

# Hallsdale Powell Utility District Rate Protest



JUSTIN P. WILSON  
*Comptroller*

JASON E. MUMPOWER  
*Deputy Comptroller*

Entity: **Hallsdale-Powell Utility District**

Board Meeting Reason: **Rate Protest**

Utility Type: **Water and Sewer**

The provided links will direct to the District's audits for the prior four fiscal years.

<https://comptroller.tn.gov/content/dam/cot/la/advanced-search/2016/utilities/2747-2016-u-hallud-rpt-cpa191-9-30-16.pdf>

<https://comptroller.tn.gov/content/dam/cot/la/advanced-search/2017/utilities/2747-2017-u-hallud-rpt-cpa191-11-01-17.pdf>

<https://comptroller.tn.gov/content/dam/cot/la/advanced-search/2018/utilities/2747-2018-u-hallud-rpt-cpa191-9-26-18.pdf>

<https://comptroller.tn.gov/content/dam/cot/la/advanced-search/2019/utilities/2747-2019-u-hallud-rpt-cpa191-9-27-19.pdf>

# Technical Record

**TO:**  
**Hallsdale Powell Utility Board Members ETAL**  
**3745 Cunningham Rd**  
**Knoxville, TN 37918**

**CC:**  
**TN Utility Management Review Board**  
**Via the Office of the Comptroller**  
**Nashville, TN 37243-9034**  
**615.741.2775**

Per the below information I believe we make a clear case of waste, incompetency and lack of efficiency to act in the best interest of the rate payers of the Hallsdale Powell Community and the environment. While in early 2000s the new president of HPUD (Marvin Hammond) took on a massive project of "capitol improvements" thrusting the utility district into a mountain of debt and decade of rate increases unsustainable for the community. We can also show this spending has done little to improve the district as we still sustain significant water loss and raw sewer overflows into local waterways. The amount spent and new debt acquired per year shows an inability to act on the immediate needs of the existing infrastructure or improving on benchmarks for safety to the local community. The information provided below details spending and new debt on a customer base that has only grown by roughly 7% over the past 10 years. While a large amount of increased revenue to the district due to exorbitant rate increases most of which represent the 30.8% increase from 2010-2018 in operating revenue. Per an early 2019 meeting with the Knox County Mayor (Glenn Jacobs) Darren Cardwell (HPUD President) also laid out a plan to continue to increase rates annually 3-6% over the following 10 years <https://youtu.be/NEDfmXC80FA> even though the rates are at a level too high already as mentioned by consumer comments also attached. Just from 2010 to 2018 the water rates increased 29.19% and the sewer rates increased 75.16%.

Per the annual reports filed with the TN Comptroller the 2010 operating revenue was \$24,610,000. This represented a 19.3% increase from the 2009 year. This is also based on a customer base of Water: Active customer accounts 28,657 Sewer: Active customer accounts 21,981. The total liabilities listed in 2010 were \$139,496,000 representing a 3.7% increase and included a 44 million dollar loan from the Tennessee's State Revolving Fund (SRF) to expand the wastewater treatment plant and install automatic meter reading technology on 3/17/2006. Total Accounted for Water was 1,406,692,700 gallons and Unaccounted for Water 942,607,300 gallons.

Changes in long-term debt for the year ended March 31, 2010 were as follows:

Balance 3/31/2009	New Loan Issued	Debt Paid	New Balance 3/31/2010
\$127,961,096	\$8,763,075	\$2,407,796	\$134,316,360

Report Referenced: <https://comptroller.tn.gov/content/dam/cot/la/advanced-search/2010/utilities/2747-2010-hallud-afr-cpa191-9-30-10.pdf>

Per the annual report filed with the TN Comptroller in 2018 the operating revenue has increased to \$32.2 million representing an increase just more than 30.8% vs the 2010 year. The active customer base as of 3/31/2018 are Water: Active customer accounts 30,735 Sewer: Active customer accounts 23,276. The total liabilities listed were \$144,252,000 which is down from \$151,400,000. Per the AWWA Free Water Audit reporting worksheet the authorized consumption total was 1,571,666,000 gallons and total unaccounted for water is 974,669,000 gallons.

Balance 4/1/2017	New Loan Issued	Debt Paid	New Balance 3/31/2018
\$142,380,330	\$1,304,713	\$6,759,817	\$136,925,225

Report Referenced: <https://comptroller.tn.gov/content/dam/cot/la/advanced-search/2018/utilities/2747-2018-u-hallud-rpt-cpa191-9-26-18.pdf>

USGS estimates that every person uses 80-100 gallons of water per day. For a family of 4, this is approximately 12,000 gallons of water per month. Let's compare rates around Knox County assuming that the resident will use 12,000 gallons of water and 12,000 gallons of sewer service. These rates were compiled on 7/16/2019.

	HPUD	FUD	KUB	WKUD	NKUD	LBCUD	KCUD
Water	\$116.02	\$45.51	\$46.40	\$54.57	\$50.93	\$80.00	\$93.24
Sewer	\$146.04	\$71.11	\$133.30	\$104.75			\$97.43
Total	\$262.02	\$116.62	\$179.70	\$159.32			\$190.37

As one can see, HPUD's rates are more expensive than any other provider in the county by over \$70. This needs to be investigated and addressed immediately.

Hallsdale-Powell Utility District (HPUD) has a history of infrastructure malfunction with dozens of violations including sewer run-off to Beaver Creek and sewer overflow accidents. Dating back to 2004, the State of Tennessee's Department of Environment and Conservation (TDEC), issued an order for HPUD to eliminate sanitary sewer overflow (SSO) over the next 10 years. (Act Now Brochure, page 3 <https://www.t2graphicdesign.com/get-a-quote/>).

According to their website, HPUD has completed many improvements to its sewer collection system and its main wastewater treatment facility since the 2004 TDEC Commissioner's Order. Those actions have eliminated violations at the WWTP and reduced sanitary sewer overflows (SSOs). However, SSO's continue to occur at a higher than acceptable level. Consequently, as of August 27, 2014 the aforementioned Commissioner's Order was superseded by Consent Order 14-0044 requiring the elimination of SSO's by 2024. This Order resulted in the development and implementation of a revised plan to address the SSO's through a combination of ongoing investigative and rehabilitation initiatives as well as new improvements initiatives including equalization tanks and interceptor replacement.

As an effort, and maybe costly and misguided, to keep customers informed, HPUD has voluntarily created "Alliance for a Cleaner Tomorrow". This program documents HPUD's 10-year journey of improvements through a marketing materials, a website with interactive maps, and numerous public outreach initiatives. For more information visit [www.hpudactnow.org](http://www.hpudactnow.org). HPUD states, "Your water is tested regularly for contaminants and we conduct over 450,000 water quality tests each year on your water. We have two (2) degreed microbiologists on our staff overseeing the lab and water quality testing." Yet, on the EWG's website, Hallsdale Powell has had 12 quarters of violations of monitoring for contaminants as required by the Safe Drinking Water Act.

So if we pay so much then where is the money going??? Its certainly not moving the needle to any improvements the customers can see in either quality or decreased rates. The most recent rate increase was totally unnecessary. The residents of the Halls and Powell communities should not have to bear the burden of unhinged spending and lack of concern for the environment and the quality of water.

Russ Rymer



6812 Shinnecock Ln  
Knoxville, TN 37918

**BOARD OF COMMISSIONERS**

**Kevin Julian, Chairman**

**Todd Cook, Secretary**

**Robert Crye, Treasurer**

**President/CEO**

**Darren Cardwell**

**HALLSDALE-POWELL UTILITY DISTRICT  
STATEMENT OF NET POSITION - UNAUDITED**

**March 31, 2019**

**ASSETS AND DEFERRED OUTFLOWS**

	<u>2019</u>
UTILITY PLANT - net of depreciation	\$ 236,819,283
RESTRICTED CASH AND SECURITIES	12,222,517
CURRENT ASSETS	32,748,067
EQUIPMENT & ADMINISTRATIVE FACILITIES - net of depreciation	8,455,330
DEFERRED OUTFLOW OF RESOURCES Deferred outflow related to pension	1,425,751
<b>TOTAL ASSETS AND DEFERRED OUTFLOWS</b>	<b>\$ 291,670,948</b>

**LIABILITIES, DEFERRED INFLOWS AND NET POSITION**

LONG-TERM LIABILITIES - net of current portion	\$ 129,692,322
CURRENT LIABILITIES	
Payable from Current Assets	1,866,096
Payable from Restricted Assets	7,322,454
Total Current Liabilities	9,188,550
NET PENSION LIABILITY	2,083,381
<b>TOTAL LIABILITIES</b>	<b>140,964,253</b>
DEFERRED INFLOW OF RESOURCES Deferred inflow of related pension	914,617
<b>NET POSITION</b>	
Invested in Capital Assets, net of related debt	109,799,833
Restricted Net Assets	11,194,960
Unrestricted Net Assets	28,797,285
Total Net Assets	149,792,078

### Domestic and Commercial Water Rates

Base Charge	0 Gallons	\$ 9.34	Base Rate
All Over	0 Gallons	8.89	Per Thousand Gallons

(Sales tax is added to all water charges)

### Domestic Sewer Rates

Base Charge	0 Gallon	\$ 11.88	Base Rate
Next	12,000 Gallons	11.18	Per Thousand Gallons
All Over	12,000 Gallons		No Charge over 12,000 Gallons
*Grinder Pump (if applicable)		8.16	Per Month

### Commercial Sewer Rates

Base Charge	0 Gallons	\$ 11.88	Base Rate
All Over	0 Gallons	11.18	Per Thousand Gallons
*Grinder Pump (if applicable)		8.16	Per Month

### Sunset Bay Sewer Rates

Vacant Lot Minimum Bill		\$ 9.00	Base Rate
Base Charge	0 Gallons	11.88	Base Rate
All Over	0 Gallons	11.18	Per Thousand Gallons

### \*Sewer Grinder Pump Service/Maintenance Fees

Service Maintenance Fee	\$ 8.16	Per Month
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(This fee applies only for E-One Grinder Pump Model Numbers)

### Sewer Availability Charge

A monthly sewer availability charge equal to the sewer base charge will be assessed to the owner of any house, building, and/or structure of any kind that is not connected to the District's sewer system when the District's sewer system is available to the property as provided by the District's rules and regulations.

### Surcharge for Excess Concentration

Grease, fats, oils, etc., in excess of 50 mg/l at \$4.00 per hundred pounds; BOD in excess of 240 mg/l at \$6.00 per hundred pounds; Suspended Solids in excess of 300 mg/l at \$5.50 per



**HALLSDALE-POWELL UTILITY DISTRICT  
STATEMENT OF REVENUES, EXPENSES  
AND CHANGES IN NET POSITION - UNAUDITED**

For the Year Ended March 31, 2019

	<b>2019</b>
Operating Revenues	\$ 31,504
Operating Expenses	(15,569)
Income from Operations before Depreciation	15,934
Depreciation Expense	(7,029)
Operating Income	8,905
Non-Operating Income (Expense):	
Interest Income	557
Interest Expense	(3,241)
Gain on disposal of assets	43
Income Before Capital Contributions	6,265
Capital Contributions from Developers and Customers	304
Change In Net Position	6,569
Position, April 1, 2018	143,222
Position, March 31, 2019	\$ 149,792

**Items included in Operating Expenses above**

Commissioner Training & Travel	\$ 3
Management Training & Travel	\$ 1
Employee Training & Travel	\$ 79

**HALLSDALE-POWELL UTILITY DISTRICT  
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## MINUTES

THE BOARD OF COMMISSIONERS OF HALLSDALE POWELL UTILITY DISTRICT MET IN REGULAR SESSION ON MONDAY, MARCH 11, 2019 AT THE DISTRICT OFFICE AT 1:30 P.M. THOSE PRESENT WERE:

KEVIN JULIAN  
ROBERT CRYE  
TODD COOK  
DARREN CARDWELL  
JOHN VALLIANT

SANDY LIFORD  
CODY HUMPHREY  
CHRIS CORUM  
NICK JACKSON  
JAMES SMITH

ROBERT CAMPBELL:  
BART KREPS:

ROBERT G. CAMPBELL & ASSOCIATES  
RAFTELIS FINANCIAL CONSULTANT

Customers:  
Bonnie & Gene Holloway  
James Woodard  
Carole Wilson

3637 N. Fountaincrest Drive  
1566 Mandrell Drive  
7516 Larue Lane

THE PREVIOUS MINUTES OF THE FEBRUARY 11, 2019 MEETING WERE APPROVED ON A MOTION BY MR. COOK, SECOND BY MR. CRYE. THE MOTION PASSED UNANIMOUSLY.

MR. CARDWELL REPORTED TO THE BOARD ON THE GROWTH OF THE DISTRICT IN THE PAST MONTH:

WATER METERS SET: 20  
SEWER INSPECTIONS: 16

WATER TREATED: 200.9 Million Gallons  
(7.18 MGD Avg. Daily)

WASTEWATER TREATED: 449.2 Million Gallons  
(16.0 MGD Avg. Daily)

RAINFALL: 13.97"

*Note: Treated a record 21.7 MGD at Beaver Creek during this historic flood event*

DISCUSSION WAS HELD ON THE LEAK ADJUSTMENT REPORT. THE BOARD APPROVED THE CUSTOMER LEAK ADJUSTMENTS IN THE AMOUNT OF \$15,337.20 ON A MOTION BY MR. CRYE, SECOND BY MR. COOK. THE MOTION PASSED UNANIMOUSLY.

REPORTS ON MAINTENANCE AND CAPITAL IMPROVEMENT EXPENSES WERE ALSO PRESENTED FOR BOARD REVIEW.

MR. CARDWELL UPDATED THE BOARD ON THE PROGRESS OF THE BEAVER CREEK TRUNK (III) SEWER PROJECT AND THE BEAVER CREEK TRUNK LINE PROJECT (PHASE 1). HE PRESENTED PAY REQUESTS FOR EACH PROJECT AS RECOMMENDED BY ROBERT G. CAMPBELL & ASSOCIATES:

- Cleary Construction, Inc. (Central Avenue Pike) \$63,843.80  
Beaver Creek Trunk Sewer III  
Pay Request # 5
- Hurst Excavating LLC (Brown Gap to Beeler Road) \$19,987.89  
Beaver Creek Trunk Line – Phase I  
Pay Request # 2

THE BOARD WAS ALSO UPDATED ON THE SANITARY SEWER REHABILITATION PROJECT (PHASE 4). A PAY REQUEST WAS SUBMITTED FOR APPROVAL UPON RECOMMENDATION OF JACOBS ENGINEERING GROUP:

- Insituform Technologies LLC \$29,743.87  
Sanitary Sewer Rehabilitation Project (Phase 4)  
Pay Request # 18

A PAY REQUEST AND UPDATE WAS ALSO SUBMITTED, UPON RECOMMENDATION OF FOX PE, LLC FOR THE MELTON HILL WATER TREATMENT PLANT CHEMICAL BUILDING (changing from Chlorine Gas to Bleach):

- W. Rogers Company LLC \$91,770.00  
Melton Hill Water Treatment Plant Chemical Building  
Pay Request # 2

THE BOARD APPROVED THE PAY REQUESTS UPON RECOMMENDATION OF THE CONSULTING ENGINEERS ON A MOTION BY MR. COOK, SECOND BY MR. CRYE. THE MOTION PASSED UNANIMOUSLY.

DISCUSSION WAS HELD ON THE PROPERTY AT THE CORNER OF MAYNARDVILLE HIGHWAY AND CUNNINGHAM ROAD. THE BOARD DECLARED THE PROPERTY SURPLUS AND AUTHORIZED THE GENERAL MANAGER AND LEGAL COUNSEL TO NEGOTIATE THE SALE OF THE PROPERTY ON A MOTION BY MR. CRYE, SECOND BY MR. COOK. THE MOTION PASSED UNANIMOUSLY.

DISCUSSION WAS ALSO HELD ON THE REVISED WATER AND SEWER RATE SCHEDULE AS PRESENTED BY MR. CARDWELL. THE REVISIONS ARE DUE TO THE DISTRICT'S DEBT SERVICE REQUIREMENTS AND THE CONSENT ORDER FROM THE TENNESSEE DEPARTMENT OF ENVIRONMENT AND CONSERVATION AND FOLLOWS THE RATE MODEL CREATED BY RAFTELIS FINANCIAL CONSULTANTS. THE COMMISSIONERS APPROVED THE REVISED RATE SCHEDULE AND ADOPTED THE REVISED RATE SCHEDULE INCORPORATING THE APPROVED INCREASES AS PRESENTED WHICH AMOUNTS TO A THREE (3) PERCENT INCREASE IN WATER RATES AND A SIX PERCENT (6%) INCREASE IN SEWER RATES TO BE EFFECTIVE SEPTEMBER 1, 2019 ON A MOTION BY MR. CRYE, SECOND BY MR. COOK. THE MOTION PASSED UNANIMOUSLY.

THE BUDGET FOR FY 2020 (April 1, 2019 – March 31, 2020) PRESENTED FOR COMMISSIONER REVIEW AT THE FEBRUARY MEETING WAS APPROVED ON A MOTION BY MR. CRYE, SECOND BY MR. COOK. THE MOTION PASSED UNANIMOUSLY. THE BUDGET WILL BE SUBMITTED TO THE COMPTROLLER OF THE TREASURY FOR APPROVAL.

MR. CARDWELL DISCUSSED THE DISTRICT'S PARTICIPATION IN THE LOCAL UTILITY MANAGEMENT FEDERATION. THE BOARD APPROVED HPUD'S PARTICIPATION IN THE FEDERATION ON A MOTION BY MR. COOK, SECOND BY MR. CRYE. THE MOTION PASSED UNANIMOUSLY.

DISCUSSION WAS HELD ON DRAFT RESOLUTIONS AUTHORIZING AND PROVIDING FOR THE ISSUANCE OF UTILITIES IMPROVEMENT REVENUE BONDS AS FOLLOWS:

- Water System \$21,841,000

(Includes Downtown Powell; Old Clinton Highway Area, East Raccoon Valley Drive; US 25 West; Copeland Road area; I-75 at Raccoon Valley Road; Quarry Road Pump Station; Norris Lake Crossing; Cedar Chase Tank; Norris Freeway; Shade Weaver Road and Andersonville Pike; Bells Campground Road from Brushy Valley Road to Naff Road to Raccoon Valley; Collier Road from Copeland Drive to Crown Ridge Lane; York Road, Hill Road and Carr Road; Gordon Smith Road, Pelleaux Road to Mayes Chapel Road; East Bull Run Valley, east of Heiskell Road; Cruze Road to Lucas Road; Texas Valley from SR 33 to Texas Valley Church; Maynardville Highway, Harmon Drive; Childress Road, Greenwell Road to Brushy Valley Road; Stamps Lane; Clinton Highway, Norman Road to Shepard Lane; Norman Road; Pedigo Road from Bull Run Creek to East Raccoon Valley Road; Conner Road from Bull Run Valley Drive to East Brushy Valley Drive; Central Avenue from Emory Road to Verton Drive;

Norris Freeway, Old Jacksboro Road, Old Andersonville Pike, Norris Lane, Joey Lane; Broadacres Subdivision; West Emory Road; Weaver Road; East Raccoon Valley Road; Gordon Smith Road; Mynatt Road; Schaad Road; Brickyard Road/ W. Beaver Creek Road Intersection; W. Beaver Creek Road, Clinton Highway, Old Clinton Pike Intersection; Andersonville Pike, McCloud Road, Hill Road Intersection.)

- Sewer System \$24,950,000

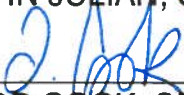
(Includes State Route 131 from Central Avenue Pike west of Beaver Creek; State Route 131 west of Brickyard Road and from the intersection of Maize Drive and Brown Gap Road to the intersection of Beeler Road and Twin Brooks Blvd)


THE BOARD APPROVED THE RESOLUTIONS ON A MOTION BY MR. CRYE, SECOND BY MR. COOK. THE MOTION PASSED UNANIMOUSLY.

MR. CARDWELL REMINDED THE BOARD OF THE NEXT REGULAR SCHEDULED BOARD MEETING, MONDAY, APRIL 8, 2019 AT 1:30 P.M.

THERE BEING NO FURTHER BUSINESS, THE MEETING WAS ADJOURNED AT APPROXIMATELY 2:17 P.M. ON A MOTION BY MR. CRYE, SECOND BY MR. COOK. THE MOTION PASSED UNANIMOUSLY.

  
\_\_\_\_\_  
KEVIN JULIAN, CHAIRMAN

  
\_\_\_\_\_  
TODD COOK, SECRETARY

  
\_\_\_\_\_  
ROBERT CRYE, TREASURER

/bh



JUSTIN P. WILSON  
*Comptroller*

JASON E. MUMPOWER  
*Deputy Comptroller*

October 2, 2019

Russ Rymer  
6812 Shinnecock Ln.  
Knoxville, TN 37918

Darren Cardwell  
General Manager  
Hallsdale-Powell Utility District  
3745 Cunningham Rd.  
Knoxville, TN 37928

Dear Mr. Rymer and Mr. Cardwell:

This letter is in response to Mr. Rymer's correspondence dated September 18, 2019. In that correspondence, Mr. Rymer requested that the Utility Management Review Board ("the Board") review and conduct an informal hearing of the decision of Hallsdale Powell Utility District ("the District") regarding rates pursuant to Tenn. Code Ann. §§ 7-82-402(a) & 7-82-702(a)(7).

The Board's rules and regulations provide that in the case of informal hearings, counsel must "review every customer request... to assess whether the matter falls within the legal jurisdiction of the Board." Tenn. Comp. R. & Regs. 1715-01-.03(3)(a). I have reviewed Mr. Rymer's request, and I have determined that the request does fall under the Board's legal jurisdiction. However, Tenn. Code Ann. §§ 7-82-402(a)(1)-(3) and 7-82-702(a)(7) limit the Board's review to whether a utility district's published rates are too high or too low. Accordingly, the Board will consider only this issue, and the Board will neither address other concerns nor consider unrelated evidence. Furthermore, as Mr. Rymer was the only individual who timely submitted a request for review, the Board will only hear Mr. Rymer's request. No other protestants' requests or complaints will be addressed.

The Board's next meeting is scheduled for October 24, 2019, which is approaching quickly. Are both parties available to participate in an informal hearing on this date? Otherwise, we can schedule the informal hearing for the Board's first meeting in 2020, which will likely occur in March. Please respond to me as soon as possible regarding your availability.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rachel Buckley".

Rachel Buckley  
Assistant General Counsel

**Real Estate Auctions**

**Absolute Estate Auction**  
1,225 sf Updated Rancher  
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Off Tazewell Pike



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www.easttennesseerealty.com

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Section 8-202.  
**865-524-4092**  
for appointment  
TDD 1-800-927-9275

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**Public Notices**

**SUPERIOR COURT OF WASHINGTON COUNTY OF WHATCOM JUVENILE COURT**  
In re the Welfare of:  
**MAGENTA ARIEL PAEZ REIGHTLEY ARIEL PAEZ GENASYS NAZARYNE PAEZ-REIGHTLEY**  
D.O.B.: 12/20/12  
D.O.B.: 12/20/10  
No: 19-7-00042-37  
No: 19-7-00041-37  
Notice and Summons by Publication (Termination) (SMPB)

To: Richard Reightley, father of Magenta Ariel Paez Reightley and father of Genasys Nazaryne Paez-Reightley  
A Petition to Terminate Parental Rights was filed on January 31, 2019. A Fact Finding hearing will be held on this matter on July 16, 2019, at 9:00 a.m. at Whatcom County Superior Court, 311 Grand Avenue, Bellingham, WA 98225. You should be present at this hearing.

