



waterworks

spring 2019

Commissioners' Comments

NEW WELL ADDED TO WALKER'S CORNER

Hixson Utility District is currently adding another well to its Walker's Corner well field to more effectively provide water for the District in its northern areas. The new well will bring the total capacity of the Walker's Corner plant to 7 million gallons a day. The maximum day at the Walker's Corner plant was 3.86 million gallons in June of 2008, and the maximum day at the Cave Springs Plant was 12.35 million gallons in July of 2012. The addition of this well will bring Hixson's total capacity for producing water from 16 to approximately 19 million gallons a day between the two plants.

During the winter, Hixson Utility District took samples from the completed well with a temporary pump in order to satisfy the State of Tennessee's requirements for use as a public well. These tests included standard tests for ph, alkalinity, color, clarity, iron and manganese content. A seven-day test was required after a significant rain fall event to determine if the well was being directly influenced by rain and/or surface water. This test also determined if bacteria was present in the well. The test passed and the State of Tennessee has declared the new well as a "true groundwater source". The remainder of construction will begin to connect the well to the treatment plant and install a well pump. Construction is expected to start in the late spring.



Hixson Utility District 2018 Water Quality Report

Hixson Utility District 2018 Water Quality Report

Most of the data presented in this table is from testing done between January and December of 2018.



CONTAMINANT	VIOLATION Y/N	LEVEL FOUND	RANGE OF DETECTIONS	DATE OF SAMPLE	MCLG	MCL	TYPICAL SOURCE OF CONTAMINATION
Chlorine	N	1.4 ppm	0.7 to 1.4 ppm	2018	MRDL= 4 ppm	MRDLG= 4 ppm	Drinking water disinfectant
Fluoride	N	1.3 ppm	0.6 to 1.3 ppm	2018	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	2018	0%	<5%	Naturally present in the environment
Turbidity (2)	N	0.9 NTU	0.1 to 0.9 NTU	2018	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	1.72 ppm	1.54 to 1.72 ppm	2018	N/A	N/A	Erosion of natural deposits; used in water treatment chemicals
THM (Total Trihalomethanes)	N	11.5 ppb	7.95 to 11.5 ppb	2018	N/A	80 ppb	By-product of drinking water chlorination
HAA5 (Total Halocetic Acids)	N	4.03 ppb	1.8 to 4.03 ppb	2018	N/A	60 ppb	By-product of drinking water chlorination
Nitrate	N	0.801 ppm	ND to 0.801 ppm	2018	10 ppm	10 ppm	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Alpha Emitters	N	1.4 pCi/l	1.36 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% of all samples can test positive with no backup samples testing positive.
- (2) 840 samples taken for the year with no samples testing positive.
- (3) No daily reading exceeded 1 NTU and no daily or monthly average exceeded 1 NTU.

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. 9147 Woodoak Drive.

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. 1454 Bowman Road.

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.



WORKER IMPERSONATION SCAMS

Recently, utility worker impersonation scams have been reported in the news. Hixson Utility has not been immune to reports from customers of these type scams within our district.

Hixson Utility District takes these reports very seriously. Staff members for the utility should never ask to come inside your home. All utility work should be able to be performed outside the home. Additionally, Hixson Utility employees will arrive to your home in a vehicle clearly identified with Hixson Utility logos, and should be in uniform.

If you are approached by someone representing themselves as a Hixson Utility employee, but they may not be in uniform, in a HUD utility vehicle, or are asking to perform work or services that you've not requested, please do not let them inside your home. Our workers can be verified by calling the office at 423-877-3513. Please report any suspicious activity to the proper authorities.

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. 1152 S. Crestfield Lane.

HOW CAN I GET INVOLVED?

We invite you to attend our Board of Commissioners' meeting on the third Thursday of each month at 3pm 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. 3902 Memphis Drive.

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. 939 Lenox Cove Place.

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 team members. **Dalton Smith** joins our field staff with a background in construction, and **Jennifer Carlton** is our new Controller.



CUSTOMER NOTIFICATION PHONE CALLS

Please remember to update your contact information with the District. We strive to communicate effectively with our customers by sending automated phone calls for payment reminders and for system repair notifications. The number on your account is located at the top of each invoice. If you've changed your phone number, or would like to update it to a different number, please either indicate that change on your payment stub, or call the office to update your information.

Additionally, we recommend adding Hixson Utility's (423-877-3513) phone number to your contact list. This will allow you to see a missed call in the event you are unable to answer.

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, simply 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 State Comptroller's Office 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 Thursday of each month at 3:00 p.m. at the District Office.

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.



HIXSON UTILITY DISTRICT

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