



The Hartselle

Summer 2025

Connection

Serving Hartselle's People, Building for Hartselle's Future

Sewer Rehabilitation Begins Along Sparkman Street

Hartselle Utilities has started a sewer rehabilitation project in the Basin "N" area, along Sparkman, Lovelady, and Railroad streets north of Main Street. There are two phases of this project; Schedule 1 began in June and, weather permitting, will be complete in mid-October of this year. Schedule 2 is expected to be completed in February 2026.

During Schedule 1, crews from Ranger Environmental are rehabilitating mains, manholes, and select sewer laterals. This project will:

- Replace and repair aging sewer pipes to extend the life of the system and improve overall service.
- Correct structural deficiencies in sewer mains that could lead to sewage overflows. This includes upsizing pipes as needed to accommodate higher flows and prevent future issues.
- Use a combination of pipe bursting and open cut methods to complete the work effectively.
- Rehabilitate or replace approximately 1.25 miles of sewer mains. Lateral rehabilitation, to pipes coming from homes and businesses



The roads marked in red on this project map are included in the Basin N area sewer rehabilitation project. This project will help prevent sanitary sewer system overflows in the area and increase overall sewer system capacity.

that connect to the main sewer line, will not extend beyond the utility easement.

"As we move forward on this essential sewer rehabilitation project in Hartselle, we are not just replacing aging mains, we are investing in the future of our community," said Hartselle Utilities General Manager Ty Chancellor. "These pipes have served us well, but like all infrastructure, they have a defined lifespan. By addressing the issues of inflow and infiltration, we are taking crucial steps to prevent sanitary sewer overflows and enhance the overall capacity of our system. Together, we are committed to ensuring a cleaner, safer environment for all residents."

What can Hartselle Utilities customers expect during construction?

- We do not anticipate any interruption in sewer service during construction.
 - While some weekend work will be required; most of the work will take place 7:00 a.m. to 6:00 p.m., Monday through Friday.
 - Field inspections will be conducted to ensure the project meets HU expectations for reliable, respectful service.
 - Where digging is necessary, pavement will be completely restored. Upon completion of construction, Ranger Environmental will restore all areas impacted by construction activities.
- Hartselle Utilities understands the inconvenience projects like this can cause and appreciates our customers' patience.

Parkside Lift Station Project Canceled For More Cost-Efficient Solution

Hartselle Utilities Wastewater Department recently initiated an in-house project to increase the size of the existing sewer outfall line from a 24" to a 30" pipe. The outfall line carries raw sewage from homes and businesses in Hartselle to the wastewater treatment plant.

The decision to upsize the outfall line follows a reevaluation of the original Parkside Lift Station project, which included a lift station and force main along Garner Road. Due to rising costs, that plan was no longer viable. HU staff decided that upsizing the gravity outfall line offered a

better long-term solution than the original design.

The new approach increases capacity over approximately a mile, broken into two phases, allowing HU to address overflow issues more effectively, while completing the work at a fraction of the cost. This cost-efficient strategy also frees up resources for other critical sewer rehabilitation needs.

As our infrastructure continues to age, Hartselle Utilities remains committed to practical, affordable solutions that ensure reliable service for our customers.

Summer AMI Update

HU's Advanced Metering Infrastructure (AMI) project, which allows HU systems to communicate remotely with customer meters, is on schedule. To date, HU has installed AMI in 431 water meters, 587 natural gas meters, and 111 electric meters.

"We will have the full buildout within the next two years," says General Manager Ty Chancellor. When the project is complete, customers will be able to use the portal to track their utility usage in real time.

Follow us on Facebook!

Social media helps us quickly communicate important messages and engage with our customers. For the latest utility news, traffic alerts, and important announcements, follow us on Facebook: search for Hartselle Utilities-Hartselle, Alabama.



HU Recognizes Employees for Years of Service

These employees achieved five-year anniversaries during calendar year 2024, which ended June 30. Thank you for your dedication.

30 years of service: Bryan Hall, Electric Superintendent

25 years of service: Katie Pope, Accountant; Mike Cadle, Electric System Operations Technician

15 years of service: Blake McNutt, Public Relations & Safety Manager; Alton Armistead, Equipment Operator

10 years of service: Wade Sims, Wastewater Treatment Plant Manager

5 years of service: John Kyzer, Meter Technician; Ashley Wright, Customer Service Representative



Bryan Hall



Katie Pope



Mike Cadle



Blake McNutt



Alton Armistead



Wade Sims



John Kyzer



Ashley Wright

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New Faces at HU

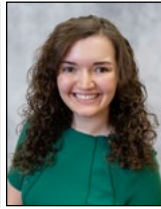
We're pleased to welcome Casey Self to Hartselle Utilities as a Wastewater Treatment Plant Operator. Casey joined the team on November 25, 2024, and brings a strong mechanical aptitude and hands-on approach to plant operations. His practical mindset and technical skills are a great fit for the role.

Emily McBee joined us on January 27, 2025, as our new Accounting Clerk. With a sharp eye for detail and a natural talent for numbers, Emily has quickly picked up our processes and is already a valuable asset to the Finance & Accounting Department.

Dustin Chambers joined Hartselle Utilities on February 10, 2025, as our new Water & Wastewater Engineering Supervisor. A licensed Professional Engineer, Dustin brings a wealth of knowledge and experience to the role and is already making a significant impact on our engineering and infrastructure planning efforts.



Casey Self



Emily McBee



Dustin Chambers

Field Operations Foreman Scott Scales Retiring



Scott Scales

Please join us in congratulating Scott Scales on his upcoming retirement, effective August 1. Scott began his career with Hartselle Utilities on May 1, 2000, in our Field Operations Department, which handles the maintenance and installation of water, sewer, and natural gas systems. He has been a dedicated foreman throughout his 25 years with us.

Over the past quarter-century, Scott has become known as one of our most skilled equipment operators and a steady, reliable presence on every job. His ability to keep crews organized and on track has made a lasting impact on our operations and on those who've had the privilege to work alongside him.

We will greatly miss the depth of knowledge Scott brings to the job each day, along with his no-nonsense approach and trademark sense of humor. His leadership, consistency, and camaraderie have shaped our team in countless ways.

As Scott moves into this next chapter, we thank him for his years of outstanding service and wish him all the best in retirement. Congratulations, Scott!

A message from the Hartselle Fire Department



Prevent home garage fires.

Seal and store oil, gasoline, paints, propane and varnishes in a shed away from your home.



Rates for water, sewer and natural gas services were adjusted July 1, 2025.

The water Customer Charge will increase by \$1.00 and \$0.0486 per 1,000 gallons of water. The average residential monthly water bill will increase by approximately \$1.36.

The wastewater Customer Charge will increase by \$2.00 and \$0.0111 per 1,000 gallons of water consumed. The average residential monthly sewer bill will increase \$3.00.

Natural gas Customer Charge will increase \$1.00 and volumetric charges \$0.0192 per CCF. For those residential customers who heat their homes with natural gas, the average monthly natural gas bill will increase \$1.85 during the heating season. Hartselle Utilities also adds a Cost of Gas Adjustment (COGA) each month which is calculated based on the commodity price of natural gas for that particular month.

Manage Your Account Online



CUSTOMER PORTAL



MOBILE APP

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

Hartselle Recycling Calendar

August '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

October '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	

Zone 1-A	Zone 1-B
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September '25						
Sun	M	Tu	W	Th	F	Sa
31	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				

November '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

Zone 3-A	Zone 3-B	Zone 4-A	Zone 4-B
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For details, 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; if you smell gas call 911. 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.



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