The hearing will determine if your parental rights to your child are terminated. If you do not appear at the hearing, the court may enter an order in your absence terminating your parental rights.

To request a copy of the Notice, Summons, and Termination Petition, call DCYF at (360) 778-5564. To view information about your rights, including right to a lawyer, go to [www.ots.wa.gov/TRA.aspx](http://www.ots.wa.gov/TRA.aspx). If you want to be represented by an attorney, you must reapply for a new attorney even if you currently have an attorney in the underlying dependency action.  
Dated: 6/13/19  
**DAVID REYNOLDS**, Clerk  
By: Hannah Zabel  
Deputy Clerk

**IN THE CIRCUIT COURT OF LAUDERDALE COUNTY, ALABAMA**  
**DUDLEY JESSICA MELINDA**, Plaintiff,  
vs.  
**DUDLEY RICHARD DIXON II**, Defendant.

Case No.: DR-2019-900131.00  
**ORDER OF PUBLICATION**

**NOTICE**  
It is hereby ORDERED, ADJUDGED and DECREED that Plaintiff's shall perfect service via Publication Notice.

**PUBLICATION NOTICE**  
Richard Dixon Dudley, II, whose whereabouts are unknown, must answer Jessica Dudley's Petition for Divorce and other relief by July 20, 2019, or thereafter, a judgment by default may be rendered against him in Case No. DR-19-900131, Circuit Court of Lauderdale County, Alabama.

Missy Homan, Lauderdale County Clerk of Court  
Tony Hughes  
215 West College Street  
Florence, AL 35630  
Attorney for Jessica Dudley

The notice is to be published in the Knoxville News-Sentinel, a newspaper of general circulation in Sevier County, Tennessee. The notice must run once a week for four successive weeks. Service is deemed complete at the date of the last publication and proof of service is made by the filing of an affidavit from the publisher, together with a copy of the notice of publication.  
DONE this 9th day of May, 2019.  
/s/ GILBERT P SELF  
CIRCUIT JUDGE

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for the latest...

**Public Notices**

**ANNUAL STATEMENT HALLSDALE-POWELL UTILITY DISTRICT OF KNOX COUNTY, TENNESSEE March 31, 2019**

**BOARD OF COMMISSIONERS**  
Kevin Julian, Chairman  
Todd Cook, Secretary  
Robert Crye, Treasurer  
  
President/CEO  
Darren Cardwell

**HALLSDALE-POWELL UTILITY DISTRICT STATEMENT OF NET POSITION - UNAUDITED March 31, 2019**

**ASSETS AND DEFERRED OUTFLOWS**

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<b>TOTAL LIABILITIES, DEFERRED INFLOWS AND NET POSITION</b>	<b>\$ 291,670,948</b>

**HALLSDALE-POWELL UTILITY DISTRICT STATEMENT OF REVENUES, EXPENSES AND CHANGES IN NET POSITION - UNAUDITED For the Year Ended March 31, 2019**

	2019
Operating Revenues	\$ 31,504,926
Operating Expenses	(15,569,988)
Income from Operations before Depreciation	15,934,938
Depreciation Expense	(7,029,512)
Operating Income	8,905,426
Other Non-Operating Income (Expense): Interest Income Interest Expense Gain on disposal of assets	557,623 (3,241,215) 43,880
Net Income Before Capital Contributions	6,265,714
Capital Contributions from Developers and Customers Change in Net Position	304,069 6,569,783
Net Position, April 1, 2018	143,222,295
Net Position, March 31, 2019	\$ 149,792,078
<b>Items Included in Operating Expenses above</b> Commissioner Training & Travel Management Training & Travel Employee Training & Travel	\$ 3,062 \$ 1,971 \$ 79,910

**HALLSDALE-POWELL UTILITY DISTRICT Water and Sewer Rate Structure**

Effective September 1, 2018

Each customer shall pay monthly in accordance with the following rates, which are generally based on the amount of water sold as determined by meter measurement.

**Domestic and Commercial Water Rates**

Base Charge	0 Gallons	\$ 9.34	Base Rate
All Over	0 Gallons	8.89	Per Thousand Gallons

(Sales tax is added to all water charges)

**Domestic Sewer Rates**

Base Charge	0 Gallon	\$ 11.88	Base Rate
Next	12,000 Gallons	11.18	Per Thousand Gallons
All Over	12,000 Gallons		No Charge over 12,000 Gallons
*Grinder Pump (if applicable)		8.16	Per Month

**Commercial Sewer Rates**

Base Charge	0 Gallons	\$ 11.88	Base Rate
All Over	0 Gallons	11.18	Per Thousand Gallons
*Grinder Pump (if applicable)		8.16	Per Month

**Sunset Bay Sewer Rates**

Vacant Lot Minimum Bill		\$ 9.00	Base Rate
Base Charge	0 Gallons	11.88	Base Rate
All Over	0 Gallons	11.18	Per Thousand Gallons

**\*Sewer Grinder Pump Service/Maintenance Fees**

Service Maintenance Fee	\$ 8.16	Per Month
(This fee applies only for Esque Grinder Pump Model Numbers)		

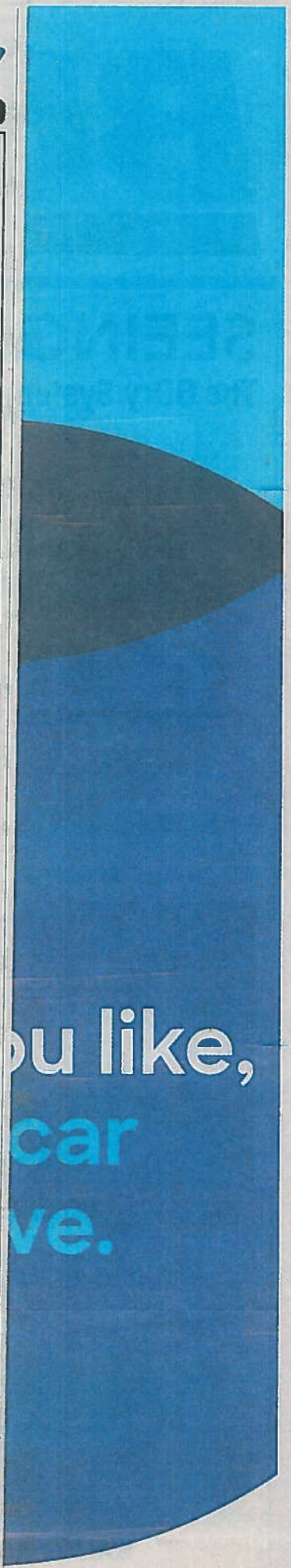
**Sewer Availability Charge**

A monthly sewer availability charge equal to the sewer base charge will be assessed to the owner of any house, building, and/or structure of any kind that is not connected to the District's sewer system when the District's sewer system is available to the property as provided by the District's rules and regulations.

**Surcharge for Excess Concentration**

Grease, fats, oils, etc., in excess of 50 mg/l at \$4.00 per hundred pounds; BOD in excess of 240 mg/l at \$5.00 per hundred pounds; Suspended Solids in excess of 300 mg/l at \$5.50 per hundred pounds; Ammonia in excess of 30 mg/l at \$4.00 per hundred pounds.

The Board of Commissioners for the Hallsdale-Powell Utility District sets the rates, fees and charges for the services provided by the utility district to ensure that the utility system is self-supporting. These rates, fees and charges are set so as to produce revenues at least sufficient to (i) provide for all expenses of operation and maintenance of the utility district, including establishing necessary reserves, and (ii) pay when due all the utility district's debt obligations, including related interest and debt service reserve obligations.



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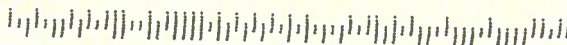


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United States  
Postal Service

• Sender: Please print your name, address, and ZIP+4® in this box\*

HALLSDALE-POWELL UTILITY DISTRICT  
ATTN: DARREN CARDWELL  
P. O. BOX 5199  
KNOXVILLE, TN 37928-0199



SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

MR. RUSS RYMER  
6812 SHINNECOCK LN.  
KNOXVILLE, TN 37918



9590 9402 4136 8092 6949 30

2. Article Number (Transfer from service label)

7012 2920 0000 8500 5368

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

- Agent
- Addressee

B. Received by (Printed Name)

Russ Rymer

C. Date of Delivery

D. Is delivery address different from item 1?  Yes  
If YES, enter delivery address below:  No

3. Service Type

- Adult Signature
- Adult Signature Restricted Delivery
- Certified Mail®
- Certified Mail Restricted Delivery
- Collect on Delivery
- Collect on Delivery Restricted Delivery
- Insured Mail
- Insured Mail Restricted Delivery (over \$500)
- Priority Mail Express®
- Registered Mail™
- Registered Mail Restricted Delivery
- Return Receipt for Merchandise
- Signature Confirmation™
- Signature Confirmation Restricted Delivery

PS Form 3811, July 2015 PSN 7530-02-000-9053

Domestic Return Receipt



Russ Rymer  
6812 Shinnecock Ln  
Knoxville, TN 37918

Hallsdale Powell Utility  
c/o Board Members ETAL  
3745 Cunningham Rd  
Knoxville, TN 37918

3791855304 R064



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**In the Matter Of:**

*Meeting*

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*HALLSDALE POWELL UTILITY DISRICT*

*August 22, 2019*

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Hallsdale Powell Utility district - August 22, 2019

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HALLSDALE-POWELL UTILITY DISTRICT

MEETING

Thursday, August 22, 2019

6:30 p.m.

This meeting is in response to four protests to  
published rates.

HALLSDALE-POWELL UTILITY DISTRICT

3745 CUNNINGHAM ROAD

KNOXVILLE, TENNESSEE

Anna R. Schenck, LCR-498 (TN)

Hallsdale Powell Utility district - August 22, 2019

1 APPEARANCES:

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FOR THE UTILITY DISTRICT AND KNOX COUNTY COMMISSION:

- Kevin Julian, Chairman
- Bob Crye, Treasurer
- Darren Cardwell, CEO and General Manager
- Justin Biggs, Knox County Commissioner
- Todd Cook, Secretary
- Bart Kreps, Raftelis Financial Analyst
- John Valliant, Esquire - Valliant, Harrison & Schwartz

FOR THE RESIDENTS:

- Mr. Russ Rymer - Page 5
- Mr. Robert Murray - Page 7
- Mr. Kyle Bubb - Page 9

Hallsdale Powell Utility district - August 22, 2019

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I N D E X

PRESENTATION	Page No.
By CHAIRMAN KEVIN JULIAN. . . . .	4
By MR. DARREN CARDWELL. . . . .	10
By MR. BART KREPS . . . . .	24

Hallsdale Powell Utility district - August 22, 2019

4

1 P R O C E E D I N G S

2 (TIME NOTED 6:30 P.M.)

3 CHAIRMAN: Appreciate you coming out. At this  
4 time we're going to call the meeting to order. This  
5 meeting is in response to four protests that we have  
6 to our published rates. Our staff has reviewed these  
7 protests and will answer all the questions that were  
8 written in the protests tonight. Each of these four  
9 people that made the protests will have five minutes  
10 to come up and restate their protest verbally so that  
11 it's recorded. And when you do that, if you will  
12 state your name, your address -- what else do they  
13 have here? That it? Your name and address, full name  
14 and address for the -- to make sure that it is  
15 recorded properly. Okay? If you have any other  
16 questions that don't pertain to these questions that  
17 were asked, guys, feel free: We have an open-door  
18 policy. All you gotta do is call, send an e-mail, or  
19 Sandy Lightfoot is right here in the pink shirt. All  
20 you gotta do is call her and she'll set an appointment  
21 up for you to come in and meet with us and then we'll  
22 go over every single thing that can help you  
23 understand why we do what we do at Hallsdale-Powell.  
24 Okay? It's an open-door policy, so never hesitate to  
25 come in, because that's what we do.

1           Okay. Following the questions, then the staff  
2 will take those questions and answer those. And at  
3 the end our board, this meeting is mandated that we  
4 vote on whether or not to raise the rates, whether or  
5 not to lower the rates, or whether or not to keep the  
6 rates the same based on the information that's  
7 presented to the questions that are asked. Okay?  
8 That's our charge as Commissioners. Okay? And that  
9 will happen tonight. So, like I said, when you're  
10 announced to come up, you have five minutes. Make  
11 sure you say your name, your full name and address.

12           At this time, Mr. Rymer, if you'll come up and  
13 address the board.

14           MR. RYMER: Hey, good evening, everybody. I'm  
15 Russ Rymer. I didn't really prepare a statement, per  
16 se, but I did have some things that I did want to ask  
17 everybody just trying to get an idea of what the plan  
18 is moving forward. So, in the TDEC order there's some  
19 benchmarks that -- and I looked and I found the  
20 budget.

21           CHAIRMAN: Can you speak into the microphone,  
22 Mr. Rymer, please?

23           MR. RYMER: I looked and I found the budget or I  
24 guess what's supposed to be the budget for the plan  
25 moving forward, is that, basically, it's \$110 million

Hallsdale Powell Utility district - August 22, 2019

6

1 more dollars in expenditures between now and will be  
2 with the TDEC order. What my question is is, like,  
3 what was spent on these capital improvements before  
4 2014? And are there mandates, I guess, on other  
5 spending that limit other spending without doing those  
6 updates? Because right now water loss from 2010 to  
7 2018 hasn't moved. It's high then at 42 million and  
8 it's still 974 million. The debt was \$134 million in  
9 2010. 2018 it's \$136 million still. The operating  
10 expenses have gone up from \$15 million to \$20  
11 million. So, where's the money going? I think that's  
12 the question a lot of people have and I think a lot of  
13 people just want to see what's the plan for the  
14 future. I'm seeing this hundred-- another \$110  
15 million, and then I think a lot of things that are  
16 flying in the face of a lot of people are, you know,  
17 new trucks, sponsored events, bringing in water,  
18 mascots, all these other things that people see that  
19 may be trying to be goodwill to the community, but  
20 when you're talking about money and dollars and cents,  
21 if I'm running my business, I'm tightening my belt.  
22 So, I think that's where the concern lies and I think  
23 that's why this rate increase, while it may be  
24 warranted on paper and we have to be, you know,  
25 solvent and etcetera, I think that maybe we look at



Hallsdale Powell Utility district - August 22, 2019

1 tightening the belt and getting some of these projects<sup>7</sup>  
2 knocked out, like, what can we do to do that? Can we  
3 lower these expenses back to the \$15 million and, you  
4 know, try to chip away off this? I've never seen this  
5 plan and we've been talking a long time we've been  
6 fighting this battle. So, I mean, it's not -- and I  
7 don't want to be here give back. We're on the same  
8 team; this is for the good of the community. I just  
9 think that I've never seen this plan or these  
10 benchmarks ever, ever sent to the public, so I think  
11 that would bring a better understanding to everybody  
12 that, you know, moving forward here's what we're doing  
13 and here's how we're chipping away at this plan; but,  
14 you know, my opinion is, I don't think it merits  
15 another rate increase; I think that we can tighten the  
16 belt as well. So, that's all I have to say. Thank  
17 you.

18 CHAIRMAN: Thank you, Mr. Rymer. At this time,  
19 Mr. Murray, if you're in. Come up and state your name  
20 and address and restate your question, please, sir.

21 MR. MURRAY: Hi. I'm Robert Murray. I'm at 4611  
22 Wellington Point Lane. I'd like to know why we've had  
23 horrendous rate increases since 20-- where's it? In  
24 the last from 2010 to 2018, waste water's gone up 75  
25 percent. I mean, we're not using 75 percent more

Hallsdale Powell Utility district - August 22, 2019

8

1 water yet the rates have gone up 75 percent? And the  
2 water rates have gone up -- was looking at it here  
3 somewhere. They've gone 29 percent at the same time,  
4 yet you tell -- they tell us that the rates are going  
5 to continue to go up anywhere between 6 to 10 percent  
6 a year? I mean, where's the money going? Is there a  
7 black hole? You burying it or what? Just look-- we  
8 just can't keep paying. I mean, I have there's my  
9 wife and myself and we're paying \$114 a month for  
10 water. That's ridiculous. But today for this month I  
11 got my lowest water bill ever. It was \$88. It was  
12 only 25 days, according to the notice on the thing, on  
13 the bill. So, you're not consistent, so the next  
14 bill's going to be 35, 40 days, maybe? And they'll  
15 whack it. You know, we'll be close to \$200. We were  
16 told that we don't -- that we don't need level billing  
17 because the rates don't change that much. The water  
18 rates don't change. \$88. What's my next bill going  
19 to be? It was \$114 before that. I mean, where's the  
20 money going? There's nothing -- we're -- your debt  
21 load is high. I mean, you're paying what? You're  
22 still losing 47 percent of the water you bring in?  
23 You spent all this money doing infrastructure repairs  
24 yet you're still losing 47 percent of the water? I  
25 mean, come on, do the arithmetic. Where is the money

Hallsdale Powell Utility district - August 22, 2019

1 going? That's all I want to know. Just want to know  
2 why isn't -- why do we keep having to have rate  
3 increases when nothing seems to be done? Thank you.

4 CHAIRMAN: Thank you, Mr. Murray. At this time  
5 we'll have Miss Wilkerson come up and address the  
6 board. Thank you, Trevor. Miss Wilkerson is here?  
7 Not here? Okay. At this time Miss Bulp? Miss Bulp?

8 MS. BULP: Yeah.

9 CHAIRMAN: Okay. I apologize. I didn't --

10 MS. BULP: My husband's here.

11 CHAIRMAN: Okay. That's fine. Yeah, sure.

12 MR. BULP: Yeah.

13 CHAIRMAN: If you'll come over here.

14 MR. BULP: Hi. My name is Kyle Bulp and my  
15 address is 3017 Reflection Bay Drive. I recently  
16 moved to the area, so when I first got my water bill,  
17 my first water bill, I was shocked. I thought there  
18 was something wrong with my plumbing. I came from  
19 First Utility District. My average water bill was \$50  
20 a month. Now it's double that here. So, I did some  
21 research and saw, like, what others have mentioned  
22 about the water loss, but I started talking to others  
23 in my neighborhood and they said it's been this way  
24 for a decade. So, I thought about that and I thought  
25 about, if this were a company that was being traded

1 publicly on the open market and the board was losing  
2 money consi-- or, yeah, losing money consistently,  
3 losing product consistently, your competitors are 50  
4 percent cheaper than you; if we had the choice, we  
5 would go somewhere else; we would take our business  
6 somewhere else; and the board would -- their heads  
7 would be on the chopping block; you would be voted off  
8 the board. So, my question is, 1, how do you  
9 continuously justify incompetence? And, 2, how do we  
10 get a new board? Thank you.

11 CHAIRMAN: Thank you very much. Okay. At this  
12 time that concludes all the protest letters that we've  
13 received. And now our staff led by Darren Cardwell  
14 and some people that he has entrusted in to helping  
15 him explain the questions that were asked in the  
16 protest letters. This is Darren Cardwell. He's our  
17 CEO.

18 MR. CARDWELL: Okay. I'll move around there.  
19 All right, we're going to make a -- we're going to go  
20 through a presentation, try to answer these  
21 questions. And we may not answer them exactly, we may  
22 not answer them the way that you want to hear them,  
23 but I'm going to tell you what we've done, where we've  
24 come from, kind of give you a little bit of background  
25 of where we've been and kind of where we're at and

1 where we're going here.

2 Some of you have seen this, seen some of these  
3 slides before at the public presentation back in  
4 January 31st of this year, so I want to start off a  
5 little bit about just the background. We serve, of  
6 course, Halls-Powell community and serve a large  
7 portion of north Knox County, serve a small portion in  
8 Anderson County and in Union County. And one thing  
9 you'll notice about this map, it's kind of maybe hard  
10 to see, one thing they noticed in the '60s was there  
11 was not a water source of reliability in the service  
12 area. So, the two lakes on this map, Melton Hill Lake  
13 sits in Anderson County and Norris Lake sits in Union,  
14 so, they actually built, in 1965, a plant on Melton  
15 Hill Lake and they had some spring-fed plants and  
16 things of that nature and they did take out of Little  
17 Beaver Creek over here. So, two main plants which we  
18 had to spend a lot of money to -- one thing I want to  
19 just let folks know is, this staff and this board has  
20 inherited a lot - a lot - of problems. Now, whether  
21 you want to believe it or not, they've inherited a lot  
22 of problems. We're not taking it. This is not  
23 deliberation here.

24 RESIDENT: I just want to know one thing.

25 MR. CARDWELL: Yes, but --

Hallsdale Powell Utility district - August 22, 2019

12

1 RESIDENT: How long you been --

2 CHAIRMAN: Hey, we're -- listen, we're --

3 MR. CARDWELL: Let's just stay -- we're staying  
4 on track here. This is not a deliberation.

5 CHAIRMAN: If you have a question, you can call  
6 it in, like I said.

7 MR. CARDWELL: Yeah. Just any other questions  
8 we'll address them separately so we can conduct this  
9 business for the purposes.

10 So, we inherited this. This is a pretty new  
11 board. I'll answer that, you know, question. You  
12 know, you've only got one board member on here who's  
13 been probably eight years, so this is a really new  
14 board. These problems -- we were formed in 1954, so  
15 this plant was built in '65 on Melton Hill Lake and  
16 Norris was built in 2008 to help accommodate north end  
17 of Halls. We had a lot of pressure problems. If you  
18 live up around that area, the north end of Halls, we  
19 had pressure problems, we had water outage problems  
20 all the time. Through the late '90s and early 2000s  
21 we had lots of calls. It was my first job I spent as  
22 service technician out in the field working these  
23 calls and trying to help people get drinking water.  
24 So, we got a little over 30,000 connections throughout  
25 the area that we serve over 76,000 people population

1 and we do that through over 684 miles of pipe and we  
2 treat over 2.6 billion gallons. So, you want to talk  
3 about, you know, the cost, so the cost of these  
4 projects. So, almost \$47 million to get us up to the  
5 playing field that where we needed to provide water  
6 for the community. Now, you didn't probably recognize  
7 that or know that. You turned your faucet on and  
8 probably had water, flushed toilets, everything  
9 worked, but not everybody experiences that and did  
10 experience that, so we had a lot to do. The plants  
11 were way behind in technology, they were struggling,  
12 so we had to put a large investment into plants, so  
13 that capital cost has to go back in the plants too.  
14 You know, you've got to borrow the funds. Unfortun-  
15 ately, we don't get funds from state, local, Federal  
16 dollars, no taxes, no anything, so it comes from us  
17 the rate payers, so we all have to support that.

18 And you'll notice on the bottom there, the  
19 American Society of Civil Engineers, ASCE, rated the  
20 country's drinking water system a "D", in Tennessee a  
21 "C." We're no different in Hallsdale-Powell. We're  
22 rated right at -- that's bad. I mean, if your kids  
23 did that at school, yeah, I mean, I don't know about a  
24 "D." "C"? Okay. Depending on your kid, it's a good  
25 thing maybe. So, that's the challenges we've seen

1 across the country and across this area. These were  
2 some of the plants that we had. These were little  
3 biddy plants on springs, Beaver Creek, and they would  
4 produce 1-1/2 million gallons a day. Well, they were  
5 very successful the drought, so a lot of times we were  
6 out, we could sandbag the creek trying to keep the  
7 creek up high enough for the water to go into the  
8 intake just to treat. The springs we could do the  
9 same thing, so we dam the spring up enough to keep  
10 enough water into the spring house to keep feeding the  
11 spring. So, that was the reason for building plants  
12 and trying to upgrade and get ready and to meet the  
13 current demand at the time. We was not meeting the  
14 demand, we were very much struggling. So, today we're  
15 able to meet that demand very well. So, when  
16 everybody gets done, you flush it -- over 24,000  
17 connections out there are connected, so when they get  
18 done, they flush it, use showers, what have you, so  
19 through 476 miles of pipe this flow comes back to one  
20 of these two plants: Beaver Creek which is our large  
21 plant built in '69 and upgraded in '09 and then there  
22 were some other small upgrades done later, and then  
23 Raccoon Valley, a much smaller plant built in '74, so  
24 it had reached its life expectancy in a lot of the  
25 gear, a lot of the equipment. These plants were



1 violating, by the way, so they were dumping in  
2 violations every month on the reports, so we were  
3 going to have to fix that. So, the U.S. stacks up,  
4 from American Society of Civil Engineers, as a "D"  
5 plus and Tennessee is a "D" plus. You know, these are  
6 professionals that have -- they go out and grade all  
7 infrastructure, roads, bridges, dams, electric,  
8 everything, so they do this stuff for a living.

