spring 2021

waterworks

COMMISSIONERS' COMMENTS

In 2020, Hixson Utility District (HUD) was able to finish work on a third well site at our Walker's Corner facility, at the corner of Middle Valley Road and Daisy Dallas Road. We now have an additional pumping capacity of 3 million gallons of water per day. This capacity will be especially helpful in times of increased consumption, such as the summer, or during times of drought. It also positions HUD to be able to handle future increases in water use due to the rapid growth taking place in our District.

The well site at Walker's Corner includes a new pump house that is equipped with a generator, providing us the ability to use the pump during power outages. Water will be drawn from the same aquifer that feeds the other two wells at this facility. The aquifer is charged by groundwater that slowly percolates through the soil, and is naturally limestone-filtered.

REMEMBERING JACK SNYDER

This past March, Hixson Utility District lost a very special member of our family. Jack Snyder began his career at HUD in 1963. Throughout his time at the District, he was heavily involved in the expansion of our water infrastructure, helping to install many miles of new pipe. Jack started his career as a field employee, and rose to the level of construction superintendent. In total, he spent almost 52 years at the District, first retiring in 2003 but continuing to work part-time until late 2014. Those that worked with him saw him as one of the most dependable, trustworthy individuals you could work with, and was the "epitome" of a company man. When giving advice to fellow employees, he always said "you'll never get rich working in this industry, but you'll always have a job". He enjoyed working for HUD and was always a great representative of our company when interacting with customers. Jack's career, and the hard work he put in over a half-century, will be felt in the District for years to come. Our thoughts and prayers go out to family, friends, and anyone who had the pleasure of knowing him.

CONTACTLESS CUSTOMER SERVICE

At the onset of the COVID-19 pandemic, Hixson Utility evaluated its normal procedures and made adjustments to daily operations in response to the virus. It was clear early on, like most other businesses, we needed to operate differently in order to protect staff members as well as customers.

We decided to close the lobby to the public, transitioning staff members to offer services through a contactless system. We now process changes to service (move-ins/move-outs), service requests, and payments by phone. Our drive-thru remains open to accept payments during the business day, and we offer a night drop box at our office for payments after hours.

Additionally, in response to the financial impact of the pandemic on our customers, Hixson Utility paused collections from March 2020 to August 2020. This allowed us to send information to our customers about relief organizations offering assistance with utility expenses for qualifying households. Please contact our office for a list of relief organizations or for information on how to make a payment arrangement.

When the lobby is reopened for in-person business, that information will be added to our website at www.hixsonutility.com as well as our social media accounts on Facebook and Twitter.

5201 Hixson Pike • [423] 877.3513 • fax: [423] 875.3116 • www.hixsonutility.com
Mailing Address: PO Box 1598 • Hixson, TN 37343-5598

Hixson Utility District 2020 Water Quality Report

Hixson Utility District 2020 Water Quality Report

Most of the data presented in this table is from testing done between January and December of 2020.

CONTAMINANT	VIOLATION Y/N	LEVEL FOUND	RANGE OF DETECTION	DATE OF SAMPLE	MCLG	MCL	TYPICAL SOURCE OF CONTAMINATION
Chlorine	N	1.3 ppm	0.7 to 1.3 ppm	2020	4 ppm	4 ppm	Drinking water disinfectant
Fluoride	N	0.71 ppm	0.67 to 0.71 ppm	2020	4 ppm	4 ppm	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Total Coliform Bacteria (1) (2)	N	1	0	2020	0%	<5%	Naturally present in the environment
Turbidity (3)	N	0.92 NTU	0.1 to 1.3 NTU	2020	N/A	TT	Soil runoff
Lead	N	90% =BDL	BDL to 8.13 ppb	2020	AL= 15 ppb	AL= 15 ppb	Corrosion of household plumbing; erosion of natural deposits
Copper	N	90%= 0.593 ppm	0.0167 to 0.652 ppm	2020	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	2019	N/A	N/A	Erosion of natural deposits; used in water treatment chemicals
TTHM (Total Trihalomethanes)	N	6.43 ppb	4.08 to 6.43 ppb	2020	N/A	80 ppb	By-product of drinking water chlorination
HAA5 (Total Halocetic Acids)	N	1.18 ppb	1.17 to 1.18 ppb	2020	N/A	60 ppb	By-product of drinking water chlorination
Nitrate	N	0.863 ppm	.848 to .863 ppm	2020	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) 843 samples were taken for the year with one sample testing positive.
(3) 8 days daily average exceed 1.0 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/1): 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. 8701 Cove Wood 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. 8244 Pruett 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.

Tank Maintenance at Cave Springs

Tank interior after primer and strip coats.

Tank interior inlet piping with primer and strip coats.

Tank interior / tank outlet before floor primed and stripped.

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-occuring 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.

