



spring 2017

waterworks

To fulfill our mission of providing exceptionally high quality water to Hixson and surrounding areas at low rates, the District continues to implement initiatives designed to improve the quality of service to our customers.



Hector Alemany completing a work order on the tablet.

In June of 2016, we converted to a new customer information system. We appreciate your patience while we have worked through some of the issues that arise during a major software conversion. This new system allows customers to create an online account to sign up for automatic credit card payment, view current and past invoices, enroll in text or email notifications, and more. In the office, this system gives our customer service representatives (CSRs) a detailed interface to view customer information. The biggest advantage comes with the ability for CSRs to electronically send our work orders or service requests. They create an average of 70 work orders or service requests per day. It has been challenging for the District to transition to a new system; however, our CSRs have done a great job adapting to the change. We appreciate their effort as we met this challenge head on.

Our goal before we began this software conversion project was to become more efficient and reduce duplication of effort. The new customer information system is integrated with our asset management system which allows us to immediately send work orders or service requests to our field technicians. Employees in the field view their assigned work on their phone or tablet, and once the work is completed, can instantly alert the office. The software also allows us to track supplies and materials used during maintenance or construction. Digitizing these processes allows us to work faster and more efficiently reduce shrinkage while seeing live inventory, and virtually eliminate paper using electronic work orders and service requests.

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

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

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Commissioners:
Rebecca R. Hunter
Jeff Davis
Kenneth W. Rich

General Manager:
Gregory K. Butler



HIXSON UTILITY DISTRICT

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.

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!



Hixson Utility District 2016 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	0.8 to 1.4 ppm	2016	MRDLG= 4 ppm	MRDL= 4 ppm	Drinking Water disinfectant
Fluoride	N	0.665 ppm	0.548 to 0.665 ppm	2016	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	2016	0%	<5%	Naturally present in the environment
Turbidity (2)	N	0.58 NTU	0.1 to 1.5 NTU	2016	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
TTHM (Total Trihalomethanes)	N	8.83 ppb	3.53 to 8.83 ppb	2016	N/A	80 ppb	By-product of drinking water chlorination
HAA5 (Total Halocetic Acids)	N	1.74 ppb	1.32 to 1.74 ppb	2016	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 7 daily readings exceeded 1 NTU. All others were less than 1 NTU. No monthly averages exceeded 1 NTU.
 (3) All 720 samples taken for year tested negative

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:

- 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.

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. 8127 Blue Spruce Dr.

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

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

Leak Detection Program

There are many different areas where leaks can occur, such as service lines, valves, fire hydrants and main lines. Most underground leaks take a long time to surface if they ever do surface. By locating and repairing these leaks, we can reduce the amount water loss throughout our system.

We have implemented a systematic approach to locating leaks in our system infrastructure. When inspecting for leaks, sensors are attached to contact points such as fire hydrants or valves, which are typically spaced 300 to 800 feet apart. The leak detection crew listens and/or records the acoustic data with very sensitive equipment and software to determine the velocity of the water and find leaks.

Leaks, even small ones, can be pinpointed for repairs before they become major damaging flows. If necessary, additional analysis can be performed to determine the pipe condition. This technology takes the guesswork out of locating leaks, prevents broken water mains, flooding, and property damage.



Pictured in the front is Steve Beene and in the back is Jeff Perkins.

- 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. 2150 Bay Pointe Dr.

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>.

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. 5608 Shady Branch Dr.

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. 2115 N. Fork Dr.

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. 3927 Atlanta Dr.

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.