

H₂knOw

Spring 2026



COMMISSIONERS' COMMENTS

In the 1950s, the Hixson Utility District main office moved to its now-familiar location at the corner of Austin Road and Hixson Pike. In the roughly 70 years at this site, we have seen the utility grow from serving a few dozen families on 15 miles of lines, to now being the water provider for a booming community and almost 30,000 customers. Over time our office building has seen expansions and renovations, parking lots paved and re-paved, and technology infrastructure squeezed into spaces never built for it. Increases in traffic have led to difficulties with customers accessing our drive-thru and employees (and our equipment) entering and exiting the parking lot. Weighing these factors against the continued cost of maintaining an aging structure, the Board of Commissioners has made the decision that a new office building will benefit the Utility and all customers. The chosen site is a location that is close to the geographic and population center of the District, with easy access from major roads. Along with an expanded drive-thru, we will also be happy to welcome back walk-ins for payments, new service, and more. The target opening date for the facility will be late spring of 2027.



WATER QUALITY REPORT

**Note: Regulated contaminants not listed in this table were not found in the treated water supply

| Regulated Contaminants (Units) | Date Sampled | MCL | MCLG | Level Detected | Range of Detection | Compliance Achieved | Typical Source of Contamination |
|------------------------------------|----------------|-----------------------|-----------|-------------------------------------|--------------------|---------------------|--|
| Chlorine (ppm) ¹ | Daily 2025 | MRDL = 4 | MRDLG = 4 | 1.15 | 0.7 – 1.4 | Yes | Drinking water disinfectant |
| Turbidity (NTU) ² | Daily 2025 | TT | N/A | 0.48 | 0.10 – 0.70 | Yes | Soil runoff |
| Total Coliform (TT) ³ | Daily 2025 | 5% of monthly samples | 0 | 1 | 0 – 1 | Yes | Naturally present in the environment |
| Fluoride (ppm) ⁴ | Quarterly 2025 | 4 | 4 | 0.738 | 0.58 – 0.84 | Yes | Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories. |
| Nitrate (ppm) | 2025 | 10 | 10 | 0.831 | 0.522 – 0.831 | Yes | Run off from fertilizer use; Leaching from septic tanks; Sewage; Erosion of natural deposits |
| Total Trihalomethanes (TTHMs)(ppb) | 2025 | 80 | N/A | 5.75 | 4.49 – 5.75 | Yes | By-product of drinking water disinfection |
| Haloacetic Acids (HAA5s) (ppb) | 2025 | 60 | N/A | 1.49 | 1.38 – 1.49 | Yes | By-product of drinking water disinfection |
| Sodium (ppm) | 2024 | N/A | N/A | 1.25 | 1.19 – 1.25 | Yes | Erosion of natural deposits; Used in water treatment |
| Lead (ppb) ⁵ | 2023 | AL = 15 | 0 | 90 th Percentile = 2.04 | BDL – 6.20 | Yes | Corrosion of household plumbing; Erosion of natural deposits |
| Copper (ppm) | 2023 | AL = 1.3 | 1.3 | 90 th Percentile = 0.573 | 0.114 – 0.723 | Yes | Corrosion of household plumbing; Erosion of natural deposits |
| Radium-226 (pCi/L) | 2023 | 5 | 0 | 0.247 | BDL – 0.247 | Yes | Erosion of natural deposits |
| Barium (ppm) | 2021 | 2 | 2 | 0.0250 | 0.0132 – 0.0250 | Yes | Discharge from drilling waste; Discharge from metal refineries; Erosion of natural deposits |

- (1) Chlorine results are based on the highest quarterly running annual average (RAA) in the distribution system
- (2) Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality and the effectiveness of our disinfection process. We met the treatment technique for turbidity with all monthly averages in 2025 below the turbidity limit of 1.0 NTU.
- (3) 840 samples were taken for the year with 1 positive initial sample and 0 positive repeat samples. No more than 5% of samples taken each month can be positive
- (4) Fluoride result is based on the average of quarterly compliance testing in the distribution system. Fluoride is monitored and tested daily.
- (5) During the most recent round of lead and copper testing, 0 out of 30 households sampled contained concentrations exceeding the action level

UNREGULATED CONTAMINANTS⁽¹⁾

| Unregulated Contaminant (Units) | Date Sampled | Level Detected | Range of Detection | Typical Source of Contamination |
|--|--------------|----------------|--------------------|--|
| Perfluorobutane Sulfonic Acid (PFBS)(ppb) ² | March 2025 | 0.0066 | 0.0032 – 0.010 | Discharge from manufacturing and industrial chemical facilities, use of certain consumer products, occupational exposures, and certain firefighting activities |

- (1) Unregulated contaminants are for those which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. For additional information call the Safe Drinking Water Hotline at (800) 426-4791
- (2) Hixson Utility District tested for 29 PFAS contaminants and lithium at entry point as part of the EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program. PFAS not listed in the above table were below the minimum reporting limit (MRL). For more information on PFAS in drinking water, visit <https://www.epa.gov/pfas>

ABBREVIATIONS AND DEFINITIONS

MCL: Maximum Contaminant Levels, or the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to MCLGs as feasible using the best available treatment technology.