9 So, the regulatory driver. So, what's causing,  
10 you know, having to borrow money, having to go up on  
11 rates? We were already behind, so we want to be  
12 compared infrastructure to infrastructure around the  
13 county. And I've worked for other utilities. When I  
14 came here, we were a -- we were a nightmare. It was a  
15 nightmare. I'm just going to tell you right upfront,  
16 a nightmare day one the stuff we did. So, these  
17 regulatory agencies basically say, Hey, it's time to  
18 start fixing things. So, EPA which is the  
19 Environmental Protection Agency there oversees the  
20 Federal arm of what we do and they oversee the stats.  
21 So, TDEC which is the Tennessee Department of  
22 Environment and Conservation which issues us consent  
23 order and other orders to keep our system improving,  
24 getting better. Tennessee comptrollers, they oversee  
25 all your financial arm, so we turn in financial audits

1 every year. Every year by a third-party auditor those  
2 get turned in. They put those and review those then  
3 issue a letter on those audits. The comptroller also  
4 issues a law that's on the books about what you all  
5 have talked about a little bit here a little while ago  
6 about unaccount for water loss. So, we are moving  
7 down a path of having to really get assistance to  
8 figure out where this water's going. Now, you  
9 remember, we got over 600 miles of water pipe and  
10 sewer pipe buried underground, so tell me how hard or  
11 easy it is to figure out where things are at. Now,  
12 your house sits kind of above ground. You can walk  
13 through your house and see if the ceiling's leaking  
14 and there's running water down the wall, but lot of  
15 times it's very hard to do in a sewer system and a  
16 water system. So, OSHA or TOSHA. Lot of you know  
17 that. That's our safety arm that makes sure we do  
18 things safe and our people get home safely at night  
19 and that we do things very safely out there. So, TDOT  
20 Tennessee Department of Transportation and Knox County  
21 Public Works are your roadways. So, the roadways  
22 consume a lot of dollars, because what did we do for  
23 many years?, we put utilities in road right-of-way;  
24 but when they decided to expand nice Maynardville  
25 Highway with a five-lane u.a. road from here down to

1 Powell, Powell Drive, then we have to get out of the  
2 way. And there's very little reimbursement money that  
3 we've been able to tap into on those projects, so over  
4 \$16 million has been spent to get out of the way.  
5 Now, one thing we've learned about that today is, now  
6 we're able to acquire private easements, so we go out  
7 and acquire private easements to put these utilities  
8 on. That way, if they ever decide to widen or do  
9 something, hey, you know, next time you're going to  
10 pay us for that water line, because they don't usually  
11 allocate funds to do this unless you're already in an  
12 easement. So, we spent a lot of dollars on Lee Road,  
13 Maynardville Highway, Clinton Highway for those.

14 So, let's go back to the arm of TDEC. So, in  
15 2004, we've talked a little bit about this before, we  
16 were issued a consent order from the commissioner of  
17 TDEC. That order basically told Hallsdale-Powell,  
18 You're going create a mapping system, you're going to  
19 have a sewer overflow reponse plan, you're going to  
20 inspect your sewer systems, you're going to come up  
21 with a corrective action plan, and you're also going  
22 to fix your sewer plant; which was violating, like I  
23 said, many, many violations every month on the  
24 records. So, we went into that, we fixed a lot of  
25 those things, got a lot of those programs up. We

1 ended that order in 2014. They issued a new order  
2 saying, Okay, now it's time to really start addressing  
3 sanitary sewer overflows. So, then we started off --  
4 well, we'd been kind of working on that already, so  
5 we'd already been doing some projects and investi-  
6 gation and doing a lot of work with TDEC on that. So,  
7 we spent up to current it's approximately a little  
8 over \$27 million to current for sewer projects: Sewer  
9 rehab, sewer replacement. And then you could see  
10 there's a, you know, large ticket item where we were  
11 really having a lot of problems is Beaver Creek and  
12 Raccoon Valley, so upgraded those plants at \$55  
13 million. So, we dump into Beaver Creek, so we've got  
14 to meet some pretty good standards out there, so we  
15 got to dump back into Beaver Creek with better water  
16 than that that's in the stream currently, so those  
17 dollars went there. Now, projects that are either  
18 slated or either already in the hopper, a lot of them  
19 along Beaver Creek from Powell coming toward the I-75,  
20 so those are interceptor projects. They're 48-inch  
21 projects with creek crossings. And if any of you  
22 remember back in this winter just a few months ago, we  
23 had a large rain event that made local and national  
24 news. You know, huge flooding throughout the whole  
25 valley. If you all remember, you had Powell baseball

1 field under water, softball field under water, the  
2 fence was ripped out, it was gone, got up into their  
3 maintenance shed. All kinds of damage was done. West  
4 Knoxville stayed under water, Jefferson County was  
5 under water. Now, what's that do to my pipes and my  
6 manholes are next to that creek and they're down in  
7 the ground and I've got 10, 20-feet of water over the  
8 top of the ground plus what's in the ground? So, we  
9 get a large influx of water, what we call I&I, inflow  
10 and infiltration, into the system. So, this water is  
11 coming in through defects, cracks, crevices and  
12 hydraulic pressure coming into the pipes, or an  
13 opening, anything that gets left off, so if you leave  
14 a clean-out cap off at your house, if that water is  
15 running in, we're having to treat it. So, any water  
16 that runs in we got to treat. We got mechanical  
17 costs, electrical cost, all these costs go in to do  
18 that. So, we were trying to squeeze that out, but if  
19 you ever mess with a bottle of toothpaste, you know,  
20 if you grab ahold of it and squeeze it, what's it do  
21 inside that bottle? It's going multiple directions.  
22 So, what we're charged with is going out and figuring  
23 out when we squeeze it and we fix it here, where's it  
24 going to come out next? Because remember, I got over  
25 400 miles of this stuff and over about 10,000 manholes

1 and over 30,000 -- over 20,000 connections to me, so  
2 we're getting a lot of -- lot of issues that are  
3 coming in. One of the other projects that's out there  
4 currently going on, be finished up next year, is from  
5 Browns Gap paralleling Beaver Creek towards Stoneville  
6 Road-Beaver Road. That's currently under contract  
7 right now and that's also in a flood plane, so it's  
8 also in a real low lying area. We see a lot of  
9 problems and so in our investigation, engineering,  
10 everything we do to try to figure out what's the best  
11 practical thing to do. And anywhere we work in  
12 downtown Powell next to your -- a lot of concrete  
13 pipes. Seen a lot of issues there, so we're going to  
14 be coupling that with some water projects where we've  
15 had some issues.

16 Investigation: So, we have to investigate these  
17 sewer pipes, so we put in a camera system. We go up  
18 and these technicians are certified to record and  
19 analyze the defects as they go through and then we  
20 analyze that stuff when it comes back. And the  
21 engineers help us analyze this data. So, we looked at  
22 approximately 98 percent of the system out there and  
23 we've smoke tested and dye tested, did a bunch of  
24 things, so, we did some rehab on the system. We've  
25 got a lot more rehab to do, because, like I said, this

1 is a big system. I mean, this is long. If you took  
2 400-something miles and laid it out on the road, I  
3 mean, you can probably just about drive to Memphis.  
4 You know? I mean, that's a long way. If you think  
5 about, you know, 200-something miles of asphalt and  
6 keep on going, so it's a lot of pipe that's  
7 underground. It's just not a simple snap your finger  
8 and fix.

9 Water side. Water projects. To date we've  
10 roughly had to -- took 105 miles of that, so remember  
11 I got over 600, I got 687 miles water pipe. Now, one  
12 thing they did is they used the materials they were  
13 dealt with at the time. Science and technology has  
14 gotten better with materials, so we used, like, we had  
15 over 120 miles of 2-inch galvanized. Has anybody ever  
16 had galvanized in their home or in their yard? It's  
17 bad stuff, right? It corrodes, it'll start staining  
18 your toilet, your showers, your sinks as it's breaking  
19 down and I had over 120 miles of that there. We all  
20 did. It's ours. And some of it, guess what? For  
21 some reason they decided to say, Well, right here is a  
22 6-inch. We'll just lay this new pipe right here and  
23 leave this 2". So, we left the 2" right here, but I  
24 got a 6" here and then I got another one right across  
25 the street. Now, you know, I was a young guy, was a

1 young buck coming into this, I was right out of  
2 college and think I don't know, is this right or  
3 wrong? Anyway it just don't look right. It's the  
4 only way I was taught. So, we had to take a lot of  
5 water line out that was already paralleled with  
6 something that was bad. So, you know, I'm just  
7 telling it like it is, folks. I mean, when you walk  
8 in -- if you could walk in our shoes and lived it, you  
9 could see it more, but it's really hard if you're not  
10 in a profession 'cause I don't do what y'all do, you  
11 know. Russ, you're in insurance. I don't know, you  
12 know, all about insurance. You know, I don't. So,  
13 you know, you kind of -- I know you got faith in us  
14 that we're doing the right thing. So, we've tackled  
15 this and we do have hangups. I ain't gonna lie about  
16 it. But, man, you know, it's one of the things that  
17 keeps me up at night, like, where's it go? So, what  
18 are we doing? So, what are we doing? So, we're going  
19 in now, so efficient area meter in your district, zone  
20 metering. So, what we're doing is we placed meters,  
21 and there's another map over there, these maps are a  
22 little small on here, where we actually are balancing  
23 the matrix to see what's flowing in and out of these  
24 areas and what you all use as customers, so we're  
25 doing a mass balance to say what zones or what areas.



1 You can see the different colors, the blues, the  
2 greens, and the purple and say, Hey, what's going in  
3 here, what's being used, what's leaking? So, we're  
4 addressing the situation. We're a little bit behind  
5 the curve. We have spent a lot of money on water, but  
6 a lot of that was just hydraulics were poor, awful.  
7 And you see a lot of it, too, for road projects. \$16  
8 million to road projects. So, we coupled up with some  
9 folks to combat against that and are going to continue  
10 to work on that. And so we know these are just some  
11 of the simple financials. Bart Kreps with Raftelis  
12 will come up here in just a second. But our new  
13 budget, around \$25 million, \$133.2 in debt, debt  
14 coverage ratio which Bart will cover that, \$1.2 is  
15 just what you have to meet in your debt covenants.  
16 There's things you gotta meet by law when you borrow  
17 funds from different agencies and different things.  
18 Assets, over \$300 million in assets. So when you book  
19 the assets, you have to book in the state of Tennessee  
20 we have to book depreciation. So, when we depreciate  
21 that we've got that's part of your budget too is  
22 depreciation, so we gotta depreciate a pretty good  
23 number at all times. And, actually, our third-party  
24 auditors we had come in audit our books, do a report,  
25 then they send those to the comptroller's office.

1           So, that pretty much concludes my part. Let me  
2 start... And I want to thank everybody for coming out  
3 tonight. And Bart Kreps with Raftelis is our  
4 financial consultants. They've been doing it for  
5 2004, roughly; so, we haven't been flying blind here;  
6 we've had folks that do this all across the country  
7 and he'll explain a little about their services, but  
8 they do it for multiple, multiple people.

9           MR. RYMER: And is he going to clarify the debt  
10 coverage --

11           MR. CARDWELL: He'll talk about the debt coverage  
12 ratio and --

13           MR. RYMER: Okay. Then what you guys are  
14 actually putting towards that?

15           MR. CARDWELL: That's correct. He'll talk about  
16 that too.

17           MR. RYMER: Okay. Great.

18           MR. CARDWELL: I'll turn you over to Bart.  
19 Thanks.

20           MR. KREPS: Thank you, Dan. Again, my name is  
21 Bart Kreps. I'm with Raftelis Financial. A little  
22 bit of background on Raftelis. Raftelis is a national  
23 water ways, water, storm water rate and financial  
24 consulting firm. We're based in Charlotte, North  
25 Carolina. We've got about 15 offices across the

1 country. We do this work all over the place, so  
2 essentially, this is what we focus on is rate  
3 financial issues for public water and waste water  
4 utilities. The firm's been working for the district  
5 probably for about 17 years, personally, I been  
6 working with the district about 15 years, so kind of  
7 been along the journey in this process, as Darren had  
8 talked about, in terms of investing in capital and  
9 trying to make sure that we keep the utility in a  
10 strong position financially to be able to access  
11 capital markets and borrow to finance that capital.

12 Before I get into some of that, I just want to  
13 take a couple of minutes to talk about the value of  
14 services that, generally, water and sewer utilities  
15 provide, what the district provides to you guys,  
16 because it's a tremendous value. It's kind of a  
17 hidden industry. And I call it, sort of, the three  
18 pillars. You have public health, environmental  
19 protection, and economic development. Public health:  
20 The purveyance of clean drinking water has probably  
21 done more for public health than anything in the  
22 world. Environmental protection: If you look at what  
23 a waste water treatment plant does, taking water  
24 that's been used, cleaning it, treating it, returning  
25 it to the watershed cleaner than we took it out is an

1 incredible environmental steward. And economic  
2 development: There's nothing that can occur  
3 economically without water and sewer services; so  
4 these are really big things and they're incredibly  
5 important and the district is providing all these  
6 things to the community. And to keep things in  
7 perspective, they're doing so at a cost that's  
8 actually a great value. If you look at the cost to  
9 provide service, water service 24/7, seven days a  
10 week, 365 days a year, it's about a penny a gallon for  
11 water and about a penny a gallon for waste water.  
12 People get a little confused sometimes when they think  
13 about water because water's sold for 1,000 gallons,  
14 but they don't realize how much they're using. So,  
15 think about it from a gallon terms, it's about a  
16 penny, and that's the 27,000 accounts across the three  
17 counties. Folks ask me, "Well, why isn't water  
18 free?" And I say, Well, the water is free. You can  
19 go down to the river and you can get a bucket and you  
20 can bring the water back; but taking the water from  
21 the river, cleaning it, transporting it and collecting  
22 it again, treating it again and then returning it to  
23 the watershed is not free, it's actually really  
24 incredibly expensive. We have big treatment plants,  
25 as Darren had talked about, we also have piping

1 infrastructure. Eighty percent of the assets are  
2 buried underground and no one ever sees them, so it's  
3 kind of an unseen industry, but it's actually very  
4 capital intensive.

5 So, what's -- you know, why are rates going up  
6 not only here in eastern Tennessee, but regionally and  
7 nationally? Well, there's two main things. One, as  
8 Darren had talked about, is aging infrastructure. The  
9 figure I pulled from the 2007 Civil Engineering Report  
10 Card talks about \$1 trillion in infrastructure for  
11 water and sewer the next 25 years will be spent.  
12 These systems are very old and they're heavily  
13 regulated. With the Clean Water Act or the Safe  
14 Drinking Water Act and then state regulations, very  
15 regulated industry to make sure they're running clean,  
16 safe reliable services, and this is a lot of money.  
17 And what's happened is a lot of the money on these  
18 assets was funded at the Federal level originally out  
19 of the Clean Water Act, was back in the early '70s.  
20 Well, those assets are all coming due and there's no  
21 more grant money coming from the Federal Government.  
22 It's all getting pushed down to the local level.  
23 There's a little bit of state money, a little bit of  
24 Federal money, but they're loans, they're not grants,  
25 so, basically, it's saying, local communities, you

1 have to deal with it, you have to pay for it. The  
2 other backup that's going on is declining per capita  
3 consumption. People don't use as much water as they  
4 used to. High efficiency fixtures, low flow toilets,  
5 washing machines - everything's been driving down  
6 consumption and most utilities like Hallsdale-Powell  
7 collect a lot of the revenue volumetrically, so when  
8 consumption's going down, people use less, the unit  
9 cost has to go up to make up the difference, because  
10 most of their costs are fixed. All these capital  
11 costs are fixed. Once you borrow money, you have to  
12 pay it back. It doesn't matter how much consumption  
13 anyone uses. So, it's another challenge that's been  
14 pushed on the industry not just here, but nationally  
15 in trying to address that. And people just haven't --  
16 aren't used to paying for those services and we're so  
17 used to it being subsidized for a very long time and  
18 the subsidy is gone.

19 So, let's look at in age we use current rate  
20 structure. On the water side there is a base charge.  
21 It's \$9.34 a month. It's a fixed base charge. And  
22 then the volumetric rate is \$8.89 per thousand  
23 gallons. A thousand gallons of water for \$8.89. On  
24 the sewer side the base charge is \$11.88 per month and  
25 the volumetric rate is \$11.18 per thousand gallons.

1 And see where on the bottom it looks like it's billed  
2 based on water consumption? The reason we do that is  
3 because we use that as a surrogate to estimate sewer  
4 return to the system because we don't have sewer flow  
5 meters on every residential connection. If we did, it  
6 would be really, really expensive and sewer flow  
7 meters are not very accurate. That's common industry  
8 practice, it's done everywhere. That's generally how  
9 waste water is billed is through with water  
10 consumption. This rate structure, you know, couple of  
11 things about it. One, the fixed charges are pretty  
12 low. Customers have a lot of control over their bill  
13 with this type of rate structure, because most of it's  
14 in the volumetric rates. So, again, there's a lot of  
15 control in how much, if a customer uses water  
16 efficiently, they can reduce their bill very easily.

17 So, what this is is a bill frequency, as we call  
18 it. Basically, on the bar parts of the graph are all  
19 the residential bills. And on the bottom, I know it's  
20 a little bit hard to see, but that's actual  
21 consumption per 1,000 gallons, so, zero, 1,000, 2,000,  
22 3,000 4,000 all the way out. So, this kind of shows  
23 you where people use water per month. Most people in  
24 the district use between about 2- and 5,000 gallons a  
25 month, per month. Average consumption's about 4,000

1 gallons. It's actually about 3900 gallons. When I  
2 started doing this 15 years ago, it was about 5,000  
3 gallons, but there's been a 20 percent decline in the  
4 last 15 years. Again, it goes back to that declining  
5 per capita issue that I was talking about.  
6 Seventy-nine percent of the customers use 5,000 or  
7 less and 98 percent use 12,000 or less. So, again,  
8 relatively low fixed charge. A lot of the revenues  
9 are covered volumetrically. Customers have a lot of  
10 control and customers have been using less for a  
11 variety of reasons that I talked about.

12 So, what do we need to set rates to recover?  
13 What costs are included? So, when we look at setting  
14 rates, we look at things on a cash basis, so there's  
15 two main things: You have operating expenses and then  
16 we have capital costs. I talk about operating  
17 expenses, we have, kind of, people, power and  
18 chemicals, all the commodity costs, you have overhead  
19 costs. On the capital side we have debt service which  
20 includes both principal and interest just like when  
21 you have a mortgage you pay principal and interest.  
22 There's also a coverage component to that debt  
23 service. I'm going to talk more about and explain  
24 what that is in a second. We also have what we call  
25 revenue finance capital or "pay as you go capital" may



1 be a term that you've heard. That's essentially  
2 revenue we can generate annually from our rates to  
3 fund capital improvements. It's essentially equity  
4 financing. We were able to do that, so we don't have  
5 to borrow; we can generate some of it internally. And  
6 then we have reserves. Now, reserves mitigate risk,  
7 but they also serve as a source of capital financing.  
8 Talk about that more too.

9 So, let's spend some more time on capital. And  
10 capital has been the primary cost driver of rates both  
11 historically, as Darren had talked about, with what  
12 needs to be spent on the system and on a forward-  
13 looking basis. We know the district is still facing  
14 some significant capital needs and we've got to be  
15 able to finance those needs. Now it's about more than  
16 \$100 million over the next seven to ten years. A lot  
17 of that is not just repair and replacing the aging  
18 infrastructure, but the mandated consent decree from  
19 the Tennessee Department of Environmental and  
20 Conservation. You know, those are really big dollars  
21 and we have to be in a position to finance that going  
22 forward. So, there are still challenges in terms of  
23 developing the revenues to support that.

24 So, how are we going to fund capital? Well,  
25 there's, kind of, two main ways you can fund capital

1 and we have a debt and we have equity. Now, debt are  
2 things like revenue bonds. That's when the district  
3 goes out to the public market and sells debt to raise  
4 capital to fund projects. Got state revolving fund  
5 loans is something the district has utilized. Those  
6 are loans through the Tennessee SRF Fund which is a  
7 source of financing. Rural development bonds. The  
8 district qualifies for some of these. This is a USDA  
9 program. So, there's a number of different financing  
10 sources on the debt side that will be utilized going  
11 forward. Has been done historically and will be  
12 utilized going forward. On the equity side we have  
13 our revenue-financed capital that I talked about.  
14 That's funding stuff internally annually with our rate  
15 revenue. And then our reserves. And the district has  
16 a strong reserve position and eventually those  
17 reserves will be used to fund capital, but we're still  
18 facing a large capital program, so having those  
19 reserves allows the district to maintain a really  
20 strong credit, because we know we have to borrow money  
21 and we want to do it cost effectively.

22 So, what is coverage? So, debt service coverage  
23 is, you start with your revenues, then you have to pay  
24 your operating expenses, and then you have net  
25 revenues available for debt service, and then you

1 divide that by total debt service. And, basically,  
2 that ratio needs to be above certain covenants that  
3 you enter into with your creditors. For the district,  
4 their covenant on the revenue bonds is 1.2 times their  
5 max debt service. Not just annual debt service, it's  
6 actually max debt service. And that's the minimum  
7 covenant. If you go below that, it's a technical  
8 default and that's not a good thing that you want to  
9 have from a credit standpoint. So, we try to maintain  
10 coverage with enough cushion above that that we don't  
11 ever mess with that, because we don't want that to  
12 happen. So, coverage in 2018 for the district was  
13 about -- roughly about 1.7 times, so sufficient room  
14 above it. S&P is a rating agency. Generally, good  
15 coverage is a between about 1.5 and 2, and we have  
16 clients that are more like 2 to 2-1/2 times coverage.  
17 Again, it depends, but there's a significant amount of  
18 debt on the balance sheet, we have a lot of debt to  
19 manage, but coverage here is still in the good range  
20 for sure.

21 So reserves. You know, utilities need reserves.  
22 They have to borrow a lot of money and they need to  
23 have money in the bank to do it. All reserves are not  
24 made equal. The district has restricted reserves,  
25 unrestricted reserves. Restricted reserves are,

1 again, the covenants related to debt where they have  
2 to hold certain money. A good example of that, what's  
3 called a debt service reserve where they have to park,  
4 basically, one year debt services in a reserve because  
5 the bond holders require them to do so. They finally  
6 pay off the debt, they could use that reserve to make  
7 the last payment. That's what a debt service reserve  
8 is, but that's a restricted reserve, so it's not  
9 counted from in terms of you can't use it for  
10 capital. The unrestricted reserve cap is strong.  
11 It's about \$29.9 million in the end of 2018. Those  
12 reserves on the balance sheet help support that lower  
13 cost of capital, because they do have a significant  
14 amount of debt on the balance sheet, so it's  
15 counterbalancing some of that debt. They are facing  
16 \$100 million in need through the next seven to ten  
17 years. The concept there is that we're preserving  
18 those reserves to help preserving the credit quality.  
19 On the back end of that program when the district  
20 doesn't have to go to the capital markets, then  
21 bringing those reserves down and utilizing some of  
22 those to fund the balance on that program is the path  
23 that we're thinking about in terms of moving forward.  
24 But, again, those reserves could be exhausted in a  
25 couple of years without raising capital expenditure;

1 but then you'd be trying to go to the debt markets  
2 with no money in the bank, and that's not a good way  
3 to do it.

