

waterworks

spring 2018

Commissioners' Comments

AMR PROJECT COMPLETED/LEAK ALERT MESSAGE ADDED TO BILL

For the last four years the Hixson Utility District (HUD) has worked to replace the 25,000+ manually read water meters with Automatic Meter Reading (AMR) technology. AMR technology transmits a reading specific to the meter and account to a device located in a HUD vehicle that is driven near each service location on the monthly or bi-monthly reading schedule.

In addition to simplifying meter reading, AMR technology gathers information which may be important to the customer at the time the reading is transmitted. During the transmission of the reading, an alert is provided if the meter has registered continuous usage for a 24-hour period, as a leak may be present.

In an effort to make this information available to our customers, we will add this alert to the customer's bill when indicated. Below are some frequently asked questions:

Do I really have a leak?

The alert only gives us a picture of the 24-hour period prior to the meter reading. Any amount of usage that registers continually for that 24-hour period could trigger that alert. The usage could be as small as a gallon or much larger. If your usage is elevated in conjunction with receiving this alert message, you may want to check for leaks.

How do I identify a leak?

Our website contains useful information on how to identify areas of water loss. Please visit <http://www.hixsonutility.com/resource-center/leak/> for some helpful tips. HUD does not repair leaks that occur from the meter to the home. The customer is responsible for repair and maintenance of their own service line and plumbing fixtures.

After I've fixed the leak, what's next?

Leaks that occur between the meter and the foundation of the home are eligible for a leak adjustment. To file a claim for a leak adjustment on the water portion of the bill, please contact ServLine at 800-366-1662. Adjustments on the sewer portion of the bill are made by your sewer service provider. Their contact information is listed on your bill.



Hixson Utility District 2017 Water Quality Report

Most of the data presented in this table is from testing done between January and December of 2017.



CONTAMINANT	VIOLATION Y/N	LEVEL FOUND	RANGE OF DETECTIONS	DATE OF SAMPLE	MCLG	MCL	TYPICAL SOURCE OF CONTAMINATION
Chlorine	N	1.3 ppm	0.8 to 1.3 ppm	2017	MRDL= 4 ppm	MRDLG= 4 ppm	Drinking water disinfectant
Fluoride	N	0.717 ppm	0.503 to 0.717 ppm	2017	4 ppm	4 ppm	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Total Coliform Bacteria (1) (3)	N	0	0	2017	0%	<5%	Naturally present in the environment
Turbidity (2)	N	0.74 NTU	0.1 to 1.0 NTU	2017	N/A	TT	Soil runoff
Lead	N	90th% =1.5 ppb	BDL to 3.0 ppb	2017	AL= 15 ppb	AL= 15 ppb	Corrosion of household plumbing; erosion of natural deposits
Copper	N	90th% =0.58 ppm	0.17 to 0.6 ppm	2017	AL= 1.3 ppm	AL= 1.3 ppm	Corrosion of household plumbing; erosion of natural deposits
Sodium	N	1.6 ppm	1.4 to 1.6 ppm	2015	N/A	N/A	Erosion of natural deposits; used in water treatment chemicals
THM (Total Trihalomethanes)	N	10.3 ppb	4.2 to 10.3 ppb	2017	N/A	80 ppb	By-product of drinking water chlorination
HAA5 (Total Halocetic Acids)	N	2.48 ppb	1.02 to 2.48 ppb	2017	N/A	60 ppb	By-product of drinking water chlorination
Nitrate	N	0.763 ppm	0.599 to 0.763 ppm	2017	10 ppm	10 ppm	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Alpha Emitters	N	1.4 pCi/l	1.3 to 1.4 pCi/l	2014	0	15 pCi/l	Erosion of natural deposits
Combined Radium	N	0.96 pCi/l	BDL to 0.96 pCi/l	2014	0	5 pCi/l	Erosion of natural deposits

- (1) Less than 5% can test positive with no backup samples testing positive.
 (2) No daily reading exceeded 1 NTU. No monthly average exceeded 1 NTU.
 (3) 770 samples taken for the year with all samples testing negative.

Abbreviations and Definitions

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.

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.

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.

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.

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, only 10 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. 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. 538 Treetop Lane.

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.

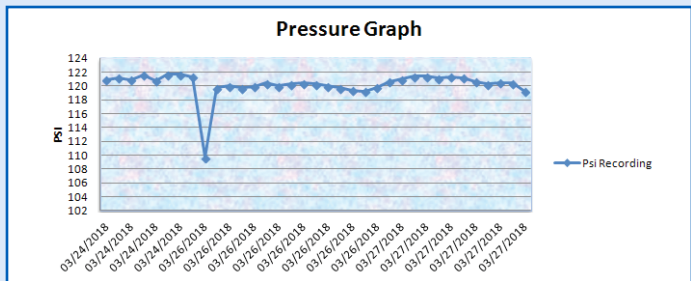
An explanation of Tennessee's SWAP, the source of Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at www.tn.gov/environment/dws/dwassess.html or you may contact Tom Bockman at Hixson Utility District at 423.877.3513 between 8 am and 4 pm Monday through Friday, or TDEC at 1.888.891.8332 to obtain copies of specific assessments. 1011 Woodfern Trail.