HOW CAN I GET INVOLVED?

We invite you to attend our Board of Commissioners' meeting on the third Wednesday 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. 1419 August Drive.

DO I NEED TO TAKE SPECIAL PRECAUTIONS?

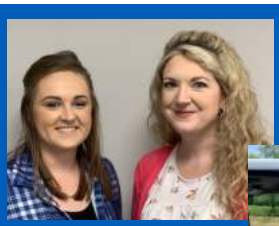
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as patients with cancer who are undergoing chemotherapy, people who have undergone organ transplants, those with HIV, AIDS or other immune system disorders, some elderly people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

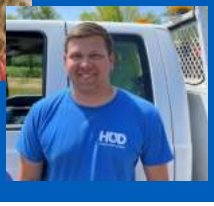
WHAT ELSE DO I NEED TO KNOW?

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. 1712 Bagwell Avenue.

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. 5700 Queen Mary Lane.





New Hires

Please join us in welcoming our newest front office staff members, Hannah Smith and Amber Mullins. Both join our team with an extensive background in customer service.

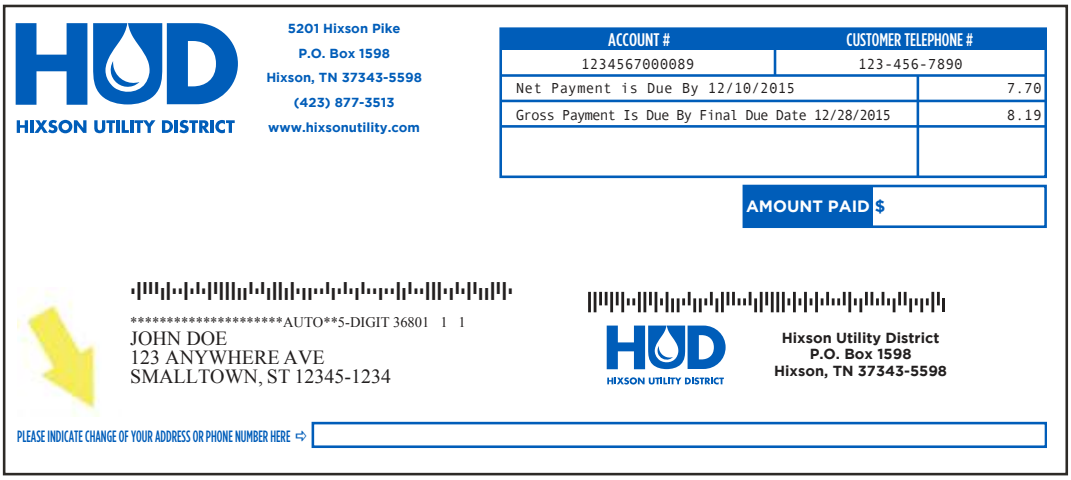
Also we welcome our newest addition to our field staff, Andrew Vincent.

STAY INFORMED

Hixson Utility uses several methods of communication to keep our customers updated. Notifications are sent out or posted as a reminder when an invoice is past due, when repair or maintenance work is planned that may interrupt service, or for holiday closures.

The most common method used to communicate with customers is through automated phone messages. Phone calls from Hixson Utility will always originate from our main phone number of 423-877-3513. We recommend adding this phone number as a contact so you'll know Hixson Utility is calling.

In order to make sure you receive your notifications it is important that the phone number on your account remains current. On the bottom of the stub portion of each invoice is an area to update your mailing address or phone number, or you can always call the office during business hours to update your contact information.



HUD
HIXSON UTILITY DISTRICT

5201 Hixson Pike
P.O. Box 1598
Hixson, TN 37343-5598
(423) 877-3513
www.hixsonutility.com

ACCOUNT #	CUSTOMER TELEPHONE #
1234567000089	123-456-7890
Net Payment is Due By 12/10/2015	7.70
Gross Payment Is Due By Final Due Date 12/28/2015	8.19

AMOUNT PAID $

**********AUTO**5-DIGIT 36801 1 1
JOHN DOE
123 ANYWHERE AVE
SMALLTOWN, ST 12345-1234

HUD
HIXSON UTILITY DISTRICT

Hixson Utility District
P.O. Box 1598
Hixson, TN 37343-5598

PLEASE INDICATE CHANGE OF YOUR ADDRESS OR PHONE NUMBER HERE ⇨

Our website, www.hixsonutility.com, is a great resource for information about the utility and upcoming projects. The website also links to a contact form for customer service. Please keep in mind, that this email is not monitored after hours, so in the event that a situation arises that needs immediate attention, please call the office and use the prompt for the after hours supervisor.

Finally, customers are invited to follow the utility on Twitter and/or Facebook for updates through social media.

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**

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, 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 Wednesday of each month at 3:00 p.m. at the District Office.