



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

New Water Booster Station In High Level District Ready

Seventeen years ago, Hartselle Utilities began searching for land to build an additional water tower for the High Level District. The High Level Water District was served by a single water tower – the Hartselle Mountain tank. Since that part of the system, which includes two schools, only had a one-way water feed, a water main break anywhere within the eastern part of the system would leave a large section of Hartselle without water.

Hartselle's water system has two sections with Main Street serving as the approximate dividing line between the two. The High Level Water District – named because of that section's elevation – is served by the Hartselle Mountain tank, while the Low Level District has three water towers plus a ground tank. (The district names have nothing to do with the water pressure.)

Although water main breaks are rare, when there has been a break in the eastern part of Hartselle, it has impacted the water supply on that side of town. With the completion of the Bethel Road booster station, water supply and pressure can be maintained while crews repair the water main.

In 2005, Hartselle Utilities' staff had no idea the search would take almost two decades. Understandably most residents did not want a water tower in their backyard, explains General Manager Bob Sittason. "We were never able to acquire land in that area at the elevation we needed it to be at," he says. "So, about four years ago, we rethought the process."

In looking for alternatives to a water tower, Hartselle Utilities' staff found that a water booster station is less expensive to build



The new Water Booster Station off Bethel Road replaces the need for a new water tower.

and serves the same function as a water tower.

The best part? A booster station can be housed in a low-profile one-story building instead of a 130-foot tower.

"Most residents probably don't even realize it's there," says Sittason.

According to Engineering Services Manager Daxton Maze, the total cost to build the water booster station was approximately \$2 million.

"The project was finished on time and on budget," Maze says. "CDG, Inc., who has been our engineering

consultant for water, sewer and gas for about 20 years, did the design and construction management."

The general contractor was Mark Johnson Construction from Tuscaloosa.

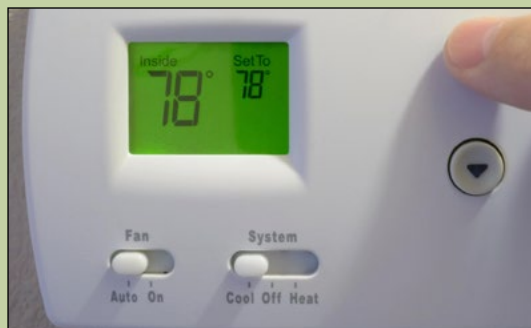
The booster station is expected to be online early this summer. The new booster station will have no effect on the system's operating pressure, Maze says. "Customers should not see any change in water service pressure. However, we should be able to maintain water supply and pressure for most customers in the High Level District during the occasional water main break," he explains.

"Utilities aren't that exciting – until you don't have them," Sittason laughs. "We've had this need for as long as I've been here, and we're excited that we can finally have a backup on that side of our system. We were able to meet this need with a low-profile building and not tower over the local residents."

"This is us trying to be a good neighbor," Sittason continues, "At the same time we're trying to accomplish meeting the needs of the system."

5 Ways to Save Money on Your Utility Bill This Summer

- 1) Set your thermostat to 78°
- 2) Replace traditional light bulbs with LED bulbs. Although LED bulbs may be more expensive to buy, they use up to 75% less electricity.
- 3) Turn off lights and unplug devices that you're not using.
- 4) Weatherize your home. Seal air leaks around your walls and window frames with caulk and weather stripping. Don't forget ducts, light fixtures, and other small openings in your ceilings – cooling your attic is unnecessary and expensive!
- 5) Replace your air filters. Clean filters put less strain on your system and can reduce your energy usage by as much as 15%!



In the summer, every degree you increase your thermostat between 65 and 78 can save you 3% on your utility bill!



Steve Stinson

Steve Stinson Retiring

Steve Stinson is retiring on August 1 after 15 years with HU. He worked as the Lift Station Maintenance Technician during his entire tenure, as part of a two-man crew to ensure our sewer collection system operated smoothly. His crew was also charged with grounds maintenance to keep our facilities looking sharp throughout the summer months.

Steve was an excellent employee and a great coworker. He was liked by all and was always ready with a good story to tell. Steve is looking forward to spending time with his wife, Margaret, his six grandchildren, and a lot more time on the lake! Congratulations, Steve, you will be missed!

PHOTO BY RACHEL HOWARD, © 2022 RAW IMAGES

Summer Sewer Cap In Effect Through October 31

Typically, most of the water a household uses enters the sewer system as wastewater and sewer charges are based on water usage. During the summer, however, many residents use water outdoors for gardening, filling pools and washing cars. This water does not enter the sewer system. For this reason, HU sets a cap for the summer sewer rates. From May 1 through October 31, customers are not charged a sewer fee for water used above the cap. HU uses the months between November and April to calculate each customer's winter average, and then caps the customer's summer sewer rate at 120 percent of that amount.

Manage Your Account Through Our New Customer Portal

As of early June, 1,212 Hartselle Utilities customers have signed up for the new Customer Portal. "Considering that we only put this in place four or five weeks ago, that number is huge," says Customer Service Manager Tim Mitchell.

Customers can use the Customer Portal to manage their account – including viewing and paying your utility bill – from any device with an internet connection. The Mobile App gives customers a convenient way to access the Customer Portal.

In recent weeks, Hartselle Utilities staff have seen a delay in mail service which is beyond our control. This has resulted in some customers not receiving their bills on time.

"We cannot control the mail service," explains General Manager Bob Sittason, "but customers are receiving their bills late and we're receiving payments in the mail after due dates, which causes customers to incur penalties."

The Customer Portal allows you to receive your bill electronically and on time. You can choose to pay online – there is a small service fee – or mail your payment or drop it off in person.

"Our goal is to mail utility bills so that customers receive them a minimum of 15 days before the due date," Sittason explains. "We mail them in a timely manner, but mail delivery is not something we can guarantee." "Please be aware of your utility due date," he urges. "Make sure you mail your payment in plenty of time before your bill is due."



Customer
Portal



Mobile
App

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

Rate Changes

Rates for water and natural gas services will increase effective July 1, 2022.

The water rates will increase across the board by 2.0 percent. The average residential monthly water bill will increase \$.55.

Natural gas base charges and volumetric charges will increase 2.165 percent for both rates. For those residential customers who heat their homes with natural gas, the average monthly natural gas bill will increase \$1.00 during the heating season as a result of this increase. 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.

Hartselle Recycling Calendar

Here are the next four months of Hartselle's Recycling Calendar. For questions about sanitation pickup or your Recycling Zone, visit hartselle.org or call Public Works at (256) 773-2643.

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

| | | | |
|----------|----------|----------|----------|
| Zone 1-A | Zone 2-A | Zone 3-A | Zone 4-A |
| Zone 1-B | Zone 2-B | Zone 3-B | Zone 4-B |

For the full Recycling Pickup Calendar and Zone Map, visit hartselle.org

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, 7:30 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



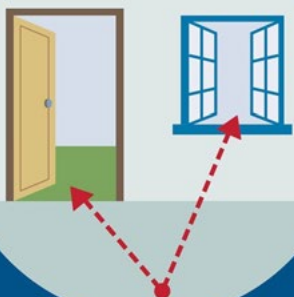
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1010 Sparkman St NW
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HartselleUtilities.org

A MESSAGE FROM THE HARTSELLE FIRE DEPARTMENT

Know 2 ways out of every room.

It is important to find 2 ways out of every room in the house in case one exit is blocked or dangerous to use.



U.S. Fire Administration



FEMA