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.



HYDRANT FLOW TESTING

Hixson Utility District (HUD) has routinely conducted fire flow testing during the last year, and will continue routine testing this year. Fire flow testing is conducted to calculate flow rates and hydrants are color coded based on these flow rates. The fire departments use the color codes to get a reasonably accurate picture of how much water is available at each hydrant. If you see HUD employees near hydrants flowing large amounts of water, then be reassured this is a required activity with a valuable purpose. HUD is planning on painting the hydrants in our service area aggressively this year, so please be patient as we get to the ones near you.



CELLULAR PRESSURE MONITORING

The District has implemented Hydro-Guard remote pressure monitoring sensors in selected areas, which has improved the ability to monitor the water distribution system. These sensors have proven valuable in monitoring activity in the water system that was not obtainable without using cellular communications. On several occasions, these sensors have given advance notice of very large main breaks which aided in response times to events where large volumes of water were being lost. This advance notice also reduces the possibility of property damage. In addition to alerting the District to large main breaks, the sensors provide more opportunity to study and understand the dynamics of what is occurring in the water distribution system.

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 1.800.426.4791.

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 the bottled water which must provide the same protection for public health. 3902 Azalean Drive.

HOW CAN I GET INVOLVED?

We invite you to attend our Board of Commissioners' meeting on the third Friday of each month at 4pm 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. We have met all of these requirements and want you to know that we pay attention to all the rules. 1149 Old Thatcher Road.

DO I NEED TO TAKE SPECIAL PRECAUTIONS?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 people 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 risk of infection by Cryptosporidium and other microbiological contaminants are available by calling the EPA's Safe Drinking Water Hotline at 1.800.426.4791.

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. 207 Headlyn Drive.

WHAT ABOUT LEAD IN DRINKING WATER?

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Hixson Utility is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. If you are concerned about lead in the drinking water, testing methods, and steps you can take to minimize exposure, call the Safe Drinking Water Hotline at 1.800.554.1404 or see <http://www.epa.gov/safewater/lead>.



NEW EMPLOYEES

Please join us in welcoming our new customer service team members, **Joan Lamar & Megan Nunn.** Joan and Megan came to work for the utility in May 2017. Both join our team having a background in customer service.



ONLINE BILL PRESENTMENT

Since June 2016, Hixson Utility has offered online bill presentment by visiting www.hixsonutility.com. In addition to customers being able to view their bill and print their invoice online, here are some of the additional features offered by our online system when you register with your email address for an online account.

By registering online, you will receive an email when your newest invoice is uploaded. Customers will still receive a paper bill through the mail, but the email allows you access to view or print your invoice as soon as it is posted to your account. This is the quickest delivery method, allowing customers access to their usage information as soon as possible. With quicker delivery, often issues such as leaks can be identified and corrected before the paper bill is delivered in the mail.

Customers can also sign up for paperless billing, so that a paper bill will no longer be delivered, but the email notification will serve as their invoicing method. This is a great way to go green!

Our online system also allows for customers to setup automatic payments and/or store a payment method of their choice. Payment online is not necessary in order to register for an online account, but is offered.

Please contact our office if you need assistance registering for your online account. One of our staff members will be able to help you.

Payment Options

Hixson Utility District offers the following payment options:

- **Automatic Bank Draft**
- **Online Payments:** credit card payment fee and check payment fee is \$2.95
- **Internet Banking**
- **Credit Cards:** no fees when paying at the office.
- **Drive-thru Window**
- **Night Deposit Box**
- **Mail**
- **Walk-ins** are always welcome

Please provide us with your email address by writing it on your payment stub, or by calling the business office. This information will be used for future communication and possible e-billing.

You could win \$100!

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 is one of them. If it is, just bring in proof of residency and photo identification for a \$100 prize!

Selecting Our Board of Commissioners

The Commissioners of Hixson Utility District serve four-year terms. Vacancies on the Board of Commissioners are filled by appointment by the Hamilton County Mayor from a list of three nominees certified by the Board of Commissioners. Decisions by the Board of Commissioners on customer complaints brought before the Board of Commissioners 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 Tennessee Code Annotated. This Board may be reached at 615-532-0472.

Hixson Utility District meets the third Friday of each month at 4:00 p.m. at the District Office.



HIXSON UTILITY DISTRICT

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