4 So, where is the district today? Overall it's in  
5 solid financial condition. Significant investments  
6 have been made in the past, as Darren had talked  
7 about. We've got \$133.2 million in debt outstanding  
8 on the balance sheet. That debt's being managed  
9 through adequate coverage which is good. Our reserve  
10 is supporting that strong credit rating. We have a AA  
11 credit rating with S&P which is a good credit rating.  
12 It's allowed the district to borrow money very cost  
13 effectively. Their average cost of debt is probably  
14 between about 2 and 3 percent on average. But there's  
15 still head winds. They have -- these are things they  
16 need to do, so the journey's not over, so planning is  
17 very critical to figure out how we're going to finance  
18 those needs. You can't look at this year by year, you  
19 have to look at it as a plan moving forward and how  
20 you're going to address these needs over time.

21 So, here's what the numbers look like in 2018  
22 just kind of going down. About \$31.3 million in  
23 revenue that came in the door. These are actuals from  
24 '18. \$13.6 million in operating expenses that left  
25 about \$17.7 million in net revenues available for debt

1 service. Total debt service which is principal and  
2 interest was \$10.4 million in 2018 and was about \$7.3  
3 million in revenue financed through PAYGO Capital.  
4 Total debt ceiling was \$133.2 million. That's against  
5 about \$240.6 million in fixed assets. We call that  
6 "net utility plant service" on the balance sheet, but  
7 those are the fixed assets. This is a big utility.  
8 Think it's the fourth largest utility in the state of  
9 Tennessee. It's a big utility; it's a lot of assets.  
10 Annual capital expenditures going forward, again, in  
11 the range if you've got \$10- to \$15 million. So, you  
12 could do the quick math there. If we can generate  
13 \$7.3 from rates annually, that's not going to cover  
14 \$10- to \$15 million. We have to cover that through a  
15 mix of that and borrowing and then utilizing those  
16 reserves on the back end of the program. So, when we  
17 look at these studies again there's a planning concept  
18 to it. We can't just look at where we are today, we  
19 have to have a plan to move forward; and it's a road  
20 map so we understand where you are and then where  
21 we're going to go. We project what our operating  
22 costs are going to be, we project what our capital  
23 costs are going to be and how that might affect  
24 operating costs, because the two are linked together.  
25 We project what our revenues are going to be. And we

1 develop that plan to guide us into the future. And  
2 this is not done in a black box. We have a great  
3 financial planning model that we use to make sure that  
4 the district is managing itself appropriately from a  
5 financial perspective and that we can continue to  
6 provide safe and reliable services, address the costs  
7 in terms of what we've already borrowed, make sure we  
8 can manage that and have a plan for the future.

9 And, again, just to sort of -- the perspective,  
10 again, as it comes to water and sewer rates, because,  
11 you know, I do this across the country and, you know,  
12 a lot of folks I talk to really just don't understand  
13 the value of the services that they get and the cost.  
14 I see so many people that walk around with bottles of  
15 water and, you know, if you think about things in  
16 thousand gallons here and the district sells water in  
17 thousand gallons, and if you went to the convenience  
18 store and you wanted to get 1,000 gallons of water and  
19 you buy those little bottles that come in a quart, you  
20 need four of those, so you need 4,000 of those bottles  
21 and they're about a buck usually. Now maybe you got  
22 them in bulk, they may be 50 cents or 25 cents; so  
23 anywhere between probably \$2- and \$4,000 to acquire  
24 that much water; and you gotta go to the store and get  
25 it, you gotta transport it back. Well, the district

1 provides that same amount of water delivered to your  
2 tap 24/7 365 for a typical customer using 4,000  
3 gallons for \$11.23. Again, it's perspective, but  
4 people don't have a concept of the value of the  
5 services that you're provided here and across the  
6 country as it relates to water utilities.

7 And with that I'll close my remarks.

8 CHAIRMAN: Thank you. Thank you very much,  
9 Bart. Thank you, Darren. Okay. Very informative.  
10 Guys, like I said, if there's other questions not  
11 pertaining to the rates, which is what this meeting is  
12 about, then please feel free to call, come by and see  
13 us. One thing I failed to mention, if you need to  
14 speak to a Commissioner, okay?, you can call down here  
15 and they'll get you in contact with us or you can find  
16 us, we'll give you our phone number and e-mail  
17 address. You come meet with us, we'll meet you.  
18 That's our job. We're representatives of the people  
19 of this district, okay?, so, that's what we do. And  
20 so we appreciate that. We appreciate all of y'all  
21 coming for this.

22 RESIDENT: I just wanted to know if you'd  
23 introduce everybody.

24 CHAIRMAN: Oh. Sure. Absolutely. Okay. My  
25 name is Kevin Julian and I'm the chairman of the



1 board. Todd Cook and Bob Crye. So, at this time we  
2 will make a decision on whether or not to raise the  
3 rates based on the information we heard, keep the  
4 rates the same or reduce the rates.

5 MR. CRYE: I'd like to say one thing first. We  
6 look at our rates, our costs, our revenues  
7 continually. We went without a rate increase 2013,  
8 2014 and 2015 because we didn't need to have a rate  
9 increase. We hate raising rates as much as you do or  
10 more, because you've got to pay a bill, we got to pay  
11 a bill, but we also have to listen to a lot of  
12 complaints. I hope you would not complain to the  
13 employees of Hallsdale-Powell, but complain to one of  
14 us, because it's not fair to them. They don't set the  
15 rates, we do. Based on the discussion and the  
16 knowledge that we have already, I make a motion that  
17 we keep the rates the way they are.

18 MR. COOK: Second.

19 CHAIRMAN: We have a motion. There's a second.  
20 All in favor say "I."

21 BOARD MEMBERS: I.

22 CHAIRMAN: Thank you very much again for  
23 attending. We'll entertain a motion for the meeting  
24 to be dismissed.

25 MR. COOK: Motion to dismiss.

Hallsdale Powell Utility district - August 22, 2019

40

1 CHAIRMAN: We have a motion to second. All in  
2 favor say "I."

3 BOARD MEMBERS: I.

4 CHAIRMAN: At this time the meeting is  
5 dismissed. Yeah, if you can call or come by and see  
6 or set up an appointment with Sandy and come to the  
7 board meeting September 9th, 1:30. This meeting is  
8 strictly for the four rate protests.

9 (WHEREUPON, THE MEETING WAS CONCLUDED AT 7:23 P.M.)

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C E R T I F I C A T E

STATE OF TENNESSEE )  
COUNTY OF KNOX )

I, Anna R. Schenck, a court reporter and notary public, in and for the state of Tennessee, do hereby certify that I reported in machine shorthand, the meeting of Hallsdale-Powell Utility District; that the foregoing pages 1 to 40, inclusive, were transcribed by computer-aided transcription, and constitute a true record of the meeting by said participants; and further certify that I am not an attorney or counsel of any of the parties, nor a relative or employee of anyone connected with the action, nor financially interested in the action;

IN WITNESS WHEREOF, I have hereunto set my hand, this 22nd day of August, 2019.

*Anna R. Schenck*  
Anna R. Schenck, LCR 498  
My License Expires June 30, 2020



*1st in Reporting, 1st in Service, & 1st in Technology*

Invoice Date	Invoice #
Friday, August 30, 2019	154990swlh

John Valliant  
 Valliant, Harrison & Schwartz  
 800 South Gay Street  
 Suite 1650  
 Knoxville, TN 37929

**Remit to:**  
 236 Adams Avenue  
 Memphis, Tennessee 38103  
 (901) 523-8974 FAX (901) 523-8975  
 (800) 556-8974

[www.alphareporting.com](http://www.alphareporting.com)

Tax Number 62-1162456 Terms: Payable upon receipt 1.5% per month

<b>Witness:</b>	Meeting	
<b>Case:</b>	Hillsdale-Powell Utility District	
<b>Venue:</b>		
<b>Case #:</b>		
<b>Date:</b>	8/22/2019	
<b>Start Time:</b>	6:00 PM	
<b>End Time:</b>	7:23 PM	
<b>Claim #:</b>		
<b>File #:</b>	29941cc	

Description	Each	Total
Attendance Hearing - 1/2 Day	\$200.00	\$200.00
Attendance - Overtime	\$75.00	\$112.50
Original & 1 Copy / Word Index Hearing	\$4.80	\$254.40
Binding/Handling	\$15.00	\$15.00
<b>Sub Total</b>		<b>\$581.90</b>
<b>Payments</b>		<b>\$0.00</b>
<b>Balance Due</b>		<b>\$581.90</b>

**Method of Payment:**

- Check Enclosed  
 Please make check payable to: Alpha Reporting Corporation
- Charge my credit card:  
 VISA  MasterCard

Alpha Reporting Corporation

Credit Card # Exp. Date

Signature (as it appears on your credit card)

Print Name (as it appears on your credit card)

Daytime Telephone

**Payment Due Upon Receipt of Invoice**





john valliant &lt;jvalliantjr@gmail.com&gt;

---

**HPUD**

1 message

---

**john valliant** <jvalliantjr@gmail.com>

Tue, Sep 10, 2019 at 10:34 AM

To: Judy Valliant &lt;jjvalliant@me.com&gt;

Judy: Attached is the bill for the court reporter for that rate dispute public meeting that took place a couple of weeks ago. Do you want to bill this out to HPUD or do you want me to send it directly? It has not been paid yet, I just got it yesterday.

----- Forwarded message -----


From: &lt;valientharrisonschwartzgreen@gmail.com&gt;

Date: Tue, Sep 10, 2019 at 10:28 AM

Subject: Scanned

To: &lt;jvalliantjr@gmail.com&gt;

---

 image2019-09-10-091721.pdf  
22K



john valliant &lt;jvalliantjr@gmail.com&gt;

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**Invoice**

1 message

---

**john valliant** <jvalliantjr@gmail.com>

Tue, Sep 10, 2019 at 11:13 AM

To: Darren Cardwell &lt;DCardwell@hpud.org&gt;

Darren: Attached is a copy of the court reporter bill from the public dispute meeting that was held a couple of weeks ago. John asked that I forward it to you for payment to them directly. Thank you, Melissa Pike, Assistant to John P. Valliant, Jr., Esquire

----- Forwarded message -----


From: &lt;valientharrisonschwartzgreen@gmail.com&gt;

Date: Tue, Sep 10, 2019 at 11:11 AM

Subject: Scanned

To: &lt;jvalliantjr@gmail.com&gt;

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 image2019-09-10-100028.pdf  
22K

Russ Rymer  
6812 Shinnecock Ln  
Knoxville, TN 37918  
[Russ.Rymer@yahoo.com](mailto:Russ.Rymer@yahoo.com)  
865-963-1224

9/18/2019

Cordell Hull Building  
ATTN: UMRB, 4th Floor  
425 Fifth Avenue North  
Nashville, TN 37243

CC: Senator Becky Massey  
776 Cordell Hull Building  
Nashville, Tennessee 37243

I appreciate the UMRB's attention to this matter of Hallsdale Powell and their rates to the consumers of their service area. I speak on behalf of the 3000+ named protestants who signed the petition dated February 25, 2019. And only because of a technicality these voices were not recognized. The petition itself was dated and the signatures were all mailed before the deadline so this seems insignificant that each signature was not dated and recognized by the state. I have attached a copy of the petition again and its list of concerns by the community as reference.

Our secondary course of action is to protest the rates to the board of HPUD pursuant to TN Code §§ 7-82-402(a) & 7-82-702(a)(7). I would like the UMRB to review the rates along with the transcripts of the hearing on August 22, 2019. I have attached my notes used in my comments from the meeting. I feel the numbers prove that no amount of increase in rates and revenue over the past 10 years has moved the needle on improvement of the district numbers. There is a clear disregard for the will of the people to be more efficient with spending while still addressing these issues laid out in the self-inflicted TDEC order. The chairman of the board (Kevin Julian) also shouted down a few people who only asked specific following questions to the answers given by HPUD (Darren Cardwell). I believe this speaks to the underlying issue that the board is not accountable to the ratepayers and utilizes decorum to silence the detractors who were still being respectful of everyone present.

I hope the UMRB can see what we are dealing with here. We truly want a better community but when people specifically move out of the district because of the rates this is counterproductive. The revenue is already up over 5 million a year since 2009. I totally understand the issue of insolvency and how this is used to always justify more money being needed. I think I could make a case that no amount of money could be justified as too much if on the other side of this issue. With that said, I clearly think that revenue isn't an issue at HPUD and a rate increase is not justified. I think there needs to be accountability to the community for how the revenue is being used to better the system and infrastructure and not procurement and wasteful spending.

Sincerely,

A handwritten signature in black ink, appearing to read 'Russ Rymer', with a stylized, cursive script.

Russ Rymer



**TO:**

**Hallsdale Powell Utility Board Members ETAL  
3745 Cunningham Rd  
Knoxville, TN 37918**

**CC:**

**TN Utility Management Review Board  
Via the Office of the Comptroller  
Nashville, TN 37243-9034  
615.741.2775**

Per the below information I believe we make a clear case of waste, incompetency and lack of efficiency to act in the best interest of the rate payers of the Hallsdale Powell Community and the environment. While in early 2000s the new president of HPUD (Marvin Hammond) took on a massive project of "capitol improvements" thrusting the utility district into a mountain of debt and decade of rate increases unsustainable for the community. We can also show this spending has done little to improve the district as we still sustain significant water loss and raw sewer overflows into local waterways. The amount spent and new debt acquired per year shows an inability to act on the immediate needs of the existing infrastructure or improving on benchmarks for safety to the local community. The information provided below details spending and new debt on a customer base that has only grown by roughly 7% over the past 10 years. While a large amount of increased revenue to the district due to exorbitant rate increases most of which represent the 30.8% increase from 2010-2018 in operating revenue. Per an early 2019 meeting with the Knox County Mayor (Glenn Jacobs) Darren Cardwell (HPUD President) also laid out a plan to continue to increase rates annually 3-6% over the following 10 years <https://youtu.be/NEDfmXC80FA> even though the rates are at a level too high already as mentioned by consumer comments also attached. Just from 2010 to 2018 the water rates increased 29.19% and the sewer rates increased 75.16%.

Per the annual reports filed with the TN Comptroller the 2010 operating revenue was \$24,610,000. This represented a 19.3% increase from the 2009 year. This is also based on a customer base of Water: Active customer accounts 28,657 Sewer: Active customer accounts 21,981. The total liabilities listed in 2010 were \$139,496,000 representing a 3.7% increase and included a 44 million dollar loan from the Tennessee's State Revolving Fund (SRF) to expand the wastewater treatment plant and install automatic meter reading technology on 3/17/2006. Total Accounted for Water was 1,406,692,700 gallons and Unaccounted for Water 942,607,300 gallons.

Changes in long-term debt for the year ended March 31, 2010 were as follows:

Balance 3/31/2009	New Loan Issued	Debt Paid	New Balance 3/31/2010
\$127,961,096	\$8,763,075	\$2,407,796	\$134,316,360

Report Referenced: <https://comptroller.tn.gov/content/dam/cot/la/advanced-search/2010/utilities/2747-2010-hallud-afr-cpa191-9-30-10.pdf>

Per the annual report filed with the TN Comptroller in 2018 the operating revenue has increased to \$32.2 million representing an increase just more than 30.8% vs the 2010 year. The active customer base as of 3/31/2018 are Water: Active customer accounts 30,735 Sewer: Active customer accounts 23,276. The total liabilities listed were \$144,252,000 which is down from \$151,400,000. Per the AWWA Free Water Audit reporting worksheet the authorized consumption total was 1,571,666,000 gallons and total unaccounted for water is 974,669,000 gallons.

Balance 4/1/2017	New Loan Issued	Debt Paid	New Balance 3/31/2018
\$142,380,330	\$1,304,713	\$6,759,817	\$136,925,225

Report Referenced: <https://comptroller.tn.gov/content/dam/cot/la/advanced-search/2018/utilities/2747-2018-u-hallud-rpt-cpa191-9-26-18.pdf>

USGS estimates that every person uses 80-100 gallons of water per day. For a family of 4, this is approximately 12,000 gallons of water per month. Let's compare rates around Knox County assuming that the resident will use 12,000 gallons of water and 12,000 gallons of sewer service. These rates were compiled on 7/16/2019.

	HPUD	FUD	KUB	WKUD	NKUD	LBCUD	KCUD
Water	\$116.02	\$45.51	\$46.40	\$54.57	\$50.93	\$80.00	\$93.24
Sewer	\$146.04	\$71.11	\$133.30	\$104.75			\$97.43
Total	\$262.02	\$116.62	\$179.70	\$159.32			\$190.37

As one can see, HPUD's rates are more expensive than any other provider in the county by over \$70. This needs to be investigated and addressed immediately.

Hallsdale-Powell Utility District (HPUD) has a history of infrastructure malfunction with dozens of violations including sewer run-off to Beaver Creek and sewer overflow accidents. Dating back to 2004, the State of Tennessee's Department of Environment and Conservation (TDEC), issued an order for HPUD to eliminate sanitary sewer overflow (SSO) over the next 10 years. (Act Now Brochure, page 3 <https://www.t2graphicdesign.com/get-a-quote/>).

According to their website, HPUD has completed many improvements to its sewer collection system and its main wastewater treatment facility since the 2004 TDEC Commissioner's Order. Those actions have eliminated violations at the WWTP and reduced sanitary sewer overflows (SSOs). However, SSO's continue to occur at a higher than acceptable level. Consequently, as of August 27, 2014 the aforementioned Commissioner's Order was superseded by Consent Order 14-0044 requiring the elimination of SSO's by 2024. This Order resulted in the development and implementation of a revised plan to address the SSO's through a combination of ongoing investigative and rehabilitation initiatives as well as new improvements initiatives including equalization tanks and interceptor replacement.

As an effort, and maybe costly and misguided, to keep customers informed, HPUD has voluntarily created "Alliance for a Cleaner Tomorrow". This program documents HPUD's 10-year journey of improvements through a marketing materials, a website with interactive maps, and numerous public outreach initiatives. For more information visit [www.hpudactnow.org](http://www.hpudactnow.org). HPUD states, "Your water is tested regularly for contaminants and we conduct over 450,000 water quality tests each year on your water. We have two (2) degreed microbiologists on our staff overseeing the lab and water quality testing." Yet, on the EWG's website, Hallsdale Powell has had 12 quarters of violations of monitoring for contaminants as required by the Safe Drinking Water Act.

So if we pay so much then where is the money going??? Its certainly not moving the needle to any improvements the customers can see in either quality or decreased rates. The most recent rate increase was totally unnecessary. The residents of the Halls and Powell communities should not have to bear the burden of unhinged spending and lack of concern for the environment and the quality of water.

# August 22<sup>nd</sup> Meeting Notes

- **Water Loss:**
  - Water loss in 2010 was 942,607,300 Gallons according to the report
  - Water loss in 2018 was still 974,669,000 Gallons
    - *So after substantial uptick in revenue and rates over the past decade there has been no dent in these numbers.*
- **DEBT**
  - Total balance as of 3/31/2010 was \$134,316,360
    - *This includes a 44 MILLION Dollar loan from the state for the water treatment plant and the automatic meter technology which has already been replaced this year.*
  - Total balance as of 3/31/2018 \$136,925,225
    - *As you can see the total debt is higher almost ten years later. With an astounding amount of interest paid each year.*
- **Spending**
  - Operating expenses in 2009 was \$15,559,000
  - The operating expenses in 2018 were up to \$20,590,000 \*\*\* A 24.43% increase
- **Rates:** From just 2010-2018 the rates have increased 29.19% on water and 75.16% on sewer.
  - This does not take into consideration the latest rate increase in September 2018 of an additional 3% on water and 6% on sewer which is being disputed by this group tonight.
- Since 2010 there was only 7% growth of the active customer base in the district while total revenue has grown 30.8% in the same timeframe. Just showing the “customers” are truly bearing the burden of all decisions made by this board.

February 25, 2019

*★ Petition Language ★*

*We the customers of Hallsdale-Powell Utility District herein referred to as (HPUD), present this petition, in accordance with the Complaint Procedure outlined by the Utility Management Review Board of the Tennessee Comptroller of the Treasury as tangible evidence of our dissatisfaction with HPUD's unreasonably high fees. We do not agree with the current rates, nor do we consent to further rate increases of 4-6% per year that we are expected to incur for the next ten years. The exorbitant fees we pay for water and sewage are prompting many to leave the area and deterring others from moving to an otherwise outstanding community; this matter not only affects us personally, it affects the entire community's ability to grow and thrive. Furthermore we request the full attention and action by the state to assist in providing affordable safe water and sewer to our district.*

The communities served by HPUD seek accountability, and respectfully request the following:

1. An immediate rate-review
2. Transparency in all spending, detailed by HPUD at each board meeting
3. Minutes from each board meeting made available online
4. Rates posted clearly and made easily accessible online
5. Water quality reports available online
6. Moratorium on new expansion until water loss falls below 10%
5. Term limits of no more than 4 years for the board overseeing HPUD

Signed,

The Customers of Hallsdale-Powell Utility District

[Signatures Attached]

HALLSDALE POWELL UTILITY  
PO BOX 5199 ATT BECKY HOLT

KNOXVILLE, TN 37928

State of Wisconsin }

County of Brown }

Before me, the undersigned, a Notary Public in and for said county, this day personally came said legal clerk first duly sworn, according to law, says that he/she is a duly authorized representative of *The Knoxville News-Sentinel*, a daily newspaper published at Knoxville, in said county and state, and that the advertisement of

(The Above-Referenced)

of which the annexed is a copy, was published in said paper on the following date(s):

August 7, 2019

and that the statement of account herewith is correct to the best of his/her knowledge, information, and belief

  
\_\_\_\_\_  
Legal Clerk

Subscribed and sworn to before me this August 7, 2019

  
\_\_\_\_\_  
Notary Public

TARA MONDLOCH  
Notary Public  
State of Wisconsin

My commission expires August 6, 2021

Publication Cost: \$57.69  
Ad No: 0003721662  
Customer No: 1316362  
PO #: Public Meeting

**Hallsdale-Powell Utility  
District**

Public Presentation  
Hallsdale-Powell Utility  
District will host a meeting on August 22, 2019 at 6:30p.m. at 3745 Cunningham Road, Knoxville, TN 37918. The presentation will explain the Utility's rate structure. The public is invited to attend. For questions, please call 865-922-7547

Public Notices

All firms must be prequalified or have a completed prequalification form filed with the Tennessee Department of Transportation (TDO) by the deadline for the Letters of Interest. The Letter of Interest shall not specifically identify subcontractors, but rather shall indicate the scope of services anticipated to be completed by any sub-consultant(s). The sub-consultant(s) shall be named in the specific tasks required. A pending prequalification status will be accepted. Please include a valid e-mail address and phone number for the point-of-contact. The Letters of Interest shall include: The letters of interest; Work experience in the required disciplines with TDOT, the Agency, and/or other clients; Specialized Expertise; Professional license; Staff capabilities of prime consultant; Size of project; and Project description.

From the Letters of Interest, the City will select three (3) qualified firms to submit Phase II qualifications. From this list, the top ranked consultant will be selected.