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.

MRDL: Maximum Residual Disinfectant Level, the highest level of a disinfectant allowed in the 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

AL: Action Level, or the concentration of a contaminant which, when exceeded, triggers treatment or other requirements that a water system must follow.

TT: Treatment Technique, or a required process intended to reduce the level of a contaminant in drinking water

BDL: Below detection limit

RAA: Running Annual Average, or the average of sample analytical results during the previous four calendar quarters.

LRAA: Local Running Annual Average, or the average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

ppm or mg/l: Parts per million or milligrams per liter, explained in terms of money as one penny in \$10,000.

ppb or ug/l: Parts per billion or micrograms per liter, explained in terms of money as one penny in \$10,000,000.

Picocuries per liter (pCi/L): A measure of the radioactivity in water.

Nephelometric Turbidity Unit (NTU): Turbidity is a measure of the clarity of the water. Turbidity in excess of five 5 NTUs is just noticeable to the average person.

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. Coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

N/A: Not applicable. 537 Acorn Ct.



New Hires



Kennedi May, Ansel Parrott, Alex Oehring, Maggie O'Rear, and Hunter Rue



IS MY DRINKING WATER SAFE?

Yes. Our water meets all health standards established by the Environmental Protection Agency (EPA) and the Tennessee Department of Environment and Conservation (TDEC). We have conducted extensive testing for a wide range of contaminants that may be present in drinking water. All regulated contaminants detected in our water are listed in this report. Every detected substance was well below the limits set by the EPA and TDEC.

WHAT IS THE SOURCE OF MY WATER?

Your water, which is true groundwater, comes from a Cambrian-Ordovician carbonate underground aquifer in the Chickamauga watershed. 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 <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.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 1.888.891.8832 to obtain copies of specific assessments.

Your water comes from natural underground sources owned by Hixson Utility District and is withdrawn at the 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

WHAT 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. 1715 Apple St 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 volatile organic chemicals, which are by-products of industrial processes and petroleum production, and 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. 563 Randall Ct.

HOW CAN I GET INVOLVED?

We invite you to attend our Board of Commissioners' meeting on the third Thursday of each month at 8 am at our office.

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 people with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at 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 all our customers to help us protect our water resources, which are the heart of our community, our way of life and our children's future. 1132 Central Dr.

WHAT ABOUT LEAD IN DRINKING WATER?

The EPA is asking all utilities to help gather information to both see who could be affected, and also to help utilities create a database of these at-risk properties going forward and be able to provide information to correct any issues. The Lead and Copper Service Line Survey can be accessed using the QR code below. 9 Bohr Dr.



Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Hixson Utility District is responsible for providing high quality drinking water and removing lead pipes in Utility owned infrastructure but cannot control the variety of materials used in the plumbing in your home or private service line. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can protect yourself and your family by identifying and removing lead materials within your home plumbing and service line and taking steps to reduce your family's risk. Using a filter, certified by an



American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure it is being used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or doing a load of dishes. If you have a lead or galvanized service line requiring replacement, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Hixson Utility District at 423.877.3513 for information on testing laboratories. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

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 8:00 am at the District Office.

You could win \$100!

We have randomly selected the street addresses of five (5) water customers and placed them somewhere in this news letter. 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!



COMMISSIONERS:
Jeff Davis
Rebecca R. Hunter
Philip R. Schofield

GENERAL MANAGER:
Gregory K. Butler

NEW ONLINE PAYMENT PORTAL

At Hixson Utility we are committed to providing the most secure payment experience for our customers. After 10 years with Invoice Cloud, our current online payment processor, we are transitioning to Paymentus. We feel that Paymentus offers our customers a more streamlined and modern process for making secure payments online and over the phone.

Once the transition to Paymentus is complete, customers will be able to make credit/debit card transactions, along with ACH (electronic check) payments, in just a few clicks. Automated scheduling for payments will continue to be available. Additionally, these payment methods will also be able to be used around the clock through a new phone portal. This will free up our customer service representatives to spend more time assisting with other issues.

Another new advantage will be the addition of Venmo, Paypal, Apple Pay, and Google digital wallets as accepted forms of payment. Customers will also be able to make convenient in-person cash payments at a variety of area retailers. Paperless billing will continue to be offered through the new portal.

Stay tuned for information on how to create a new online profile, transition your existing profile, and how to keep AutoPay payments on schedule. We expect the transition to Paymentus to occur on August 1st.



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

