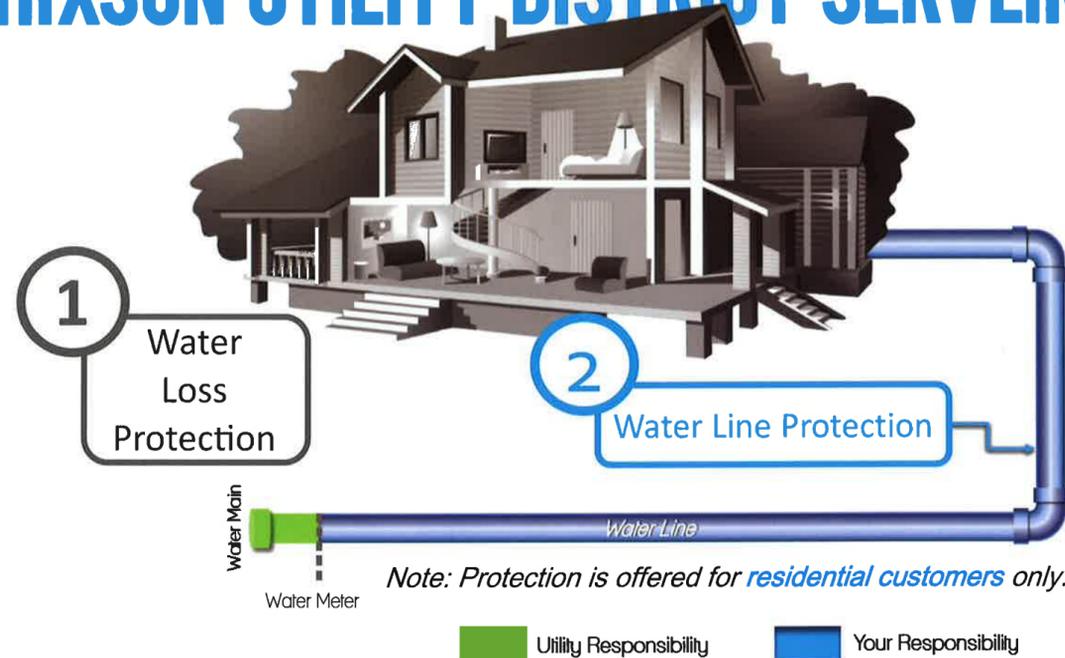


HIXSON UTILITY DISTRICT SERVLINE



1 Water Loss Protection

**AUTOMATICALLY ENROLLED
\$1.40/PER-BILL**

- ◆ Water Loss Protection from excess water charges resulting from eligible plumbing leaks, up to \$2,500. No deductible.
- ◆ Call us to decline protection and accept full responsibility for water bills resulting from eligible plumbing leaks.
- ◆ Please refer to our leak adjustment policy for guidelines and qualifications for leak adjustments
- ◆ As of January 1st, all residential leak adjustments will only be available through our ServLine Water Loss Protection Program.

2 Water Line Protection

**SIGN-UP BY CALLING
\$7.50/PER-BILL**

- ◆ Covers repair or replacement of water line up to \$10,000. No deductible. No annual limit.
- ◆ Includes public paved surfaces and \$500 for basic site restoration and \$500 for private paved surfaces like sidewalks or driveways.
- ◆ Provides Water Line Protection from your meter to the foundation of your home.
- ◆ Does Not Provide Protection For: Water Meter, Water Pit, Water Vault, Pumps, Valves, Or Backflow Meters.
- ◆ Contact Us To Request A Full Copy Of Program Protections And Exclusions
- ◆ Be protected from these expensive repairs! Enrollment after January 1st requires a 30 day waiting period.

* Reminder: HUD bills are sent bi-monthly.



**CALL US:
(423) 308-5537**

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 to the Hamilton County Mayor to fill the vacancy. 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 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.

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!



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 at office or when calling 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

5201 Hixson Pike
[423] 877.3513
fax: [423] 875.3116
Monday - Friday 8a - 4p
www.hixsonutility.com

MAILING ADDRESS: PO Box 1598
Hixson, TN 37343-5598

Commissioners:
Rebecca R. Hunter
David W. Norton
Kenneth W. Rich

General Manager:
Gregory K. Butler

waterworks

spring 2016

commissioners' comments

We are always striving to provide our customers with the most effective services possible, and are pleased to share the customer-focused initiatives that have been undertaken over the past year to better serve you.

Customer Service Improvements:

New Website --- This past year we launched our newly designed website. The site's homepage features more information about projects and our newly designed logo. We wanted to make the new website faster, easier to navigate, and more user-friendly. Visit us at our web address www.hixsonutility.com.