**Phase II Evaluation:** For firms submitting qualifications during Phase II Evaluation, the criteria that will be considered are:

1. Specialized experience and technical expertise of the firm in connection with the type of services to be provided. (20 points maximum)
2. Past record of performance on contracts with the City of Lenoir City, TDOT, and other clients. (20 points maximum)
3. Capacity of firm to perform the work within time limitations, taking into consideration the current and planned workload of the firm. (20 points maximum)
4. Ability and experience of assigned team members. (20 points maximum)

5. Consultants' proposed project approach. (20 points maximum)

The Consultant Evaluation Committee holds the ability to conduct Phase III Evaluation on scoring as Phase III Evaluation.

Prequalification procedures, example letters of interest, list of prequalified firms, certified DBEs, TDO prestandard procurement policy, and additional information can be found at <http://www.tn.gov/tdot/topics/consultant> in T.O.

For information on prequalification, please contact Christine Smotherman at 615-761-4460 or [Christine.Smotherman@tdot.gov](mailto:Christine.Smotherman@tdot.gov). Evaluation proceedings will be conducted within the established guidelines regarding equal employment opportunity and nondiscriminatory action based upon the grounds of race, color, sex, creed, or national origin. Interested Certified Disadvantaged Business Enterprise (DBE) firms as well as other minority-owned and woman-owned firms are encouraged to respond to all advertisements by the City. For information on DBE assistance, please contact [Wendee.Kelley@tdot.gov](mailto:Wendee.Kelley@tdot.gov) at 615-741-3681 or [David.Hesse@tdot.gov](mailto:David.Hesse@tdot.gov). Details and instructions for DBE certification can be found at <http://www.tn.gov/tdot/topics/small-business>.

**Notice of Change in TennCare II Demonstration Amendment #0**

The Commissioner of the

Health and Developmental Disabilities and with other stakeholders in the development of Amendment 40.

The Katie Beckett program proposed in Amendment 40 will be composed of two parts. Individuals enrolled in Part A will receive the full TennCare benefits package, as well as essential wraparound services. Individuals enrolled in Part B will receive a specified package of essential wraparound services and supports, including premium assistance.

Both Parts A and B are subject to the availability of state appropriations, and will enroll as many children as can be served within approved program funding.

In addition to Parts A and B, Amendment 40 provides for continued TennCare eligibility for children already enrolled in TennCare, who subsequently lose TennCare eligibility, and who would qualify for enrollment in Part A but for whom no Part A program slot is available.

Amendment 40 is expected to result in up to 300 individuals enrolled in Part A and up to 2,700 individuals enrolled in Part B. Implementation of Amendment 40 is expected to result in an increase in annual aggregate expenditures of \$77 million.

The full public notice associated with this amendment, including a comprehensive description of the amendment, is available on the TennCare website at <https://www.tn.gov/content/dam/tn/tennicare/docs/news/2/Amendment40ComprensiveNotice.pdf>.

Members of the public who wish to comment on the State's proposal may send written comments by email to Mr. Gabe Roberts, Director, Division of TennCare, 310 Great Circle Road, Nashville, Tennessee 37243, or by email to [public.notice.tennicare@tn.gov](mailto:public.notice.tennicare@tn.gov). Persons wishing to review copies of written comments received may submit their requests to the same email and/or physical address. The last day on which comments will be accepted is Friday, September 6, 2019.

Pursuant to 42 CFR § 431, Subpart G, the State is also providing the following opportunities to the public to comment on the proposed amendment in person:

- A public hearing on August 20, 2019, at 1:00 p.m. ET at the John T. O'Connor Senior Center, 611 Winona Street, Knoxville.
- A public hearing on August 21, 2019, at 1:00 p.m. CT at STAR Center, 1119 Old Humboldt Road, Jackson.
- A public hearing on August 22, 2019, at 2:00 p.m. CT at the Boardaux branch of the Nashville Public Library, 1000 Clinchville Pike in

Public Notices

**NOTICE OF SALE ASSURED STORAGE OF KNOXVILLE, LLC** hereby publishes notice, as required by TCA 66-3-101et. Seq., of a public sale of the property listed below to satisfy a landlord lien. All sales are for credit to the highest bidder and are considered final. Assured Storage of Knoxville reserves the right to reject any bids. The sale shall be held online at [www.StorageTreasures.com](http://www.StorageTreasures.com) on Wednesday August 7, 2019 at 12:00 PM Eastern Standard Time. All items stored in the following units: Mary Trammel-A18. Contents include but not limited to: Household items, books, exercise equipment, stereo equipment and more. Facility location: 6626 Ashville Highway, Knoxville, TN 37924. Phone number: 865-525-6626.

**Hallsdale-Powell Utility District**

**Public Presentation**  
Hallsdale-Powell Utility District will host a meeting on August 22, 2019 at 6:30 p.m. at 3745 Cunningham Road, Knoxville, TN 37918. The presentation will explain the Utility's rate structure. The public is invited to attend. For questions, please call 865-922-7547

**Public Sale**

Two Spices Self Storage will have a public auction of the contents of storage units B004 Anna, Nashville, TN 37203 on 08/15/19 to satisfy the owner's lien.

**FINDING WORK**  
**the job network**  
Get started by visiting [Jobs.usatoday.com](http://Jobs.usatoday.com)

**Public Notices**

**THDA Notice of Public Hearing Regarding HCV Administrative Plan**

The Tennessee Housing Development Agency ("THDA") has revised the Administrative Plan for the Housing Choice Voucher Program (HCV) administered by the THDA Rental Assistance Division. This plan is submitted annually to the U.S. Department of Housing and Urban Development and is available for citizen review and comment. A copy of the HCV Administrative Plan is located on THDA's website, [www.THDA.org](http://www.THDA.org) under Public Notice and Comment. Members

Public Notices

**NOTICE OF SUBSTITUTE TRUSTEE'S SALE**  
WHEREAS, default having been made in the terms, conditions and payments in a certain Deed of Trust dated March 12, 2004 executed by STEVIE R. JORDAN, JR. to VIE R. JORDAN, JR., to VIE R. ALLEN, of Loudon County, Tennessee, as trustee, of record at Instrument No. 200403160086096, Register of Deeds of Knox County, Tennessee (the Deed of Trust and related statements hereon, in whole or in part, are collectively referred to as the "Deed of Trust"), to secure payment of a certain Promissory Note dated March 12, 2004 in the original principal amount of \$35,000.00 payable to the order of FIRST NATIONAL BANK, executed by STEVIE R. JORDAN, JR. as renewed, modified and amended by a Promissory Note dated October 7, 2014 in the amount of \$27,402.29 (the Note and any/all modifications, extensions, renewals, substitutions, amendments, and/or restatements thereof in whole or in part and any and all other indebtedness and obligations described in the Deed of Trust and any and all other indebtedness and obligations described in the Deed of Trust, or collectively referred to as the "Indebtedness"), and to secure any and all other indebtedness and obligations described in the Deed of Trust, on the part of the Debtor, STEVIE R. JORDAN, JR., WHEREAS, UNITED COMMUNITY BANK is the successor-by-merger to First National Bank and is the true and lawful owner and holder of the Deed of Trust, and the indebtedness described therein; and

WHEREAS, the lawful owner and holder of the indebtedness having appointed the undersigned, MARK A. PINKSTON, Van Winkle, Buck, Wall, Starnes and Davis, P.A., 11 North Market Street, P.O. Box 7376, Asheville, North Carolina 28802, or his duly appointed agent, as Substitute Trustee to C. David Allen, Trustee, by written instrument of record at Instrument No. 20190710002619, Register's Office for Knox County, Tennessee; and

WHEREAS, in a Beneficial Order under the Deed of Trust has appointed the Substitute Trustee prior to the first notice of publication as required by Tennessee Code Annotated § 35-5-101 and ratifies and confirms all actions taken by the Substitute Trustee subsequent to the date of substitution and prior to the recording of this public notice;

WHEREAS, the entire indebtedness having been declared due and payable by the Debtor, STEVIE R. JORDAN, JR., as provided in the Deed of Trust and the present instrument having been made; and

WHEREAS, Mark A. Pinkston, Van Winkle, Buck, Wall, Starnes and Davis, P.A., North Market Street, P.O. Box 7376, Asheville, North Carolina 28802, Substitute Trustee, under the power and authority vested in me by said Deed of Trust, and having been requested to do so by the lawful owner and holder of said indebtedness, will on **FRIDAY, AUGUST 23, 2019 at 12:30 P.M.**

at the Front Door of the City/County Building (facing Main Street) in Knoxville, Tennessee sell at public outcry to the highest bidder, for cash and free from the equity of redemption, statutory right of redemption, homestead, dower, and all other exemptions and rights of every kind, all of which are expressly waived in said Deed of Trust, the following described parcel, to-wit: Parcel 1, being a portion of the Southeast side of Lay Avenue, and being more particularly bounded and described as follows: BEGINNING at an iron pin in the Southeast line of Lay Avenue, distant in a Southwesterly direction 135 feet, more or less, from the point of intersection of Lay Avenue with McKinley Street (sometimes known as Donnell Street), common corner of Lots 2 and 3; thence with the dividing line between Lots 2 and 3, South 44 deg. 28 min. 04 sec. East 124.91 feet to an iron pin; thence South 45 deg. 35 min. 14 sec. West 59.96 feet to an iron pin, common corner of Lots 3 and 4; thence with the dividing line between Lots 3 and 4, North 44 deg. 27 min. 31 sec. West 124.84 feet to an iron pin in the Southeast line of Lay Avenue; thence with LAY AVENUE, North 45 deg. 31 min. 00 sec. East 397.94 feet to the POINT OF BEGINNING, as shown by survey of David L. Hurst, Surveyor, dated February 4, 2004; said lot bearing street address of 2664 Lay Avenue;

BEING the same property conveyed to Stevie R. Jordan, Jr., by Warranty Deed dated March 9, 2004, from Emma Hill and wife, Brenda J. Hill, recorded as Instrument No. 200403160086095, in the Register's Office for Knox County, Tennessee.

The above description is the same as the previous deed of record, no boundary survey having been made of this parcel.

**THIS CONVEYANCE IS MADE SUBJECT TO ANY AND ALL RESTRICTIONS, SETBACK LINES, EASEMENTS, OF RECORD IN THE REGISTER'S OFFICE FOR KNOX COUNTY, TENNESSEE.**

PROPERTY ADDRESS: 2664 Lay Avenue, Knoxville, Tennessee (the "Real Property").

Tax Control No. 082NG-005

**OTHER PARTIES INTERESTED: MORRIS KIZER, TRUSTEE; AND CITY OF KNOXVILLE, TENNESSEE.**

This conveyance is made subject to the following:

1. The Real Property is subject to all matters shown by Map Book 16, Page 96 (Map Book B, Slide 181C) in the Register of Deeds Office for Knox County, Tennessee.
2. Said sale is subject to any and all unpaid real estate taxes, restrictive covenants, easements and setback lines; any and all redemption rights, including rights of redemption or any governmental agency. State or Federal, and any and all other prior liens or encumbrances against said

**Knoxville**  
**NEWS SENTINEL**  
PART OF THE USA TODAY NETWORK

HALLSDALE POWELL UTILITY

PO BOX 5199 ATT BECKY HOLT

KNOXVILLE, TN 37928

State of Wisconsin)

County of Brown)

Before me, the undersigned, a Notary Public in and for said county, this day personally came said legal clerk first duly sworn, according to law, says that he/she is a duly authorized representative of *The Knoxville News-Sentinel*, a daily newspaper published at Knoxville, in said county and state, and that the advertisement of

(The Above-Referenced)

of which the annexed is a copy, was published in said paper on the following date(s):

June 27, 2019

and that the statement of account herewith is correct to the best of his/her knowledge, information, and belief

  
\_\_\_\_\_  
Legal Clerk

Subscribed and sworn to before me this June 27, 2019

  
\_\_\_\_\_  
Notary Public, State of Wisconsin, County of Brown

TARA MONDLOCH  
Notary Public  
State of Wisconsin

August 6, 2021

My commission expires

Publication Cost: na

Ad No: GC10218743

Customer No: 1316362

PO #: ANNUAL STATEMENT



ANNUAL STATEMENT  
HALLSDALE-POWELL UTILITY DISTRICT  
OF KNOX COUNTY, TENNESSEE  
March 31, 2019

BOARD OF COMMISSIONERS  
Kevin Julian, Chairman  
Todd Cook, Secretary  
Robert Crje, Treasurer

President/CEO  
Darren Cardwell

HALLSDALE-POWELL UTILITY DISTRICT  
STATEMENT OF NET POSITION - UNAUDITED  
March 31, 2019

<u>ASSETS AND DEFERRED OUTFLOWS</u>	
	<u>2019</u>
UTILITY PLANT - net of depreciation	\$ 236,819,283
RESTRICTED CASH AND SECURITIES	12,222,517
CURRENT ASSETS	32,748,067
EQUIPMENT & ADMINISTRATIVE FACILITIES - net of depreciation	8,455,330
DEFERRED OUTFLOW OF RESOURCES Deferred outflow related to pension	1,425,751
<b>TOTAL ASSETS AND DEFERRED OUTFLOWS</b>	<b>\$ 291,670,948</b>

LIABILITIES, DEFERRED INFLOWS AND NET POSITION

LONG-TERM LIABILITIES - net of current portion	\$ 129,692,322
<b>CURRENT LIABILITIES</b>	
Payable from Current Assets	1,866,096
Payable from Restricted Assets	7,322,454
Total Current Liabilities	9,188,550
<b>NET PENSION LIABILITY</b>	<b>2,083,381</b>
<b>TOTAL LIABILITIES</b>	<b>140,964,253</b>
DEFERRED INFLOW OF RESOURCES Deferred inflow of related pension	914,617
<b>NET POSITION</b>	
Invested in Capital Assets, net of related debt	109,799,833
Restricted Net Assets	11,194,950
Unrestricted Net Assets	28,797,285
Total Net Assets	149,792,078
<b>TOTAL LIABILITIES, DEFERRED INFLOWS AND NET POSITION</b>	<b>\$ 291,670,948</b>

HALLSDALE-POWELL UTILITY DISTRICT  
STATEMENT OF REVENUES, EXPENSES  
AND CHANGES IN NET POSITION - UNAUDITED  
For the Year Ended March 31, 2019

	<u>2019</u>
Operating Revenues	\$ 31,504,926
Operating Expenses	(15,569,988)
Income from Operations before Depreciation	15,934,938
Depreciation Expense	(7,029,512)
Operating Income	8,905,426
Other Non-Operating Income (Expense):	
Interest Income	557,673
Interest Expense	(3,241,215)
Gain on disposal of assets	43,880
Net Income Before Capital Contributions	6,265,714
Capital Contributions from Developers and Customers	304,069
Change in Net Position	6,569,783
Net Position, April 1, 2018	143,222,295
Net Position, March 31, 2019	<b>\$ 149,792,078</b>

Items Included in Operating Expenses above

Commissioner Training & Travel	\$ 3,082
Management Training & Travel	\$ 1,971
Employee Training & Travel	\$ 79,910

HALLSDALE-POWELL UTILITY DISTRICT  
Water and Sewer Rate Structure

Effective September 1, 2018

Each customer shall pay monthly in accordance with the following rates, which are generally based on the amount of water sold as determined by meter measurement.

Domestic and Commercial Water Rates

Base Charge	0 Gallons	\$ 9.34	Base Rate
All Over	0 Gallons	8.89	Per Thousand Gallons

(Sales tax is added to all water charges)

Domestic Sewer Rates

Base Charge	0 Gallon	\$ 11.88	Base Rate
Next	12 000 Gallons	11.18	Per Thousand Gallons
All Over	12 000 Gallons		No Charge over 12 000 Gallons
*Grinder Pump (if applicable)		8.16	Per Month

Commercial Sewer Rates

Base Charge	0 Gallons	\$ 11.88	Base Rate
All Over	0 Gallons	11.18	Per Thousand Gallons
*Grinder Pump (if applicable)		8.16	Per Month

Specialty Sewer Rates

Vacant Lot Minimum Bill		\$ 9.00	Base Rate
Base Charge	0 Gallons	11.88	Base Rate
All Over	0 Gallons	11.18	Per Thousand Gallons

\*Sewer Grinder Pump Service/Maintenance Fees

Service Maintenance Fee	\$ 8.16	Per Month
(This fee applies only for E-One Grinder Pump Model Numbers)		

Sewer Availability Charge

A monthly sewer availability charge equal to the sewer base charge will be assessed to the owner of any house, building, and/or structure of any kind that is not connected to the District's sewer system when the District's sewer system is available to the property as provided by the District's rules and regulations.

Surcharge for Excess Concentration

Grease, lye, oils, etc. in excess of 50 mg/l at \$4.00 per hundred pounds; BOD in excess of 20 mg/l at \$6.00 per hundred pounds; Suspended Solids in excess of 300 mg/l at \$5.50 per hundred pounds; Ammonia in excess of 50 mg/l at \$4.00 per hundred pounds.

The Board of Commissioners for the Hallsdale-Powell Utility District sets the rates, fees and charges for the services provided by the Utility District to ensure that the Utility System is self-supporting. These rates, fees and charges are set so as to provide revenues at least sufficient to pay for all expenses of operation and maintenance of the Utility District, including establishing necessary reserves and to pay when due all the Utility District's debt.



# HALLSDALE-POWELL UTILITY DISTRICT

**Commissioners**  
Kevin Julian  
Todd Cook  
Robert Crye

**General Manager**  
Darren Cardwell

July 26, 2019

Russ Rymer  
6812 Shinnecock Ln  
Knoxville, TN 37918

Dear Mr. Rymer:

We received your letter of protest of the rates and this is the response to your letter. I am writing this letter on behalf of the board of commissioners. After reviewing your letter, the board of commissioners is scheduling a public presentation on what makes up the rate structure. The meeting is scheduled for August 22, 2019 at 6:30 p.m. at our main office at 3745 Cunningham Road.

Sincerely,

A handwritten signature in blue ink that reads "Darren Cardwell".

Darren Cardwell  
Hallsdale-Powell Utility District

# HPUD Submitted Evidence



**Commissioners**  
Kevin Julian  
Todd Cook  
Robert Crye

**General Manager**  
Darren Cardwell

September 24, 2019

Attn: John Greer, Utilities Specialist  
State of Tennessee  
Comptroller of the Treasury  
Cordell Hull Building  
425 Fifth Avenue North  
Nashville, TN 37243

RE: Rate Protest Hearing on August 22, 2019 at 6:30 p.m.  
at Hallsdale-Powell Utility District

Dear Mr. Greer:

Enclosed is a copy of the sign-in sheet for guests that attended the August 22, 2019 rate hearing meeting. Also enclosed is a copy of the Hallsdale-Powell Utility presentation, a copy of the Raftelis presentation, a copy of the transcript performed by a court reporter, and a flash drive with the video of the meeting.

If you need any other information related to this meeting, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Darren Cardwell". The signature is fluid and cursive.

Darren Cardwell  
General Manager

Enclosures

## EVALUATION BY FINANCIAL FEASIBILITY CONSULTANT

### Hallsdale-Powell Utility District Waterworks Refunding and Improvement Bonds, Series 2019

We have evaluated the accompanying Forecast Statement of Revenues, Expenses, Debt, and Debt Service Coverage (the “Forecast Statement”) for the Hallsdale-Powell Utility District (HPUD) for the five fiscal years ending March 31, 2019 through March 31, 2023. Our evaluation was conducted in accordance with guidelines for the water and sewer industry and included such procedures as we considered necessary to evaluate the assumptions of HPUD. Although the attached Financial Feasibility Report (Report) includes summary level information only and is not designed in our typical format for inclusion in the Official Statement to investors for the proposed Waterworks and Sewer Refunding and Improvement Bonds, Series 2019 (Series 2019 Bonds), we have evaluated the Financial Forecast for the purpose of assessing the feasibility of the Series 2019 Bonds and consent to the inclusion of our Report in the Official Statement.

In evaluating the Financial Forecast as described in the following Report, those assumptions that we believe are most significant include:

- Expected adjustments to the water and sewer rates and charges during the forecast period;
- Assumptions related to customer growth and usage during the forecast period;
- Projected operating costs for providing water and sewer services to meet demand during the forecast period; and
- Projected future borrowing and the timing of additional debt service payments in order to meet capital investment needs.

In our opinion, the accompanying Financial Forecast is presented in conformity with industry guidelines for presentation of a forecast, and the underlying assumptions provide a reasonable basis for HPUD’s forecast. Based on these and other assumptions, as described in the Report, the projected Net Revenues for the System provide adequate funds to maintain the debt service coverage ratios required by HPUD’s Master Bond Resolution dated August 30, 2002, and as supplemented and amended, during the forecast period for the issuance of the proposed Series 2019 Bonds. However, there will be differences between the forecast and actual results, because events and circumstances frequently do not occur as expected, and those differences may be material. We have no responsibility to update this report for events and circumstances after the date of this Report.

Raftelis Financial Consultants, Inc.

A handwritten signature in black ink, appearing to read "J. Bart Kreps", is centered within a light gray rectangular box.

