

WATERWORKS

Spring 2010

Hixson Utility District • 5201 Hixson Pike • (423) 877-3513 • www.hixsonutility.com
Mailing address: P.O. Box 1598 • Hixson, TN 37343-5598

This newsletter is brought to you as a public service by Hixson Utility District, where quality service and low rates come first. See pages 2 and 3 for important water quality information.



WIN \$100 - See page 4 for details

Commissioner's Comments

The management and staff at Hixson Utility District constantly strive for the most up-to-date technology in order to provide water to our valued customers. By utilizing the latest technical developments in the operations and infrastructure of our system and providing current training for our staff we have been able to keep costs to a minimum. This is why we have not increased water rates since 1985.

We strive in many other ways to ensure that our water quality and customer service are first-rate. Once again, Hixson Utility has scored a perfect score of 100 on its most recent sanitary survey, an annual inspection conducted by the Tennessee Department of Environment and Conservation (TDEC). This survey monitors the performance of the Utility, as well as its water quality, infrastructure conditions and maintenance, and record keeping. Thanks to the hard work of the staff, we received a perfect score of 100 from 2002 to 2007.

The District is currently performing upgrades to increase the reliability of the piping system and the way we transport water to our customers. As part of this program, 74080 feet (14 miles) of 6-, 8-, and 12-inch-diameter ductile iron pipe have replaced the old 2 1/4-inch-diameter cast iron pipe to provide better flow and higher water pressure. This has also reduced maintenance costs by eliminating main line breaks caused by the brittleness of the cast iron material. A loop of 12-inch-diameter ductile iron pipe measuring 37,500 feet (7.1 miles) is also being installed. This project will provide much better flow, water pressure and fire protection to our customers in the northern end of the District.

To improve service, we have installed an automatic call system to alert customers when required maintenance will interrupt regular water service. The system allows for two call-outs if there appears to be a problem with a customer's payment. In order for the automatic call-out system to provide optimal service, customers must make sure their telephone numbers on file with the District are correct.

We are also adding new, more modern, computerized operational and information systems for quicker and more efficient service, as well as upgrades to both the landline and cell phone systems.

Although our customers don't actually see many of these behind-the-scenes improvements, they reap the benefits of better water delivery and customer service. We encourage your comments to help us reach our goal: to provide the best water at the lowest price.



Inspecting one of the four 400-horsepower motors that drive a 1300-gallon-per-minute pump at the Cave Springs pumping facility are, from right to left, Commissioners David Norton, Rebecca Hunter and Ken Rich, and General Manager Gene Huffine.

Hixson Utility District 2009 Water Quality Report

(Most of the data presented in this table is from testing done between January and December of 2009.)

MCLG-Maximum Contaminant Level Goal, or 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.

MCL: Maximum Contaminant Levels, or the highest of a contaminant that is allowed in drinking water. MCLs are set as close to MCLGs as feasible using the best available treatment technology.

AL: Action Level, or the concentration of a contaminant which, when exceeded, triggers treatment or other requirements that a water system must follow. 5424 Haven Circle.

Parts per million (ppm) or Milligrams per liter (mg/l): Explained in relation to time and money, one part per million corresponds to one minute in

two years or a single penny in \$10,000.

Parts per billion (ppb) or Micrograms per liter (ug/l): Explained in relation to time and money, one part per billion corresponds to one minute in 2,000 years or a single penny in \$10 million. 8234B Middle Valley Road.

Nephelometric Turbidity Unit (NTU): A measure of the clarity of the water. Turbidity in excess of five (5) NTU is just noticeable to the average person.

TT: Treatment Technique, or a required process intended to reduce the level of a contaminant in drinking water.

BDL: Below detectable level.

IRON CONTENT: Iron occurs naturally in our raw water and occasionally accumulates in the distribution system. It shows up as

“red” or “rusty” water at your tap. Although you do not want to drink water that is not clear, iron is not considered to be a hazard to your health. We test for iron daily and it is usually around 0.02 ppm. The aesthetic limit for iron is 0.3 ppm.

MRDL: Maximum Residual Disinfectant Level, 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. 9002 Hale Road.

MRDLG: Maximum Residual Disinfectant Level Goal, 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 disinfectant use to control microbial contaminants.

Contaminant	Violation Y / N	Level Found	Range of Detections	Date of Sample	MCLG	MCL	Typical Source of Contamination
Chlorine	NO	1.3	0.8 to 1.3	2009	MRDLG = 4 ppm	MRDLG = 4 ppm	Drinking water disinfectant
Fluoride	NO	1.2	0.3 to 1.2	2009	4 ppm	4 ppm	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories.
Total Coliform Bacteria (1)	NO	0	0	2009	0	<5 % collected	Naturally present in the environment.
Turbidity (2)	NO	0.2 NTU	0.1 to 0.8 NTU	2009	N/A	N/A	Soil runoff
Lead (3)	NO	90th% = 2.4 ppb	BDL to 22.0 ppb	2008	AL = 15 ppb	AL = 15 ppb	
Copper	NO	90th% = 0.51 ppm	0.16 to 0.57 ppm	2008	AL = 13 ppm	AL = 13 ppm	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Sodium	NO	1.7 ppm	1.2 to 1.7 ppm	2009	N/A	N/A	Erosion of natural deposits used in water treatment.
TTHM (Total Trihalomethanes)	NO	30.6 ppb	12.5 to 30.6 ppb	2009	N/A	80 ppb	By-product of drinking water chlorination.
HAAS (Total Halocetic Acids)	NO	BDL	BDL	2009	N/A	60 ppb	By-product of drinking water chlorination.
Nitrate	NO	0.77	0.72 to 0.77	2009	10 ppm	10 ppm	