ServLine Program --- We recognize many of our customers struggle with the high cost of water leaks and water line repairs. Many homeowners were surprised to find out they are responsible for both the extra water charges from water leaks and repair of the water line from the meter to the home.

The District is excited to provide a new program that protects our residential customers, as long as they have their own water meter, from these very high and unexpected repair and water leak costs. The program we're offering is called ServLine®. The ServLine® Program provides broad protection with no deductible and is insured by an "A" rated insurance company.

New Customer Information System --- In May, the District will begin using a new customer information system. This system will help us better serve our customers by being more efficient. Below are a few ways the new system will improve customer service:

- New Online Bill Pay System will allow customers to see their bill amount and an image of their bill.
- The new software system will allow us to consolidate house and lawn accounts. The consolidation of these accounts should be complete by the end of the calendar year.
- The system will also eliminate paper work orders. All work orders generated from the new system will be sent to the field and completed via mobile devices.

Main Replacement Projects: During this past year the District replaced aging water mains that had become increasingly difficult to maintain. Water mains were replaced with ductile iron pipe on Cloverdale Circle, August Drive, Gooden Lane and Old Hixson Pike. The District will continue to replace aging water mains as the need arises.

Automated Meter Reading (AMR): The District has continued the process of deploying AMR technology throughout the service area. It's a method of using communication technology to read meters without having to access the meter, which is located in a meter box in the ground near the residence or business. The District has installed 11,000 AMR meters to date and will continue this project until all meters have been replaced.

Please visit our website at www.hixsonutility.com for more information.

5201 Hixson Pike • [423] 877-3513 • www.hixsonutility.com
MAILING ADDRESS: PO Box 1598 • Hixson, TN 37343-5598



hixson utility district 2015 water quality report

Most of the data presented in this table is from testing done between January and December of 2015.



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	2015	MRDLG= 4 ppm	MRDL= 4 ppm	Drinking Water disinfectant
Fluoride	N	0.703 ppm	0.61 to 0.703 ppm	2015	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	2015	0%	<5%	Naturally present in the environment
Turbidity (2)	N	0.49 NTU	0.1 to 0.49 NTU	2015	N/A	TT	Soil runoff
Lead	N	90th% =1.4 ppb	BDL to 1.6 ppb	2014	AL= 15 ppb	AL= 15 ppb	Corrosion of house hold plumbing; erosion of natural deposits
Copper	N	90th% =0.58 ppm	0.17 to 0.58 ppm	2014	AL= 1.3 ppm	AL= 1.3 ppm	Corrosion of house hold 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	11.4 ppb	1.79 to 11.4 ppb	2015	N/A	80 ppb	By-product of drinking water chlorination
HAA5 (Total Halocetic Acids)	N	6.26 ppb	3.11 to 6.26 ppb	2015	N/A	60 ppb	By-product of drinking water chlorination
Nitrate	N	0.70 ppm	0.59 to 0.70 ppm	2015	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) Only one daily reading exceeded 1 NTU. All others were less than 1 NTU. No monthly averages exceeded 1 NTU.
 (3) All 727 samples taken for year tested negative

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 above, 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.

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. 5165 Hunter 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

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 volatile 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.

Carolyn Hickman Gives Forty-Five Years of Service



Carolyn Hickman has given 45 years of dedicated service to the District. She has helped guide the District through many changes over the years. We wish her a happy retirement.

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 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:

- 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 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. 4019 Breakwater 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.

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>.

Welcome New Employees to Hixson Utility District



Leah Crisp, Billing Clerk and Christopher Holder, ITS/GIS Coordinator.

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. 8434 Daisy Dallas Road

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. 1635 Shelby Cr.

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. 1011 Hillcrest Rd.

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.



Utility Billing Online

Coming Soon!



Less Paperwork & Easier Online Payments

We have implemented an exciting new service that will allow you to:

- No Check Writing
- No Trips to the Mailbox
- No Paper Statement to File

- View/receive your bills online
- Pay with electronic check or debit/credit card (\$2.95 per transaction - max payment of \$400)
- Schedule your payment online
- Access your account information 24x7 online
- View your previous online payment(s) (conveniently stored in one place)
- Receive reminders, and receipts via email
- Confirm that your payment was received
- Go Paperless

For more information, visit our website at www.hixsonutility.com

Online Billing and Payment - Easy as 1-2-3



1 Select a one time payment or register to view your account, sign up for auto-pay or go paperless. Then locate your bill.



2 Enter credit card or electronic check payment information and your email address. Review and submit your payment.



3 Receive an instant email confirmation of your payment amount and payment date.

"Go Paperless" to reduce clutter and help the environment