Charlotte, North Carolina  
November 15, 2019

By: J. Bart Kreps  
Vice President

**Hallsdale-Powell Utility District**  
**Forecast Statement of Revenues, Expenses, Debt, and Debt Service Coverage**  
**For Fiscal Year Ending March 31**

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
<i>Actual</i>					
<b>Combined Water and Sewer</b>					
Revenue					
Charges for Services					
Water					
Base Charge		\$ 3,137,595	\$ 3,280,400	\$ 3,430,194	\$ 3,587,203
Volume Charge		12,846,363	13,429,147	14,033,856	14,668,569
Subtotal	\$ 15,234,501	\$ 15,983,958	\$ 16,709,547	\$ 17,464,049	\$ 18,255,772
Sewer					
Base Charge		\$ 3,405,936	\$ 3,664,288	\$ 3,903,865	\$ 4,120,753
Volume Charge		12,878,977	13,855,470	14,760,406	15,578,278
Subtotal	\$ 15,066,896	\$ 16,284,913	\$ 17,519,758	\$ 18,664,271	\$ 19,699,031
Total User Charges	\$ 30,301,397	\$ 32,268,871	\$ 34,229,305	\$ 36,128,320	\$ 37,954,803
Other Services (1)	\$ 1,203,530	\$ 1,029,323	\$ 1,034,475	\$ 1,039,659	\$ 1,044,876
<b>Total Revenue</b>	<b>\$ 31,504,927</b>	<b>\$ 33,298,193</b>	<b>\$ 35,263,780</b>	<b>\$ 37,167,979</b>	<b>\$ 38,999,679</b>
Operating Expenses					
Water					
	\$ 8,929,503	\$ 9,585,872	\$ 9,879,162	\$ 10,181,539	\$ 10,493,287
Sewer					
	6,790,967	8,831,669	9,095,499	9,367,343	9,647,448
Subtotal Operating Expenses	\$ 15,720,470	\$ 18,417,541	\$ 18,974,661	\$ 19,548,882	\$ 20,140,735
Operating Income Available for Debt Service	\$ 15,784,457	\$ 14,880,652	\$ 16,289,119	\$ 17,619,097	\$ 18,858,944
Plus:					
Interest Earned	557,623	550,000	550,000	550,000	550,000
Capitalized Sewer System Eval., Mont. & Analysis (11)	-	1,360,367	1,394,376	1,429,236	1,464,966
Income Available for Debt Service	\$ 16,342,080	\$ 16,791,019	\$ 18,233,495	\$ 19,598,333	\$ 20,873,911
Revenue Bonds					
Existing Revenue Bonds	\$ 4,731,576	\$ 4,732,800	\$ 4,748,350	\$ 4,751,375	\$ 5,202,350
Series 2019 Refunding and Improvement Bonds (2)	-	-	2,448,683	3,094,600	3,095,225
2009 RUS Bond (\$998,000)	45,876	45,876	45,876	45,876	45,876
2013 RUS Bond (\$1,566,000) (12)	70,476	70,476	-	-	-
2013 RUS Bond (\$4,983,000) (12)	224,244	224,244	-	-	-
Future Revenue Bonds (4)	-	-	-	-	1,172,780
Subtotal Revenue Bonds	\$ 5,072,172	\$ 5,073,396	\$ 7,242,909	\$ 7,891,851	\$ 9,516,231
<b>Debt Service Coverage - Revenue Bonds</b>	<b>3.22</b>	<b>3.31</b>	<b>2.52</b>	<b>2.48</b>	<b>2.19</b>
Other Indebtedness					
2005 TN-DWSRF - Norris WTP (\$7,500,000)	\$ 406,716	\$ 406,716	\$ 406,717	\$ 406,716	\$ 406,716
2006 TN-CWSRF - Beaver Creek WWTP (\$53,800,000)	2,867,772	2,867,772	2,867,772	2,867,772	2,867,772
2006 TN SLRF Loan - Hickory Valley (\$2,500,000)	135,840	135,840	135,840	135,840	135,840
2009 DWSRF Loan (\$2,825,000) PF40% (10) (12)	107,981	107,981	-	-	-
2009 CWSRF Loan (\$12,150,000) PF40% (10) (12)	462,876	462,876	-	-	-
2011 TN-DWSRF -SR33 (\$3,847,000) PF20% (10)	167,712	167,712	167,712	167,712	167,712
2011 TN-CWSRF - Raccoon Valley(\$8,600,000)	469,316	473,568	473,568	473,568	473,568
2014 CWSRF Loan Sewer Storage Tank (\$4,000,000)	225,108	225,108	225,108	225,108	225,108
2014 CWSRF Loan Sewer Storage Tank Loan (\$941,000)	52,518	56,088	56,088	56,088	56,088
2018 SRF Loan Beaver Creek Inter.: Central to I-75 (\$4,548,250) (3)	-	86,972	268,932	268,932	268,932
Future RUS Bonds (Forecast) (5)	-	309,024	775,983	1,257,982	1,257,982
Subtotal Other Indebtedness	\$ 4,895,839	\$ 5,299,657	\$ 5,377,720	\$ 5,859,718	\$ 5,859,718
<b>Total Debt Service</b>	<b>\$ 9,968,011</b>	<b>\$ 10,373,053</b>	<b>\$ 12,620,629</b>	<b>\$ 13,751,569</b>	<b>\$ 15,375,949</b>
<b>Total Debt Service Coverage (6)</b>	<b>1.64</b>	<b>1.62</b>	<b>1.44</b>	<b>1.43</b>	<b>1.36</b>

**Hallsdale-Powell Utility District**  
**Forecast Statement of Revenues, Expenses, Debt, and Debt Service Coverage**  
**For Fiscal Year Ending March 31**

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
<b>Permitted Additional Indebtedness - Master Resolution (7)</b>					
Income Available For Debt Service	\$ 16,342,080	\$ 16,791,019	\$ 18,233,495	\$ 19,598,333	\$ 20,873,911
Maximum Annual Debt Service	\$ 12,952,574	\$ 12,952,574	\$ 12,952,574	\$ 12,952,574	\$ 12,952,574
Long-Term Indebtedness Coverage Ratio	1.26	1.30	1.41	1.51	1.61
<b>Additional Bonds Test - SRF Loans (8)</b>					
Total Annual Debt Service	\$ 9,968,011	\$ 10,064,029	\$ 11,844,646	\$ 12,493,587	\$ 12,945,187
Additional Bonds Coverage Ratio	1.64	1.67	1.54	1.57	1.61
<b>Additional Bonds Test - RUS Bonds (9)</b>					
Average Annual Debt Service	\$ 5,135,432	\$ 5,135,432	\$ 5,135,432	\$ 5,135,432	\$ 5,135,432
Additional Bonds Coverage Ratio	3.18	3.27	3.55	3.82	4.06

**Notes to the Forecast Statement:**

- (1) Includes revenues from connection fees, penalties, transfer fees, inspection fees, meter service charges, fire line charges, and sundry income. Also includes an adjustment for uncollectible revenue.
- (2) Debt service payments for the Series 2019 Bonds provided by Wiley Bro. and are preliminary and subject to change.
- (3) HPUD secured a loan with the CWSRF in the amount of approximately \$4.5 million to fund the Beaver Creek Interceptor replacement from Central Avenue to Interstate 75. It is assumed HPUD will make a partial payment on this loan in FY 2020 and full repayment (principal and interest) in FY 2021.
- (4) HPUD anticipates funding future capital improvements to the water and sewer systems through additional revenue bonds. The projected debt service associated with future revenue bonds assumes an issuance in FY 2022 with a principal amount of approximately \$17.9 million, interest rate of 5.0% and term of 30 years. The projected revenue bonds will finance capital projects in FY 2022 and FY 2023. Full debt service payment for this future revenue bond is anticipated to occur in FY 2023.
- (5) HPUD anticipates funding several water and sewer capital projects with future Rural Utility Service (RUS) Bonds. The projected debt service associated with future RUS Bonds assumes an issuance in FY 2020 with a principal amount of \$27.1 million, interest rate of 3.25% and term of 38 years. It is assumed there will be interest only payments in FY 2021 and FY 2022 with full debt service repayment (principal and interest) projected to occur in FY 2022. Based on discussion with HPUD staff and legal counsel, it is assumed that future RUS Bonds, when issued, will be subordinate to senior lien bonds.
- (6) The rate covenant (Section 5.8 of the Master Resolution) requires that this ratio must not be less than 1.10 in each fiscal year.
- (7) As stated in Section 5.13 (e) of the Master Resolution, HPUD may incur additional Indebtedness if its Projected Long-Term Indebtedness Coverage Ratio for each of the two succeeding Fiscal Years, or if such Indebtedness is being incurred in connection with the financing of Facilities, two fiscal years succeeding the projected completion date of such Facilities, will not be less than 1.20. The Projected Long-Term Indebtedness Coverage Ratio means the ratio determined by dividing the District's projected Income Available for Debt Service for any future Fiscal Year by the Maximum Annual Debt Service Requirement for the Long-Term Indebtedness incurred by the District and expected to be Outstanding during such fiscal year. Since the Series 2019 Bonds will fund projects expected to be completed in FY 2021, compliance is demonstrated in FY 2022 and FY 2023, which are the two years succeeding the projected completion data of the Facilities funded by the Series 2019 Bonds. It should be noted the Maximum Annual Debt Service Requirement excludes any future revenue bonds and future RUS Bonds since date of actual issuance is under control of management and can be delayed or project cancelled, if necessary, to ensure covenant compliance.
- (8) State loan covenants (for SRF loans) require that this ratio must not be less than 1.20 for the three fiscal years following the issuance of additional debt (FY 2021 – FY 2023). It should be noted the total annual debt service excludes any future revenue bonds and future RUS Bonds since date of actual issuance is under control of management and can be delayed or project cancelled, if necessary, to ensure covenant compliance.
- (9) Calculated to be consistent with the additional bonds coverage ratio identified in the resolution authorizing and providing for the issuance of a utilities improvement revenue bond by the Rural Utility Service (RUS Bonds). RUS Bond covenants require that this ratio not be less than 1.20 in the Fiscal Year following the issuance of additional debt (FY 2021). It should be noted the average annual debt service excludes any future revenue bonds and future RUS Bonds since date of actual issuance is under control of management and can be delayed or project cancelled, if necessary, to ensure covenant compliance.
- (10) Debt service is shown net of principal forgiveness.
- (11) HPUD capitalizes annual costs associated with sewer system evaluation, monitoring, and analysis. To the extent such costs are capitalized under generally accepted accounting principles, such amounts have been added to Operating Income for the purpose of calculating Income Available for Debt Service since the cash needs for these costs are included as a sewer operating expense.
- (12) The 2009 DWSRF, 2009 CWSRF, and 2013 RUS Bonds will be refunded with the Series 2019 Bonds. Debt service payments in FY 2020 are reflective of a full year even though these outstanding obligations will be refunded/retired in December of 2019.



# Hallsdale-Powell Utility District

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## Financial Feasibility Evaluation of Proposed Waterworks Funding and Improvement Bonds, Series 2019



November 15, 2019

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**I. Background and Description of Facilities**

The Hallsdale-Powell Utility District (“HPUD”) is the third largest utility district in the state of Tennessee and is authorized to provide water and sewer services within its boundaries in north Knox County, Anderson County, and Union County. Currently, HPUD’s service region encompasses approximately 150 square miles.

**A. Water Systems**

HPUD provides potable water service from two treatment facilities including the Melton Hill Lake Water Treatment Plant (“WTP”) and the Norris Lake WTP. A reliable raw water supply is provided by two reservoirs located in close proximity to each treatment facility. The water distribution system serves approximately 27,225<sup>1</sup> metered customers with 670 miles of water lines from 2” to 24” in diameter. The system utilizes 17 booster stations and 15 storage tanks ranging in size from 50,000 to 2,000,000 gallons, with a total of approximately 10,210,000 gallons of storage capacity.

HPUD bills its water customers monthly and includes a base charge and a uniform volumetric rate assessed based on billed water consumption. Domestic and commercial customers pay a base charge of \$9.62 and a uniform volumetric rate of \$9.16 for each 1,000-gallon (kgal) increment of water flow. Domestic and commercial water rates in FY 2020 are shown below in Table 1.

**Table 1**  
 **FY 2020 Water Rates**

Domestic and Commercial Rates	
Base Charge	\$9.62
Volumetric Rate	\$9.16 per 1,000 gallons

**B. Sewer Systems**

HPUD currently operates two wastewater treatment facilities including its Raccoon Valley and Beaver Creek Wastewater Treatment Plants (“WWTP”) providing service to approximately 23,038<sup>2</sup> customers. The majority of sewer service is provided through the Beaver Creek WWTP. The Beaver Creek WWTP is located at the western end of the District and provides service to the entire Beaver Creek drainage basin. It has state of the art tertiary treatment capabilities with a permitted capacity of 9.7 million gallons per day (“MGD”) based on average design flow. HPUD also operates a small package treatment plant constructed in 1975 that is located at I-75 and Raccoon Valley Road. The Raccoon Valley WWTP has a rated capacity of .30 MGD and is operated at .085 MGD.

<sup>1</sup> Based on average accounts in 2019 with active connections paying a base charge. For revenue calculation purposes, does not include temporary or inactive customer connections with zero usage.

<sup>2</sup> Based on average accounts in 2019 with active connections paying a minimum bill. For revenue calculation purposes, does not include temporary or inactive customer connections with zero usage.

The Beaver Creek interceptor system extends along the natural drainage basin of Beaver Creek and includes a 36” and 24” diameter lines that run from the treatment facility to the intersection of Highway 33 and Beaver Creek. The collection system consists of 463 miles of sewer lines ranging in size from 8” to 36” in diameter, 19 lift stations and approximately 8.50 miles of force main sewers. The Raccoon Valley collection system includes 4.40 miles of 8” diameter sewers and about 1.70 miles of force main sewers.

HPUD bills its sewer customers monthly including a base charge and volumetric rates assessed based on billed water consumption. Domestic sewer customers pay a base charge of \$12.59 and \$11.85 per kgal for the first 12,000 gallons of flow, with a cap set for domestic sewer customers at 12,000 gallons per month. Commercial sewer customers also pay a base charge of \$12.59 and \$11.85 per kgal of flow. A small number of domestic and commercial customers that use E-one Grinder Pumps are assessed a fee of \$8.16 per month for service and maintenance. HPUD also bills a limited number of accounts in a development (Sunset Bay). Vacant lots in Sunset Bay pay a minimum bill of \$9.00 per month. Active accounts pay a base charge of \$12.59 per month and a volumetric rate of \$11.85 per kgal of flow. HPUD also assess a sewer base charge of \$12.59 to the owner of any house and/or structure of any kind that is not connected to HPUD’s sewer system if the ability to connect is available.

**Table 2**

**■■■■ FY 2020 Sewer Rates**

Domestic Sewer Rates				Commercial Sewer Rates		
Base Charge	\$12.59			Base Charge	\$12.59	
<u>Volumetric Rate</u>	<u>Gallons</u>	<u>Rate</u>		Volumetric Rate	\$11.85	per 1,000 gallons
First	12,000	\$11.85	per 1,000 gallons			
All Over	12,000	\$0.00	no charge			
Grinder Pump			\$8.16 per month, if applicable	Grinder Pump		\$8.16 per month, if applicable
<u>Sunset Bay Sewer Rates</u>						
Vacant Lot Minimum	\$	9.00				
Base Charge	\$	12.59				
Volumetric Rate	\$	11.85				

**II. Rate Study Objectives**

Raftelis Financial Consultants, Inc. (Raftelis) was engaged by HPUD to provide continuing utility rate and financial planning assistance and, in particular, to update its water and sewer Rate and Financial Planning Model (“Model”), developed previously by Raftelis, for the 2020 fiscal year (“FY 2020”). The Model is designed to provide financial forecast information, as well as projections of rate and customer impacts, over a five-year forecast period.

In addition to HPUD’s primary objective of establishing sufficient rates to ensure the recovery of its operation and maintenance (O&M) expenses and capital expenditures, other objectives Raftelis continues to consider as part of our water and sewer rate update include:

- Minimizing rate impacts on existing customers;
- Maintaining revenue stability;
- Providing stable and consistent rate adjustments; and
- Providing equitable cost recovery from various customer classes.

As a major component of our analysis, Raftelis updated the existing Model to forecast annual revenue requirements and water and sewer rates based on the current rate structure. The Model incorporates a projection of O&M expenses based on the FY 2020 operating budget and capital expenditures based on revenue financed capital, current debt, and estimated future debt to address the needs identified in HPUD’s Capital Improvements Plan (CIP). The Model also addresses reserve fund balances to provide a comprehensive planning approach to setting utility rates. Finally, the Model provides the capability to evaluate the rate impacts of the capital program under a variety of funding scenarios. The Model is designed in Microsoft Excel and is used by HPUD staff on an on-going basis as a financial planning tool.

**III. Capital Improvements and Financing Plan**

One of the objectives of the rate study was to integrate capital planning needs into the process of developing appropriate utility rates and charges, and to assess the impact of capital needs over the planning period. As part of this evaluation it is extremely important to determine what funding sources will be available to finance these capital needs, and to track the timing of these funding sources to each specific project. The capital needs for both water and sewer are discussed below, along with their anticipated funding sources and resulting impacts on the revenue requirements and utility rates and charges.

**A. Water Capital Projects**

HPUD’s CIP identifies approximately \$24.0 million in water capital projects over the next four years. These projects include improvements to HPUD’s two water treatment plants, transmission system, and storage facilities, as well as ongoing repair and replacement of existing water distribution infrastructure. HPUD’s water CIP from FY 2020 – FY 2023 is summarized below in Exhibit 1.

**Exhibit 1**  
 **Water Capital Projects**

<b>Water Capital Project Summary (FY 2020-2023)</b>	<b>Estimated Cost</b>
Norris Lake Crossing 24-inch	\$ 1,000,000
Melton Hill WTP - GAC and Intake Silo	1,750,000
Melton Hill WTP - Membrane Replacement	1,000,000
Dry Gap Rd. Improvements	250,000
Central Pike Avenue Improvements	600,000
Other Storage and Transmission Improvements	735,000
Water Distribution Replacements	<u>18,670,000</u>
 Total	 \$ 24,005,000

HPUD anticipates funding the Dry Gap Road and Central Avenue improvements with proceeds from the Series 2019 Bonds. It is anticipated that other water capital projects will be funded with a mix of revenue generated internally from rates (rate funded capital) and future RUS Bonds.

**B. Sewer Capital Projects**

HPUD’s CIP identifies approximately \$72.4 million in sewer capital projects over the next four years. Specifically, the major projects include replacement of the Beaver Creek Interceptor, ongoing sanitary sewer rehabilitation, upgrades at the Beaver Creek WWTP, and sewer equalization storage improvements to address issues related to wet weather management. The sewer equalization storage improvements are part of ongoing initiatives to comply with regulatory requirements to reduce sanitary sewer overflows. The remaining projects identified over the forecast period are related primarily to sewer collection system rehabilitation and extension of sewer service. HPUD’s sewer CIP from FY 2020 – FY 2023 is summarized below in Exhibit 2.

**Exhibit 2**

**SEWER CAPITAL PROJECTS**

<b>Sewer Capital Project Summary (FY 2020-2023)</b>	<b>Estimated Cost</b>
Beaver Creek Inter. Replacement Phase 1	\$ 14,400,000
Beaver Creek Inter. Replacement Phase 2	12,000,000
Sewer Basin Rehab (Temple Acres)	2,500,000
Sewer Basin Rehab (Downtown Powell)	3,000,000
Other Sewer Rehabilitation	16,000,000
North Fork Interceptor Improvements Phase 2	600,000
Beaver Creek WWTP Clarifier Drive Replacement	2,500,000
Beaver Creek WWTP Chlorine Contact Chamber	3,000,000
Beaver Creek Interceptor (Brown Gap to Beeler Rd.)	5,500,000
Sewer Equalization Storage	9,000,000
All Other	<u>3,850,000</u>
<b>Total</b>	<b>\$ 72,350,000</b>

HPUD anticipates funding Phase 1 of the Beaver Creek Interceptor Replacement, Temple Acres Sewer Basin Rehabilitation, Downtown Powell Sewer Basin Rehabilitation, \$6.0 million in additional Sewer Basin Rehabilitation, Phase 2 North Fork Interceptor Improvements, Beaver Creek WWTP Clarifier Drive Replacement, and Beaver Creek Chlorine Contact Chamber with proceeds from the Series 2019 Bonds. HPUD anticipates funding Phase 2 of the Beaver Creek Interceptor Replacement and the Beaver Creek Interceptor from Brown Gap to Beeler Road through RUS Bonds. It is anticipated that other water capital projects will be funded with a mix of revenue generated internally from rates (rate funded capital), cash reserves, and future revenue bonds.

**C. Capital Financing**

The capital program identified by HPUD will impact HPUD’s projected revenue requirements over the forecast period. Specifically, full debt service payments associated with the Series 2019 Bonds will occur in FY 2021. Full debt service associated with future RUS Bonds and revenue bonds are projected to occur in FY 2022 and FY 2023, respectively. The Series 2019 Bonds and future issuances will increase HPUD’s annual cash needs for debt service from \$10.3 million in FY 2020 to \$15.4 million by FY 2023.

Further, in order to issue additional bonds HPUD must meet all debt service coverage requirements, including the Additional Indebtedness Incurrence Test, or Additional Bonds Test (“ABT”), as outlined in the Master Bond Resolution (as adopted August 30, 2002, as supplemented and amended, and herein after referred to as the Master Resolution) and in the Official Statement for the Series 2019 Bonds. The ABT states that in order for HPUD to issue additional long-term indebtedness, it must generate a forecast of revenue sufficient to meet 120 percent of its maximum annual debt service payment on all outstanding indebtedness in the two succeeding fiscal years, or if such Indebtedness is

being incurred in connection with the financing of Facilities, two fiscal years succeeding the projected completion date of such Facilities. As such, Raftelis worked closely with HPUD staff to develop an accurate and reliable capital financing plan and forecast of rates and revenue that addresses these requirements.

The primary sources of external funding for the identified capital program include the Series 2019 Bonds, future RUS bonds, and future revenue bonds. Exhibit 3 outlines these proposed funding sources, the total amount borrowed, the term, and the forecasted cost of funds.

**Exhibit 3**  
 **Projected External Capital Financing Sources**

Funding Source	Amount	Term	Forecast Cost of Funds (1)
Series 2019 Bonds	\$ 32,850,000	20	2.59%
Future RUS Bonds	\$ 27,145,000	38	3.25%
Future Revenue Bond	\$ 17,850,000	20	5.00%
<b>Total</b>	<b>\$ 77,845,000</b>		<b>3.39%</b>

(1) Represents the projected weighted average cost of funding.

Series 2019 Bonds

The new money portion of the Series 2019 Bonds will fund \$32.8 million in capital projects in FY 2020 and FY 2021. Of this amount, approximately \$1.3 million will be reimbursed to HPUD for funds already expended. Full debt service repayment will occur in FY 2021.

Future RUS Bonds

HPUD anticipates funding \$27.1 million in water and sewer projects with future RUS Bonds. The proposed financing plan assumes RUS Bonds will fund capital projects between FY 2020 and FY 2022, and it is likely these bonds will be secured through multiple issuances. As such, and for planning purposes, the financial forecast assumes interest only debt service payments projected to occur in FY 2020 and FY 2021 with full debt service repayment occurring in FY 2022.

Future Revenue Bonds

The remaining water and sewer capital projects identified over the next four years that are not funded by any of the sources identified above, revenue generated internally from rates, or cash reserves are anticipated to be funded with future revenue bonds. The proposed capital financing plan assumes one series of bonds will be issued over the next four years. It is assumed this series of revenue bonds will fund project costs in both FY 2022 and FY 2023. This revenue bond assumes a principal amount



of \$17.9 million, rate of 5.0% and term of 30 years. Full debt service payments are assumed to begin in FY 2023. The projected capital financing sources and uses are presented in Exhibit 4.

**Exhibit 4**

**Projected Capital Financing Sources and Uses**

	FY 2020	FY 2021	FY 2022	FY 2023	Total
<b>Water Capital Improvement Costs</b>	\$ 8,115,000	\$ 6,225,000	\$ 6,840,000	\$ 2,825,000	\$ 24,005,000
<b>Water Capital Improvement Sources of Funds</b>					
Rate Financed Capital/Reserves	\$ 3,885,000	\$ 3,300,000	\$ 3,500,000	\$ 2,825,000	\$ 13,510,000
Series 2019 Bonds	250,000	600,000	-	-	850,000
Future RUS Bonds	3,980,000	2,325,000	3,340,000	-	9,645,000
<b>Subtotal Water Capital Improvement Sources</b>	\$ 8,115,000	\$ 6,225,000	\$ 6,840,000	\$ 2,825,000	\$ 24,005,000
<b>Sewer Capital Improvement Costs</b>	\$ 14,150,000	\$ 37,900,000	\$ 14,600,000	\$ 5,700,000	\$ 72,350,000
<b>Sewer Capital Improvement Source of Funds</b>					
Rate Financed Capital/Reserves	\$ 1,650,000	\$ 900,000	\$ 1,175,000	\$ 1,275,000	\$ 5,000,000
Series 2019 Bonds	7,000,000	25,000,000	-	-	32,000,000
Future RUS Bonds	5,500,000	12,000,000	-	-	17,500,000
Future Revenue Bonds	-	-	13,425,000	4,425,000	17,850,000
<b>Subtotal Sewer Capital Improvements Sources</b>	\$ 14,150,000	\$ 37,900,000	\$ 14,600,000	\$ 5,700,000	\$ 72,350,000

**IV. Revenue Requirements**

A major goal of this rate update has been to determine rates and charges necessary to recover the projected revenue requirements over the forecast period. This process requires estimating revenue requirements for O&M expenses and capital expenditures associated with the water and sewer systems. As mentioned above, HPUD has projected additional capital requirements over the planning period to upgrade, replace, and expand its facilities, and these costs have been incorporated into the Model. Revenue requirement forecasts for water and sewer O&M expenses were developed based on the FY 2020 budget by incorporating assumptions on the effects of inflation, demand growth, and financing of HPUD’s CIP.