(1) less than 5% of first samples maybe positive with no back up samples testing positive.

(2) 100 percent of all daily average were below 1.0 NTU

(3) One sample exceeded the action level for lead.

Some Common Water Quality Questions

Is my drinking water safe?

Yes, our water meets all Environmental Protection Agency (EPA) health standards. We have conducted numerous tests for over 80 contaminants that may be present in drinking water. As shown in the chart on page 2, only ten of these contaminants were detected and all were at safe levels well below the EPA limits.

What is the source of my water?

Your water, which is true ground water, comes from the Chickamauga watershed, a Cambrian-Ordovician carbonate underground aquifer. Our goal is to protect our water from contaminants and we are working with the State to determine the vulnerability of our water source to potential contamination. 4010 Hamill Road. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system.

The SWAP Report assesses the susceptibility of untreated water sources to potential contamination. To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. The Hixson Utility District Water System sources rate as reasonably susceptible (high) to potential contamination.

An explanation of Tennessee's SWAP, the source of Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at www.state.tn.us/environment/dws/wassess.php or you may contact Tom Bockman at Hixson Utility District at 423.877.3513 (between 8 a.m. and 4 p.m. Monday-Friday) or TDEC at 1.888.891.8332 to obtain copies of specific assessments.

Your water comes from natural underground sources owned by Hixson Utility District and is withdrawn at two different well fields. The high natural water quality at both Cave Springs and Walker's Corner well fields meet EPA standards to avoid filtration. A Wellhead Protection Plan is available

for your review by contacting Tom Bockman at 423.877.3513.

Why are contaminants in my water?

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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 800-426.4791.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the land surface 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:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial, or domestic wastewater discharges, oil and gas production, mining, or farming.

- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

- Organic chemical contaminants, including Synthetic and volitalic organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

- Radioactive contaminants, which can be naturally-occurring or the result of oil and gas production and mining activities.

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. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

How can I get involved?

We invite you to attend our Board of Commissioners' meeting on the third Thursday of each month at 4:30 p.m. at our office.

Is our water system meeting other rules that govern its operations?

Both the EPA and the TDEC require us to test and report on our water on a regular basis to ensure its safety. 1020 Hillcrest Road. We have met all of these requirements and want you to know that we pay attention to all the rules.

Do I need to take special precautions?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as patients with cancer who are undergoing chemotherapy, people who have undergone organ transplants, those with HIV, AIDS or other immune system disorders, some elderly people, and infants may be particularly at risk from infections. These groups should seek advice from their healthcare providers about not only their drinking water, but food preparation, personal hygiene, and precautions in handling infants and pets.

Specific EPA/Centers for Disease Control guidelines on the appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available by calling the EPA's Safe Drinking Water Hotline at 800.426.4791.

What else do I need to know?

We work around the clock to provide top-quality water to every tap. We ask that all our customers help us protect our water resources, which are the heart of our community, our way of life and our children's future.

WIN \$100 - Here's How!!

We have randomly selected the street addresses of five water customers and placed them somewhere within this newsletter. Read it thoroughly to see if your address appears. If it does, just bring in proof of residency and photo identification for a \$100 cash prize!



FIRE HYDRANT MAINTENANCE



The District's newest employee, James Stephenson, is shown flowing a fire hydrant. This process flushes water mains and determines the hydrant flow capacity for fire protection.



www.hixsonutility.com

Selecting Our Board of Commissioners

The Commissioners of Hixson Utility District serve four-year terms. The Hamilton County Mayor fills vacancies on the Board by appointment, from a list of three names certified by the Board. Pursuant to TCA 7-82-702(7), decisions on customer complaints brought to the Board in accordance with the District's customer complaint policy may be reviewed by the Utility Management Review Board. This Board may be reached through the Tennessee Department of Environment and Conservation in Nashville at 615-532-0472.



PAYMENT OPTIONS

Hixson Utility District offers the following ways to pay your water bill:

- + Automatic bank draft
- + Internet banking
- + Credit card
- + Drive-through window
- + Night deposit box
- + First Tennessee Banks
- + Walmart Financial Centers

You can also rely on the U.S. Postal Service, using the envelope enclosed in your bill.

WELCOME BACK

The District is pleased to welcome back former employee Gloria Camp-Harris as a Customer Service Representative. We are glad to have her back.

