base rate helps cover essential fixed costs like meter reading, billing, maintaining equipment, and a portion of infrastructure investments. The usage rate reflects the amount of water you use and supports the cost of treating and delivering clean water, as well as safely collecting and treating wastewater.

Together, these rates do more than keep the water flowing. They support long-term financial planning, help maintain a strong credit rating (which allows us to secure better interest rates on major projects), and fund critical infrastructure improvements required by state and environmental regulations. They also ensure we can continue investing in system upgrades that protect public health and safeguard our local waterways.

Transparency is important to us. That's why our financial audits are filed annually with the Tennessee Comptroller's Office and made available to the public. We believe you deserve to see how your dollars are being used to serve the community.

Every rate decision is made with reliability, responsibility, and environmental stewardship in mind — all for the betterment of the community we proudly serve.

TIME TO TUNE-UP YOUR SPRINKLER SYSTEM

Spring is the time to make sure your sprinkler is in working order before the hot summer months arrive. Just one broken sprinkler head can waste upwards of 25,000 gallons of water in six months.

Before you ramp up your watering, check your irrigation system to ensure no water is being wasted:

- Inspect for breaks and leaks
- Connect sprinklers, pipes, and valves
- Direct sprinklers for the best water coverage
- Select a WaterSense labeled irrigation controller



In Process:

- E. Wolf Valley Water Main Improvements
- Maynardville Hwy @ Gray Rd Water & Sewer Line Relocation Project
- I-75 @ Emory Rd Relocation Project
- Norris WTP Bleach Project
- Schaad Rd Water & Sewer Line Relocation
- Melton Hill WTP Raw Water Intake Improvements
- Melton Hill WTP Tube Settler/Clarifier Improvements



IN THE WORKS: PROJECT UPDATES