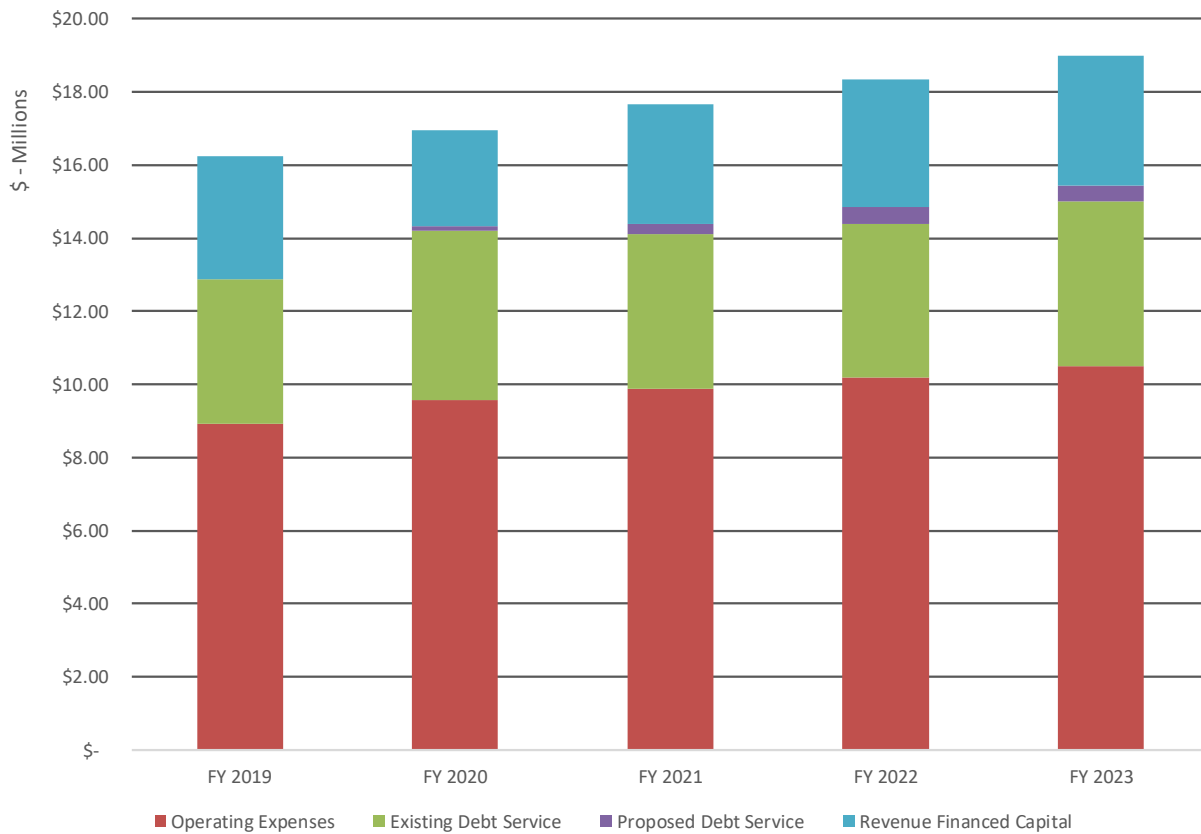
**A. Water Revenue Requirements**

Projected O&M expenses related to the water system are escalated based on growth rates for salaries, wages, and benefits; and inflation, as applicable. These escalation factors are 3.0% and 2.5%, respectively. Certain costs associated with repairs and maintenance and electric power are escalated utilizing a factor that considers core inflation, demand growth, and additional anticipated increases in commodity costs. Capital costs for water are based on existing debt service and the planned expenditures in the CIP. The capital costs associated with the planned expenditures include revenue financed capital (pay-as-you-go) and estimated debt service payments on the Series 2019 Revenue Bonds and future RUS Bonds.

Once revenue requirements are developed, other non-rate revenues, such as connection fees and penalties, are deducted or used to offset total revenue requirements in order to determine net water

revenue requirements to be recovered from user rates and charges. HPUD’s projected water revenue requirements for FY 2020 – FY 2023 are shown below in Exhibit 5. It should be noted the Series 2019 Bonds are reflected as existing debt service.

**Exhibit 5**  
 **Water Revenue Requirements**



**B. Sewer Revenue Requirements**

Projected O&M expenses related to the sewer system are escalated based on growth rates for salaries, wages, and benefits (3.0%); and inflation (2.5%), as applicable. Certain costs associated with repairs and maintenance and electric power are escalated utilizing a factor that considers core inflation, demand growth, and additional anticipated increases in commodity costs. It should be noted that HPUD’s FY 2020 Budget includes approximately \$1.4 million in sewer system evaluation, monitoring, and analysis. The cash needs for these costs are reflected as an operating expense, but they will be capitalized for financial reporting purposes. Capital costs for sewer are based on existing debt service and the planned expenditures in the CIP. The capital costs associated with the planned expenditures include pay-as-you-go capital and estimated debt service payments on the Series 2019 Bonds, future revenue bonds, and future RUS Bonds.

Once revenue requirements are developed, other non-rate revenues, such as connection fees and penalties, are deducted or used to offset the total revenue requirements in order to determine net sewer revenue requirements to be recovered from user rates and charges. HPUD’s projected sewer revenue requirements for FY 2020 – FY 2023 are shown below in Exhibit 6. It should be noted the Series 2019 Bonds are reflected as existing debt service.

**Exhibit 6**  
 **Sewer Revenue Requirements**



**V. Projected Rates, Revenues & Debt Service Coverage**

**A. Rate & Revenue Forecast**

HPUD has consistently been proactive in implementing rate adjustments necessary to address its anticipated revenue needs and maintain compliance with debt service coverage requirements. As a result, the projected levels of rate adjustments are moderate and consistent with general water industry trends. Based on the forecast, in order for HPUD to generate sufficient revenues to meet debt service coverage requirements and to issue additional indebtedness, it will need to implement water rate increases of 3.0% annually from FY 2021 through FY 2023 and sewer rate increases of 6.0% in FY 2021 and 4.0% annually in FY 2022 and FY 2023. It should be noted that the forecast assumes a

relatively conservative level of annual account and demand growth of approximately 1.5% over the planning period, which is lower than recent trends in growth and consumption.

Exhibit 7 and Exhibit 8, respectively, present HPUD’s projected water and sewer rates over the forecast period.

**Exhibit 7**  
 **Projected Water Rates**

Actual		Projected		
FY 2019	FY 2020	FY 2021	FY 2022	FY 2023

**Projected Water Rates**

Domestic and Commercial Customers

Base Charge	\$ 9.34	\$ 9.62	\$ 9.91	\$ 10.21	\$ 10.52
Volumetric Rate (per kgal)	\$ 8.89	\$ 9.16	\$ 9.43	\$ 9.71	\$ 10.00
<i>% Change</i>		3.02%	2.98%	3.00%	3.01%

The projected program of water rates is designed to move the rates to a level that will allow the utility to support the HPUD’s additional operating expenses and the full debt service and coverage requirements associated with the Series 2019 Bonds and future RUS Bonds. The projected program of rate increases also provides funding on an annual basis for capital projects associated with water infrastructure repair and replacement. These identified capital project costs funded through annual rate revenues provide a liquid source of capital funding and ensure that HPUD will generate sufficient revenues to meet its debt service coverage requirements.

**Exhibit 8**  
 **Projected Sewer Rates**

Actual		Projected		
FY 2019	FY 2020	FY 2021	FY 2022	FY 2023

**Projected Sewer Rates**

<u>Domestic &amp; Commercial Sewer Customers (2)</u>					
Base Charge	\$ 11.88	\$ 12.59	\$ 13.35	\$ 13.88	\$ 14.44
Volumetric Rate (per kgal) (1)	\$ 11.18	\$ 11.85	\$ 12.56	\$ 13.06	\$ 13.58
<i>% Change</i>		5.98%	6.01%	3.98%	4.01%
Grinder Pump Rates	\$ 7.70	\$ 8.16	\$ 8.65	\$ 9.00	\$ 9.36
<i>% Change</i>		6.00%	6.00%	4.00%	4.00%

- (1) Domestic customer demand over 12,000 gallons will be free of charge.
- (2) It has been assumed the limited number of accounts at the Sunset Bay development will experience the same percentage rate increase.

The projected program of sewer rates is designed to move the rates to a level sufficient to support HPUD’s additional operating expenses and the full debt service and coverage requirements associated with the Series 2019 Revenue Bonds, future revenue bonds, and future RUS Bonds. The projected program of rate increases also provides additional funding on an annual basis for capital projects associated with sewer rehabilitation and replacement. These identified capital project costs funded through annual rate revenues provide a liquid source of capital funding and ensure that HPUD will generate sufficient revenues to meet its debt service coverage requirements.

The forecast of revenues is based on the water and sewer rates, as outlined above, billable flows, and customer accounts projected over the planning period. Exhibit 9 provides a summary of forecasted of revenues and expenses from FY 2020 through FY 2023.

**Exhibit 9****Revenue Forecast**

	Actual	Projected			
	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
<b>Revenues</b>					
Water User Charges	\$ 15,234,501	\$ 15,983,958	\$ 16,709,547	\$ 17,464,049	\$ 18,255,772
Sewer User Charges	15,066,896	16,284,913	17,519,758	18,664,271	19,699,031
Other Non Operating Revenues (1)	1,761,153	1,579,323	1,584,475	1,589,659	1,594,876
<b>Total Revenues</b>	<b>\$ 32,062,550</b>	<b>\$ 33,848,193</b>	<b>\$ 35,813,780</b>	<b>\$ 37,717,979</b>	<b>\$ 39,549,679</b>
<b>Expenses</b>					
Direct Operating Costs	\$ 15,720,470	\$ 18,417,541	\$ 18,974,661	\$ 19,548,882	\$ 20,140,735
Rate Funded Capital	6,350,000	4,675,000	4,200,000	4,325,000	3,950,000
Debt Service	9,968,011	10,373,053	12,620,629	13,751,569	15,375,949
<b>Total Expenses</b>	<b>\$ 32,038,481</b>	<b>\$ 33,465,594</b>	<b>\$ 35,795,290</b>	<b>\$ 37,625,451</b>	<b>\$ 39,466,684</b>
<i>Surplus/Deficit</i>	\$ 24,069	\$ 382,599	\$ 18,490	\$ 92,528	\$ 82,995
<b>Operating Reserve (2)</b>					
Beginning Balance		\$ 26,960,721	\$ 26,483,320	\$ 26,501,810	\$ 26,469,338
Plus:					
Surplus/Deficit		382,599	18,490	92,528	82,995
Less:					
Transfers for Capital		860,000	-	125,000	150,000
Ending Balance	\$ 26,960,721	\$ 26,483,320	\$ 26,501,810	\$ 26,469,338	\$ 26,402,333

(1) Includes revenues derived from penalties, connection fees, earnings on investments, and other sources.

(2) Beginning balance in FY 2019 represents unrestricted cash on HPUD's statement of net position as of March 31, 2019.

**B. Debt Service Coverage Forecast**

As required by the Rate Covenant in the Master Resolution (Section 5.8), HPUD must set rates to produce sufficient revenues to meet all operating cost requirements, plus 110 percent of all outstanding debt service requirements during any fiscal year. In order to issue additional revenue Bonds, HPUD is required to meet the Additional Indebtedness incurrence test outlined in Section 5.13 (Permitted Additional Indebtedness) of the Master Resolution. Specifically, this ABT requires demonstrating that HPUD's Projected Long-Term Indebtedness Coverage Ratio for each of the two succeeding fiscal years, or if such Indebtedness is being incurred in connection with the financing of Facilities, the two fiscal years succeeding the projected completion date of the facilities to be constructed with the additional Bonds, will not be less than 120 percent. The Projected Long-Term Indebtedness Coverage Ratio is determined by dividing the projected Income Available for Debt Service in such fiscal years by the Maximum Annual Long-Term Debt Service Requirement incurred by HPUD and expected to be outstanding during such fiscal year. As defined in the Master Resolution, the term Long-Term Indebtedness includes all loans outstanding or expected to be

outstanding at the time the additional Bonds are to be issued. For the purpose of demonstrating compliance with the ABT, the appropriate coverage ratios are shown in Exhibit 9 – Debt Service Coverage. Adequate coverage is demonstrated for fiscal years 2022 and 2023, the two fiscal years succeeding the issuance of the Series 2019 Bonds. For the purpose of this calculation, the Maximum Annual Long-Term Debt Service Requirement excludes any future revenue bonds and RUS Bonds since they are still planning in nature.

In addition, state loan covenants (for SRF Loans) require that in order for HPUD to issue additional debt, it must demonstrate that the projected coverage ratios for total debt over the next three fiscal years after the issuance of the additional debt (FY 2021 – FY 2023), are not less than 120 percent. Rural utility bond covenants (for RUS Bonds) require that net revenues for the system for the fiscal year succeeding the year in which the additional bonds are issued will not be less than 120 percent of the average annual debt service on all obligations then outstanding. Adequate coverage for this requirement is demonstrated for FY 2021, the year following the issuance of the proposed Series 2019 Bonds. For the purpose of these calculations, both total debt service and average annual debt service exclude any future revenue bonds and RUS Bonds since they are still planning in nature.

Exhibit 9 demonstrates that the projected coverage ratios are in compliance with all coverage requirements.

**Exhibit 9**

**Debt Service Coverage**

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Operating Income Available for Debt Service	\$ 15,784,457	\$ 14,880,652	\$ 16,289,119	\$ 17,619,097	\$ 18,858,944
Plus:					
Interest Earned (1)	557,623	550,000	550,000	550,000	550,000
Capitalized Sewer System Eval., Mont. & Analysis (6)	-	1,360,367	1,394,376	1,429,236	1,464,966
Income Available for Debt Service	\$ 16,342,080	\$ 16,791,019	\$ 18,233,495	\$ 19,598,333	\$ 20,873,911
Revenue Bonds					
Existing Revenue Bonds	\$ 4,731,576	\$ 4,732,800	\$ 4,748,350	\$ 4,751,375	\$ 5,202,350
Series 2019 Refunding and Improvement Bonds	-	-	2,448,683	3,094,600	3,095,225
2009 RUS Bond (\$998,000)	45,876	45,876	45,876	45,876	45,876
2013 RUS Bond (\$1,566,000)	70,476	70,476	-	-	-
2013 RUS Bond (\$4,983,000)	224,244	224,244	-	-	-
Future Revenue Bonds (7)	-	-	-	-	1,172,780
Subtotal Revenue Bonds	\$ 5,072,172	\$ 5,073,396	\$ 7,242,909	\$ 7,891,851	\$ 9,516,231
<b>Debt Service Coverage - Revenue Bonds</b>	<b>3.22</b>	<b>3.31</b>	<b>2.52</b>	<b>2.48</b>	<b>2.19</b>
Other Indebtedness					
2005 TN-DWSRF - Norris WTP (\$7,500,000)	\$ 406,716	\$ 406,716	\$ 406,717	\$ 406,716	\$ 406,716
2006 TN-CWSRF - Beaver Creek WWTP (\$53,800,000)	2,867,772	2,867,772	2,867,772	2,867,772	2,867,772
2006 TN SLRF Loan - Hickory Valley (\$2,500,000)	135,840	135,840	135,840	135,840	135,840
2009 DWSRF Loan (\$2,825,000) PF40%	107,981	107,981	-	-	-
2009 CWSRF Loan (\$12,150,000) PF40%	462,876	462,876	-	-	-
2011 TN-DWSRF -SR33 (\$3,847,000) PF20%	167,712	167,712	167,712	167,712	167,712
2011 TN-CWSRF - Raccoon Valley(\$8,600,000)	469,316	473,568	473,568	473,568	473,568
2014 CWSRF Loan Sewer Storage Tank (\$4,000,000)	225,108	225,108	225,108	225,108	225,108
2014 CWSRF Loan Sewer Storage Tank Loan (\$941,000)	52,518	56,088	56,088	56,088	56,088
2018 SRF Loan Beaver Creek Inter.: Central to I-75 (\$4,548,250)	-	86,972	268,932	268,932	268,932
Future RUS Bonds (Forecast)	-	309,024	775,983	1,257,982	1,257,982
Subtotal Other Indebtedness	\$ 4,895,839	\$ 5,299,657	\$ 5,377,720	\$ 5,859,718	\$ 5,859,718
<b>Total Debt Service</b>	<b>\$ 9,968,011</b>	<b>\$ 10,373,053</b>	<b>\$ 12,620,629</b>	<b>\$ 13,751,569</b>	<b>\$ 15,375,949</b>
<b>Total Debt Service Coverage - Must Exceed 1.10 (2)</b>	<b>1.64</b>	<b>1.62</b>	<b>1.44</b>	<b>1.43</b>	<b>1.36</b>
<b>Permitted Additional Indebtedness - Master Resolution (3)</b>					
Maximum Annual Debt Service	\$ 12,952,574	\$ 12,952,574	\$ 12,952,574	\$ 12,952,574	\$ 12,952,574
Long-Term Indebtedness Coverage Ratio - Must Exceed 1.20 in FY 2020 and FY 2021	1.26	1.30	1.41	1.51	1.61
<b>Additional Bonds Test - SRF Loans (4)</b>					
Total Annual Debt Service	\$ 9,968,011	\$ 10,064,029	\$ 11,844,646	\$ 12,493,587	\$ 12,945,187
Additional Bonds Coverage Ratio - Must Exceed 1.20 in FY 2020 - FY 2022	1.64	1.67	1.54	1.57	1.61
<b>Additional Bonds Test - RUS Loans (5)</b>					
Average Annual Debt Service	\$ 5,135,432	\$ 5,135,432	\$ 5,135,432	\$ 5,135,432	\$ 5,135,432
Additional Bonds Coverage Ratio - Must Exceed 1.20 in FY 2020	3.18	3.27	3.55	3.82	4.06

- (1) Earnings from investments can be included as revenue for purpose of calculating debt service coverage. Projected interest earnings are based on estimated reserves and a conservative interest rate.
- (2) The rate covenant (Section 5.8 of the Master Resolution) requires that this ratio must not be less than 1.10 in each fiscal year.
- (3) As stated in Section 5.13 (e) of the Master Resolution, HPUD may incur additional Indebtedness if its Projected Long-Term Indebtedness Coverage Ratio for each of the two succeeding Fiscal Years, or if such Indebtedness is being incurred in connection with the financing of Facilities, two fiscal years succeeding the projected completion date of such Facilities, will not be less than 1.20. The Projected Long-Term Indebtedness Coverage Ratio means the ratio determined by dividing the District's projected Income Available for Debt Service for any future Fiscal Year by the Maximum Annual Debt Service Requirement for the Long-Term Indebtedness incurred by the District and expected to be Outstanding during such fiscal year. Since the projects funded with Series 2019 Bonds are expected to be completed by FY 2021, compliance is demonstrated in FY 2022 and FY 2023, which are the two Fiscal Years succeeding the completion of the facilities funded with the Series 2019 Bonds. It should be noted the Maximum Annual Debt Service Requirement excludes any future revenue bonds and RUS Bonds since date of actual issuance is under control of management and can be delayed or project cancelled, if necessary, to ensure covenant compliance.
- (4) State loan covenants (for SRF loans) require that this ratio must not be less than 1.20 for the three Fiscal Years following the issuance of additional debt (FY 2021 – FY 2023). It should be noted the total annual debt service excludes any future revenue bonds and future RUS Bonds since date of actual issuance is under control of management and can be delayed or project cancelled, if necessary, to ensure covenant compliance.



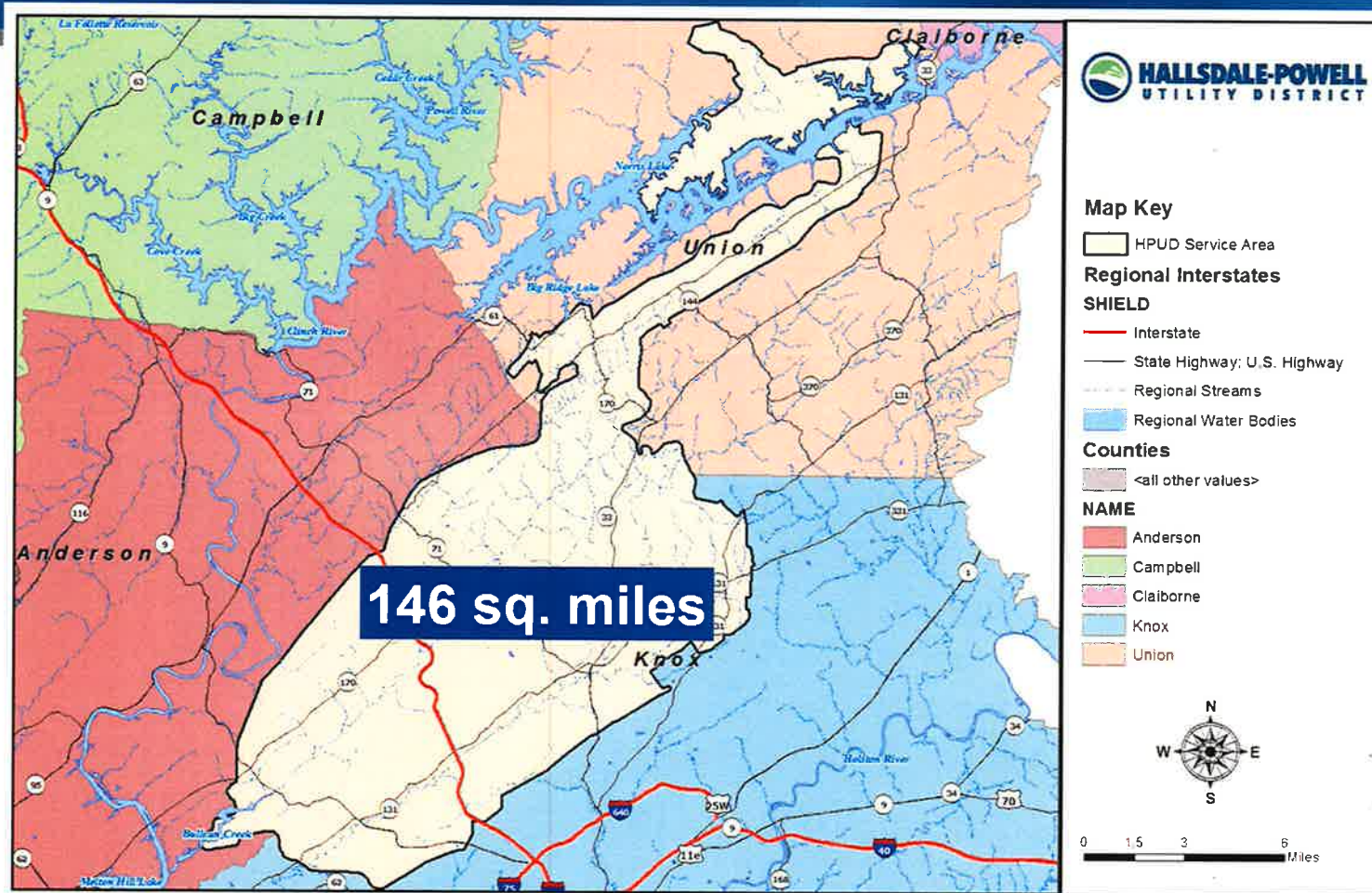
- (5) Calculated to be consistent with the additional bonds coverage ratio identified in the resolution authorizing and providing for the issuance of a utilities improvement revenue bond by the Rural Utility Service (RUS Bonds). RUS Bond covenants require that this ratio not be less than 1.20 in the Fiscal Year following the issuance of additional debt (FY 2021). It should be noted the average annual debt service excludes any future revenue bonds and future RUS Bonds since date of actual issuance is under control of management and can be delayed or project cancelled, if necessary, to ensure covenant compliance.
- (6) HPUD capitalizes annual costs associated with sewer system evaluation, monitoring, and analysis. To the extent such costs are capitalized under generally accepted accounting principles, such amounts have been added to Operating Income for the purpose of calculating Income Available for Debt Service since the cash needs for these costs are included as a sewer operating expense.
- (7) Based on discussion with HPUD staff and legal counsel, it is assumed that future RUS Bonds, when issued, will be subordinate to senior lien bonds.

