



Ty Chancelor Named New HU General Manager

Hartselle Utilities is pleased to announce that the Board of Directors has selected Ty Chancelor, P.E., as the new General Manager. His appointment comes at a time of transition for HU following the passing of Bob Sittason in December. Sittason, who retired in October after decades of dedicated service, left a lasting impact on the organization and the Hartselle community.



Chancelor

Chancelor brings a strong background in utility management, with over a decade of experience at Decatur Utilities overseeing projects in Natural Gas, Water, and Wastewater distribution systems. His work focused on infrastructure rehabilitation and strategic system improvements, leading to his promotion to Superintendent of

Facilities Construction at Decatur. In 2024, Chancelor spent several months as an Engineer for HU, gaining firsthand experience with the utility's operations and challenges. His leadership, technical expertise, and familiarity with Hartselle Utilities positioned him as a strong candidate for the General Manager role. The selection process was not easy, as HU was fortunate to have highly qualified internal and external candidates. The Board's decision was made with careful consideration of the organization's long-term goals and commitment to maintaining the high

standards set by past leadership.

Chancelor's approach to leadership emphasizes operational efficiency, customer service, and strategic planning. His ability to foster teamwork and drive innovation will be key in guiding HU into the future.

"With a deep understanding of both the challenges and opportunities in the utility sector, Ty is well-equipped to lead Hartselle Utilities in the years ahead," said Michael Gunter, Chairman of the HU Board of Directors. "We look forward to his leadership as we continue our mission of providing exceptional service to our community."

A Decatur native, Chancelor graduated from Austin High School and played baseball for the University of Alabama-Huntsville, where he earned a degree in Mechanical Engineering. He and his wife, Bethany, are proud to raise their two children in the Hartselle school system.

HU Begins \$3.2M Wastewater Infrastructure Project

Phase 1 of Hartselle Utilities' \$3.2 million Basin N Sewer Rehab Project, to address aging infrastructure and undersized pipes in its wastewater system, is set to start in March. Several sewer mains have bottlenecks due to size, according to General Manager Ty Chancelor, in addition to the original clay pipe which has extended its lifespan in the 50-plus years since it was installed.

Like other sewer systems around the country, an ongoing problem within Hartselle's wastewater system is inflow and infiltration, which is when excess water enters the sewer system, either through leaks, improper connections, or cracks and other deterioration in a system's pipes. This excess water—typically stormwater—can overload our wastewater treatment plant, increasing treatment costs, and potentially causing the system to overflow. Fortunately, Customer Service Manager Greg Sandlin reports that there have been no rain-induced overflows this year.

During Phase 1 of this project, which will take approximately 180 days, HU will replace sewer pipe in the area near the intersection of Sparkman and Lovelady streets through downtown. According to Chancelor, crews will use a technique known as 'pipe bursting' to remove the old pipes. In this technique, crews pull a bursting tool through existing pipe that breaks it apart, while simultaneously

pulling in replacement PVC pipe.

Pipe bursting eliminates the need to dig long, open trenches; surface level digging and street cuts are usually only needed in spots where crews need to make sewer connections. By contrast, open trenches require digging up the ground along the entire length of the pipe. Because much of Hartselle's sewer system is directly under our streets, this often requires regrading, gravel, and new asphalt to repair street cuts. HU has used pipe bursting some in the past, Chancelor says, but they are now expanding it within the city because of the lower impact on residents and the lower cost.

Phase 1 will affect traffic crossing Longhorn Pass, Chancelor says, but disruptions should be limited to one-lane temporary traffic control. HU staff doesn't anticipate needing to close any roads or reroute traffic during this phase.

During Phase 2, HU teams will use a combination of flow metering and CCTV trucks to identify infiltration problems within the sewer lines, and then use pipe bursting to fix top-priority problem areas.

Funding for this project is provided by grants from the American Rescue Plan Act of 2021 (ARPA). ARPA provided over \$360 billion in funding for state and local infrastructure projects across the country.

