



Steve Terry Retires After 42 Years of Service

Steve Terry recently retired as Hartselle Utilities' Water System Controller, a position he had held since February 2002. Prior to that, he had worked as an Engineering Tech for 10 years, as Gas and Water Foreman, and Leadman and Laborer in the Water Department. Terry started working for the Hartselle Utility Board in June 1981 as a warehouse clerk. He served under nine different general managers.

"Hartselle Utilities has never existed without him," says Jeremy Dorrance, Customer Service Assistant Manager.

No other employee in our history has served as many years, so we asked Steve to share his thoughts about his career.

What are some of your best memories at HU?

Oddly enough, the early days when I first hired in and my humble beginnings hold the most profound memories for me. Beginning with day one, my first job with the water department was to install a fire hydrant on a hot day in mid-June of 1981. I was so exhausted when I got home that I laid on my bed and went to sleep. My wife had to wake me up to eat dinner and then it was back to bed.

After a few months of working with the water department, I moved to the position of warehouse clerk. I soon became bored and started making up ways to make my days a little more exciting. At that time there was a pine tree thicket on the southern property line

of the warehouse that just represented wasted space to me, so I determined to clear it out single handedly. We didn't have chainsaws, so I grabbed an axe and proceeded to chop down the trees one at a time. Over a period of a few weeks the trees were gone. The area is today where the field crews park their heavy equipment.

After about a year of observing my methods of releasing pent-up energy, the Superintendent suggested I come back with the Water Department, which I was happy to do.

What have you loved about working here?

The "Process." That is to say, the stages of growth that I went through and all of the transitioning that took place in the process of becoming a public water supply professional. The journey that saw me during my first ten years being the emergency back-up meter reader or water treatment plant operator, to the eventual move into a newly created engineering department, which evolved into the position I hold today as the Water System Controller.

What is something that you will miss?

I will certainly miss the daily realization that I bear an extremely important responsibility to my community and that they can always count on me—even though the vast majority do not even know I exist.

What was the biggest change over the years?

Technology. When I started out at Hartselle Utilities we had no tools that utilized lasers, electromagnetic frequency or cellular

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Retiring Water System Controller Steve Terry worked for the Utility Board and Hartselle Utilities for 42 years, including when the Electric Board and the Utility Board merged to become Hartselle Utilities in 1989.

Considering energy efficiency upgrades for your home or business?

TVA's EnergyRight program offers help to both residential and commercial customers who are considering energy upgrades.



EnergyRight is designed to help you find ways to make your home or business more energy-efficient – and lower your electric bill. In addition to a wide range of information on energy efficiency on the program website, energyright.com, EnergyRight offers rebates, incentive programs and financing for energy and efficiency upgrades.

Upgrades to existing homes may qualify for energy rebates, ranging from \$15 per window for window replacements, \$300 per home for attic or wall insulation, and up to \$1,500 for upgraded HVAC systems. New home incentives, available for single-family homes,

range from \$150 per home for electric vehicle connections, \$500 per unit for a heat pump water heater, and up to \$1,500 for an approved HVAC system.

Through EnergyRight, TVA and Hartselle Utilities are also working with local businesses to help them take advantage of the 179D Commercial Buildings Energy-Efficiency Tax Deduction, part of the recently-passed Inflation Reduction Act. For building envelope, HVAC, and lighting upgrade projects that result in at least a 25% savings and have been completed in 2023, deductions of up to \$5.00 per square foot are available.

For more information about energy efficiency rebates and incentives, contact our Customer Service Department at (256) 773-3340.

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technology. There were no computers that incorporated Supervisory Control and Data Acquisition (SCADA), Geographical Information Systems (GIS), hydraulic modeling software or mapping software. We didn't have a way to obtain instant information via a search engine, because the internet didn't exist yet.

What was your most proud accomplishment?

Convincing the Utility Board in 1999 to approve the installation of a 16" water main from the Hwy 31 Low Level District Booster Station to Thompson Road.

In 1997, the Utility Board hired an engineering firm to to evaluate current and future needs of the water system, and propose capital improvement projects in phases of short term, intermediate and long term for the next twenty years. As I examined their proposal, I noticed a glaring oversight in the southeastern part of our water system. The plan didn't address the pressing need, which we had already identified, for increased existing and future water supply demands in that area, particularly for heavy industrial use.

In early 1999, I provided the Utility Board an analysis of the problems with the proposal. My presentation included a proposal for the 16" water main from the Low Level District Booster Station to Thompson Road. The HU Board approved the capital improvement proposal. By mid-2002, 45,000 feet of 16" ductile iron water main had been installed, along with a one million gallon water storage tank.

This project has had a significant impact, not only for HU and our customers, but for the City of Hartselle and the surrounding area. Immediately, it fixed service pressures and fire flows to the Industrial Park and Thompson Road area. It later allowed us to rent water storage capacity to neighboring Falkville, saving them from building their own storage tank. In 2012, the 16" main played a crucial role in supporting the development of the Morgan Center Business Park on Byrd Rd. While these later developments weren't part of the initial decision, they underscore the importance of the forward-thinking approach we took in 1999.

**Paperless
Billing Through
Customer Portal
Coming Soon!**

Watch for details
in next issue

Holiday Schedule

Hartselle Utilities will be closed for the following Holidays:

- Veteran's Day: Friday, Nov. 10, 2023
- Thanksgiving : Thursday, Nov. 23 - Friday, Nov. 24, 2023
- Christmas : Monday, Dec. 25 - Tuesday, Dec. 26, 2023
- New Year's: Monday, Jan. 1 - Tuesday, Jan. 2, 2024
- Martin Luther King, Jr.: Monday, Jan. 15, 2024
- President's Day: Monday, Feb. 19, 2024

October 1-7 is Public Power Week... and we have reason to celebrate!

Like more than 2,000 utilities across the country, Hartselle Utilities is a community-owned, not-for-profit public utility. During Public Power Week, we celebrate the benefits of living in a public power community, including:

- Low rates and high reliability
- Local service
- Economic development
- Local decision-making focused on our community



A message from the Hartselle Fire Department:



Be aware of lithium battery fire safety.

Stop using them if you notice an odor, change in color, too much heat, change in shape, leaking or odd noises.



Rate changes effective October 1

There will be an increase in HU's Electric rates effective October 1, 2023. HU's residential customer charge will increase by \$1.00 per month and the energy charge will increase by \$.00058 per kWh. The monthly increase for our average residential customer, who uses 1,178 kWh on average per month, will be \$1.68.

Also, TVA has implemented a 4.5% increase to our wholesale rate that is being passed through to all of our customers. The energy charge on a residential customer will increase \$.0033 per kWh. The monthly increase for our average residential customer will be \$3.89.

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

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

November '23						
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		

Zone 1-A
Zone 1-B

December '23						
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

Zone 2-A
Zone 2-B
Zone 3-A
Zone 3-B
Zone 4-A
Zone 4-B

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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