Employee Transitions at Hartselle Utilities

We are pleased to announce recent employee transitions within Hartselle Utilities. These individuals have demonstrated dedication and expertise in their roles, and we are excited to see them take on new responsibilities.

Kody Turner transitioned to the role of Operator Trainee at our Wastewater Treatment Plant on October 7, 2024. Kody has been with HU for six years, previously serving as a Meter Reader and Field Assistant in the Engineering Department. His experience and commitment make him a valuable addition to our wastewater operations.



Turner

Greg Sandlin was promoted to Customer Service Manager on October 28, 2024. With nearly 25 years at HU, Greg has held various roles, beginning as a Crew Worker in our Field Operations Department before serving as Safety Director and most recently as Purchasing and Facilities Manager since 2012. His leadership and deep understanding of HU operations will serve our customers well.



Sandlin



Chenault

Sherry Chenault stepped into the role of Purchasing and Facilities Manager on November 11, 2024. With 25 years of experience in administrative support, including accounting and payroll, Sherry brings extensive knowledge of the processes and paperwork necessary to excel in this position.

AMI Update

HU is in the first phase of our Advanced Metering Infrastructure (AMI) project. Through AMI, HU systems can communicate remotely with electric, water, and natural gas meters.

“With AMI meters,” says Customer Service Manager Greg Sandlin, “we can supply customers historical usage information, down to the hour, including temperatures, and this can help explain spikes in energy usage. We’ll also be able to see continuous usage for water or natural gas, which can indicate leaks, in real time. This information can help our customers save money.”

During the testing phase, HU has installed 110 automated water meters, 350 gas meters, and 50 electric meters so far, says Sandlin. “We’ve chosen areas that are most likely to have communication problems due to distance or terrain,” he explains, to address any problems that could arise as AMI meters are installed system-wide.

Help for Neighbors in Need

Hartselle residents who are having problems paying their utility bills can turn to the Community Action Partnership of North Alabama for help.

The majority of the funds Community Action receives for energy assistance are provided by the federal Low-Income Home Energy Assistance Program (LIHEAP). However, LIHEAP funds aren’t enough to cover everyone who needs help.

Programs like HU’s Operation Warm help bridge that gap. In the past year, 338 HU customers donated to Operation Warm. Collectively, your donations have an impact; even one extra dollar each month helps.

If you would like to participate in Operation Warm, please call Customer Service Manager Greg Sandlin at (256) 773-3340 or send an email to inquiries@hartselleutilities.org.

Rate changes effective January 1

Rates for water service increased effective January 1, 2025. Due to a rate increase from Decatur Utilities, which supplies 100% of the water Hartselle Utilities purchases for distribution, HU water rates will increase across the board by 1.13 percent. The average residential monthly water bill will increase \$.30.

Manage Your Account Online



CUSTOMER PORTAL



MOBILE APP

Scan the above codes with your smartphone to access Hartselle Utilities’ Customer Portal or to install our Mobile App.

Hartselle Recycling Calendar

February '25						
Sun	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1

March '25						
Sun	M	Tu	W	Th	F	Sa
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April '25						
Sun	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May '25						
Sun	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



For the full Recycling Pickup Calendar and Zone Map, visit hartselle.org or call (256) 773-2643

Have a non-emergency question or a question about your bill? Email us at inquiries@hartselleutilities.org.

We try to respond to billing and general questions within 24 hours; service issues that need investigation may take up to 48 hours. To report a gas leak, sewer backup or power outage, call our office. Our phones are answered 24 hours a day, seven days a week. During business hours (M-F, 8:00 am - 4:30 pm), call (256) 773-3340. After hours, call (256) 773-2533 or (256) 773-2588.



256-773-2533 or 256-773-2588 or 911



The Hartselle Connection is published quarterly by Hartselle Utilities.

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HartselleUtilities.org

A message from the Hartselle Fire Department:

text messaging service

weather.gov

Your Mobile Device Could Save Your Life

There are multiple ways to receive warnings at your fingertips

social media

wireless emergency alerts

weather apps

family and friends



weather.gov