# Hallsdale-Powell Utility District Rate Review

August 22, 2019



# HPUD Service Area



# Water Treatment & Distribution

**Melton Hill WTP – 1965, 2007**



**Norris WTP - 2008**



- 💧 30,749 water connections = ~ 76,873 population
- 💧 684 Miles of Water Mains
- 💧 2.6 Billion gallons of water produced in 2018
- 💧 Melton Hill WTP Upgrade = \$ 26.1 million
- 💧 Norris WTP Cost = \$ 21.5 million

\* In 2017 ASCE graded Drinking Water Infrastructure in United States = D and TN = C

# Water Plants Taken Out of Service



Dry Gap WTP  
Built in 1960  
Decommissioned - 2007  
Capacity - 0.5 MGD



Fowler Springs WTP  
Built in 1955  
Decommissioned - 2006  
Capacity - 0.873 MGD



Granny Bright Springs  
Built in 1955  
Decommissioned - 2006  
Capacity - 0.288 MGD

💧 1960 -

Total Water Production Capacity - 1.5 MGD

💧 2018 -

Total Water Production Capacity - 17.5 MGD

# Wastewater Treatment & Collection

**Beaver Creek WWTP – 1969, 2009**



**Raccoon Valley -1974, 2013**



- 💧 24,420 wastewater connections
- 💧 476 Miles of Sewer Mains
- 💧 3.0 Billion gallons of wastewater treated in 2018

\* In 2017 ASCE graded Wastewater Infrastructure in United States = D+ and TN = D+

# Laws: Regulatory Drivers



**HALLSDALE-POWELL**  
UTILITY DISTRICT



# Rates: Regulatory Drivers

## TDOT and Knox County Engineering & Public Works



- 💧 **Relocation of Utilities - Financial Impact – \$16,016,617**
- 💧 **Typically not reimbursed**
- 💧 **Majority Ratepayer funded**
  - 💧 Emory Road (Clinton Hwy to Maynardville Hwy) - \$7,885,870
  - 💧 Maynardville Hwy (Halls High School to Union County Line) - \$4,700,000
  - 💧 Maynardville Hwy (Doris Circle to Ledgerwood) - \$1,518,988
  - 💧 Emory Road at Fairview/Thompson School Rd - \$347,585
  - 💧 Emory Road at Cate Rd - \$426,424
  - 💧 Clinton Hwy at Raccoon Valley - \$377,137
  - 💧 Emory Road at Beeler Rd - \$473,488
  - 💧 Emory Road at Tazewell Pk - \$287,125





# TDEC Requirements – 2004 & 2014 Consent Order

To avoid Moratoriums, Fines, Imprisonment – HPUD negotiated with TDEC the following Consent Orders: 2004 & 2014

## 💧 **WWTP Corrective Action Plan (CAP)**

- Eliminate WWTP violations

## 💧 **Collection System CAP**

- Geographic Information System (GIS)
- Hydraulic Model
- Sewer System Evaluation (SSES)

## 💧 **Revised Sewer Overflow Response Plan (SORP)**

## 💧 **Capacity, Management, Operations & Maintenance (CMOM) Program**



# Completed Consent Order Projects

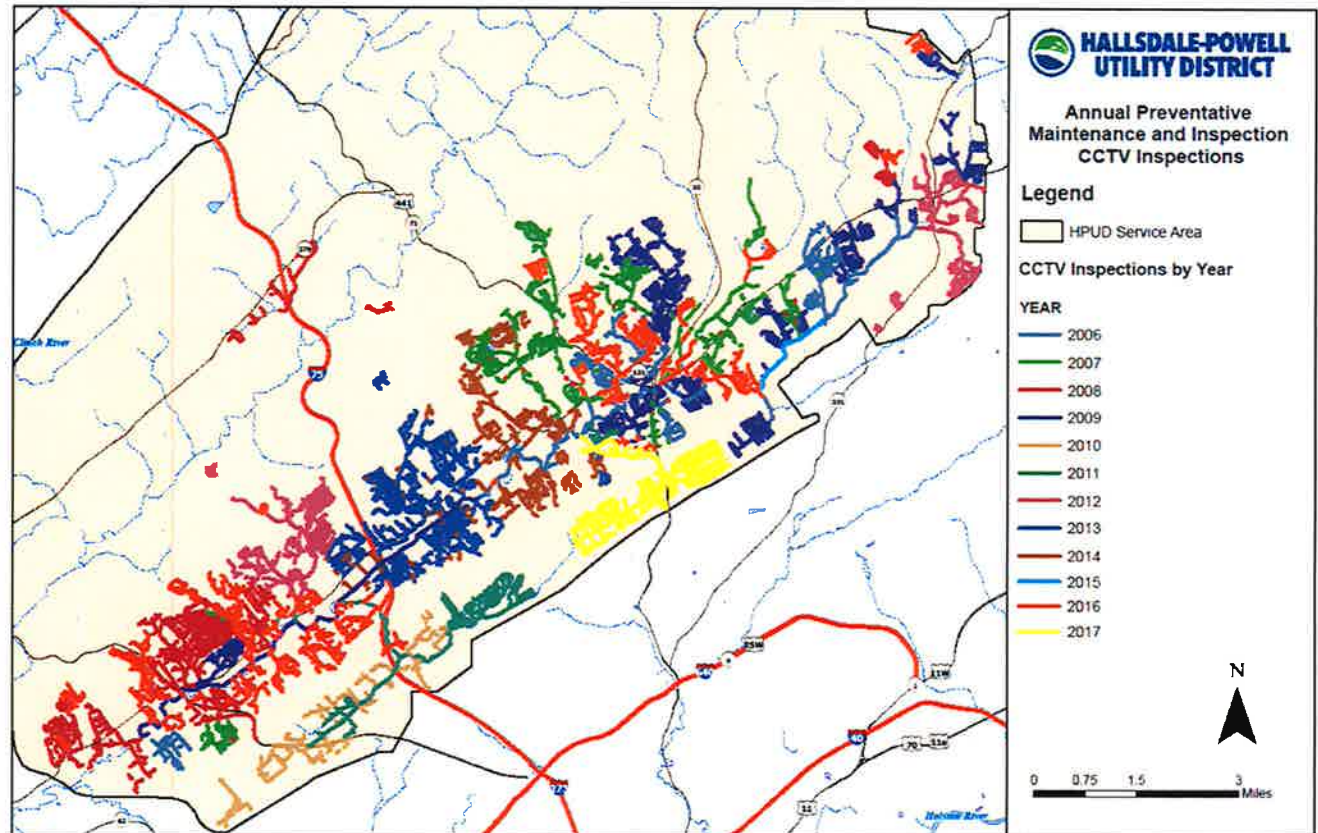
💧 Hines Branch Interceptor Replacement -	\$ 2,859,000	} <b>\$26,981,975</b>
💧 Phase 1 Collection System Rehabilitation -	\$ 2,425,000	
💧 Phase 2 Collection System Rehabilitation -	\$ 2,835,000	
💧 Phase 2b Collection System Rehabilitation -	\$ 2,398,000	
💧 Phase 3 Collection System Rehabilitation-	\$ 3,366,540	
💧 Willow Fork Interceptor Replacement -	\$ 3,273,000	
💧 Schaad Park Lift Station Replacement -	\$ 604,000	
💧 Mynatt Road Lift Station Replacement -	\$ 125,000	
💧 Dry Gap Wastewater Storage Facility -	\$ 4,963,951	
💧 Phase 4 Collection System Rehabilitation-	\$ 4,132,484	
💧 Beaver Creek WWTP Upgrades -	\$53,000,000	} <b>\$55,350,000</b>
💧 Raccoon Valley WWTP Upgrades -	\$ 2,350,000	

## On-Going /Planned Consent Order Projects

- 💧 Beaver Creek Interceptor Replacement Phases 1-3
  - 💧 Phase 1-\$11,976,001 (Completion Date - 2022)
  - 💧 Phase 2-\$13,334,000 (Completion Date - 2022)
  - 💧 Phase 3-\$5,223,092 (Completion Date - October 2019)
- 💧 Brown Gap Interceptor Replacement-\$5,257,234 (Completion Date -2020)
- 💧 Downtown Powell Sewer Upgrades-Planning and design stages

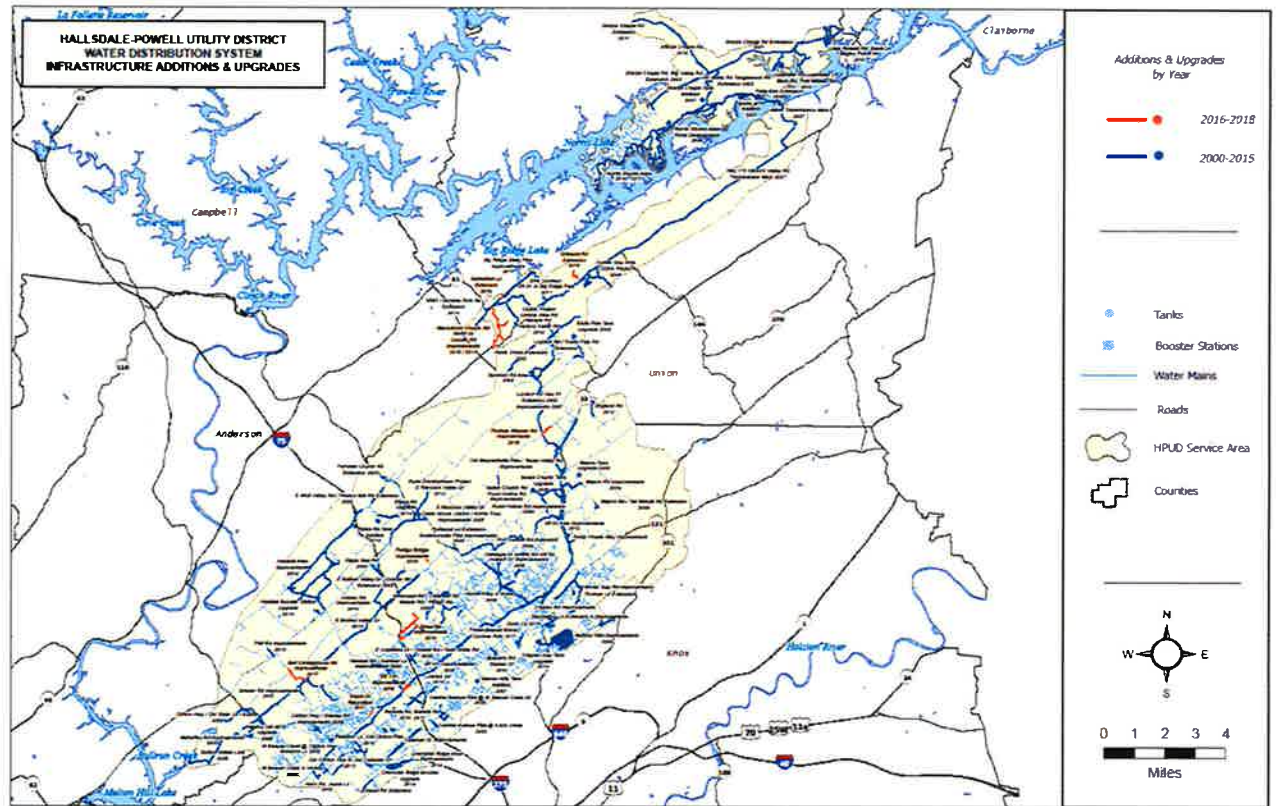
# Sewer Investigation/Inspection

- Since 2006, HPUD has inspected approximately 98% of the 476 miles of sewer lines by various methods.
- HPUD continues to monitor and evaluate the sewer system in order to make improvements and comply with the 2014 Consent Order.



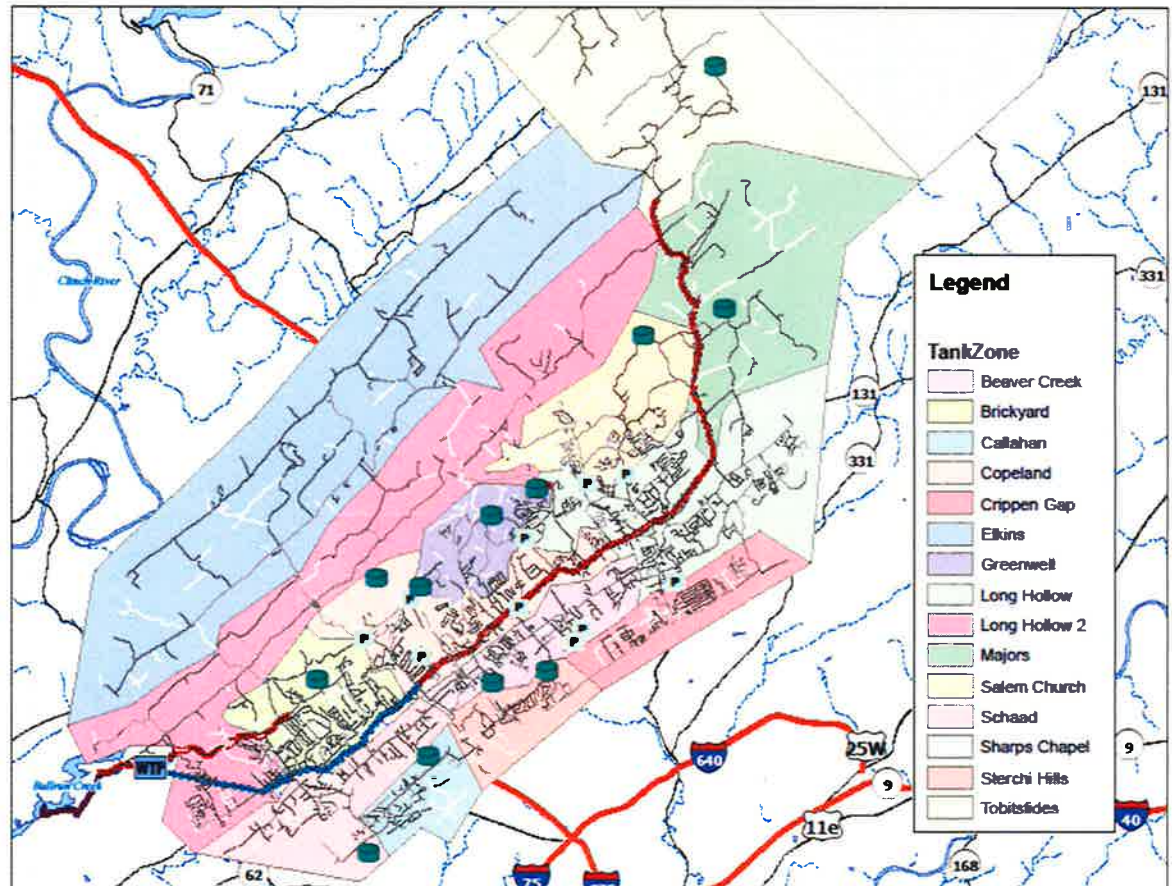
# Water Projects

- Since 2000, HPUD has upgraded approximately 105 miles of water line.
- HPUD is continuing to make improvements to the water system to combat the water loss issue. Currently, there are 18 projects scheduled over the next 5 years.



# Water Loss

- HPUD launched District Meter Area (DMA) in June of 2018.
- DMA network consists of 36 insertion meters spread over 13 hydraulically separated DMA areas.
- HPUD partnered with Matchpoint and Utilis to combat water loss.



# Financial Overview

## Financial Overview - Budget

- 💧 Annual O&M Budget - \$25.0M
- 💧 Borrowed Debt - \$142.1M
- 💧 Debt Covenant Ratio - 1.20
  - For every dollar of debt we have to pay, our net earnings must be \$1.20, which is mandated by TN law
- 💧 Total Infrastructure Assets - \$334.0M
- 💧 Annual 3<sup>rd</sup> Party audit submitted to TN Comptroller's office
  - Auditor is verified & approved by TN Comptroller



**THANK YOU FOR YOUR TIME**





9. The Manager's or clerical employee's response to the complaining party as to the disposition of the complaint shall be communciated to such complaining party by the telephone or otherwise within ten days after receipt of the complaint, excluding Saturdays, Sundays, holidays and any periods during which the Manager may be unable to act upon the complaint because of his absence from the county.
10. If any customer shall appear at the meeting of the Board of Commissioners to make any complaint or to seek review of any complaint, the Board may defer hearing the complaint until a subsequent meeting when the District's Manager or employees shall have time to locate records and memoranda concerning such complaint. No customer or other person shall have a right to complain directly to the Board of Commissioners on any matter not previously made the subject of a complaint to the Manager, but the Board of Commissioners may nevertheless hear and consider such complaints in their discretion.
11. These rules and regulations are intended to comply in every respect with Section 6-2618(b), Tennessee Code Annotated, but have no application to Section 6-2618 (a), Tennessee Code Annotated.

## 6. Fees, Rates and Charges

Fees, rates and charges currently in effect are contained in appendices A and B. Rules governing these charges follow.

### a. Deposits:

The customer, when called upon by the District, shall deposit with it such reasonable sums of money as may be required by the District as continuing security for the performance of the obligations contracted by the customer, and failure to make such deposit upon demand of the District will give the District the right to declare the contract forfeited and to refuse or to discontinue service.

Upon termination of the service, the deposit may be applied by the District against any obligations of the customer to the District, regardless of whether such obligations arose in connection with water or wastewater service or otherwise. Any part of the deposit which is not so applied will be refunded to the customer.

No deposit will be collected from residential customers who own the property being served.

Renters will be required to make deposits under the terms above, also certain commercial customers may be required to make deposits.

No deposit shall be transferrable or assignable by the customer.

The District, may, at its option, return deposits to customers.

Deposits shall not be applied in payment of current monthly bills for water service and such deposits shall in no way affect the District's right arising from non-payment of bills provided for in these rules and regulations.

No interest shall be paid on any customers deposits given as security for the payment of charges for water purchased.

b. Transfer Fee:

A one-time charge is required to accompany each application for service. This fee is assessed to cover the cost of initiation of service and is non-refundable. The transfer fee is required in addition to any deposit required. The current amounts of these fees and deposits are contained in the schedule of rates and charges.

No transfer fee will be assessed divorced persons, heirs or survivors to change the name to that of the responsible party.

No transfer fee will be assessed to a property owner who resumes responsibility for service formerly in the name of a renter.

c. Reconnection Charges:

The customer shall pay all costs for discontinuance of service for temporary repairs and for other purposes for the customer's exclusive benefit, with the minimum charge for such disconnections as shown in the schedule of rates and charges. Whenever service has been discontinued as provided for above, for non-payment of bills, a reconnection charge may be collected by the District as shown in the schedule of rates and charges.

d. Bills for Water and Wastewater Service:

Bills for residential service will be rendered monthly.

Bills for commercial and industrial service may be rendered weekly, semi-monthly or monthly at the option of the Board.

Water bills must be paid on or before the penalty date shown thereon to obtain the net rate, otherwise the gross rate shall apply. Failure to receive bill will not release customer from payment obligation, nor extend the penalty date.

Should the date for the final payment of a bill at the net rate fall on a Sunday or a Holiday, the business day next following the final date will be held as the last day to obtain the net rate.

In the event bills are not paid on or before the penalty date, service may be discontinued without notice to customer and not again resumed until all bills are paid and the District shall not be liable for damages on account of discontinuing service at any time after the discount date, even though payment of such bills be made on the same day either before or after service is actually discontinued.

If the District elects to read meters less frequently than each month in order to reduce meter reading expense or for other reasons, the District reserves the right to render an estimated bill to a customer for any billing period for which such customer's meter is not read. If a subsequent meter reading shows that the estimated bill was based on an erroneous estimate of consumption, the District at its option will either adjust the estimated bill to correct the error or make a compensated adjustment on a later bill.

The District shall not be obligated to make adjustments of any bills unless within ninety days after the questioned bill is paid, the customer files with the District a written objection to said bill specifying the basis for the desired adjustment.

The District shall be under no obligation to extend the penalty date or the time for paying any bills to the Board because the customer disputes the amount of the bill or liability for the bill. The customer shall have the right to pay any disputed bill under protest provided the customer at the time of payment gives the Board written notice that the payment is being made under protest together with a written statement of the ground or grounds upon which the customer questions the correctness of the bill; and any such payment thus made under protest shall not be considered a voluntary payment provided the customer files suit to recover the questioned payment within ninety days after such a payment is made.

No customer shall be entitled to pay any bill at the net rate while such customer is delinquent in the payment of any obligation owed the District by such customer.

- e. No customer shall supply water service to more than one dwelling unit or business unit from a single service line and meter without first obtaining the written permission of the District.

Where the District allows more than one (1) dwelling unit or business unit to be served through a single service line and meter, the amount of water used by all the dwelling units and business units served through a single service line and meter shall be allocated to each separate dwelling unit or business unit thus served by dividing the amount of water so used by the number of dwelling units and business units served. The water charge for each such dwelling unit or business unit thus served shall be computed just as if each such dwelling unit or business unit had received through a separately metered service the amount of water so allocated to it, such computation to be made at the District's applicable water rates, including the provisions as to minimum bills. The separate charges for each dwelling unit or business unit served through a single service line and meter shall then be added together, and the sum thereof shall be billed to the customer in whose name the service is supplied.

- f. Water Taken From Fire Hydrants For Purposes Other Than Fire Fighting:

When water is taken from fire hydrants, for any purpose other than fire fighting, such as sprinkling of streets, construction purposes or other temporary uses, the hydrant from which the water is so taken must have a reducing appliance attached to the nozzle of the fire hydrant with an independent valve capable of regulating the supply. The main valve of the fire hydrant must be fully opened at the beginning of each work day and remain open until the close of work at night. The supply is to be regulated by independent valves. Fire hydrants shall be operated only by a wrench of the type which must be approved by the District. When taking water from a fire hydrant for any purpose other than fire fighting, no wastage will be tolerated.

Fire Protection:

Private Fire Hydrants and Fire Lines:

Private fire hydrants and fire lines will be installed at the expense of the customer and the construction will be made in accordance with specifications of the District. Such facilities shall be owned and maintained by the customer and the charges shall be in keeping with the schedule of rates and charges.

#### Charges for Sprinkler Systems:

Facilities installed for providing water for automatic sprinkler systems for fire protection shall be owned and maintained by the customer and charges for water service to such installations shall be in keeping with charges outlined in the schedule of rates and charges. Multiple connections for sprinkler service to one structure in service at the time of the effective date of these rules and regulations shall, for billing purposes only, be considered a single connection.

#### Limited Use of Unmetered Private Fire Lines:

Where fire lines are not metered, no water shall be used from such lines or from any fire hydrant thereon except to fight fire or while being inspected in the presence of an authorized agent of the District. All private fire hydrants shall be sealed by the District and shall be inspected at regular intervals to see that they are in the proper condition and no water shall be used therefrom in violation of the District's rules and regulations. When a seal is broken on account of fire or for any other reason the customer taking such service shall give the District written notice of such occurrence as soon as possible.

#### g. Service Charges for Temporary Service:

Customers requiring temporary service may be required to pay all costs as determined by the District for connection and disconnection of facilities incidental to the supplying of service in addition to the regular charge for water used. This rule applies to circuses, carnivals, fairs, trailer, temporary construction and other applications requiring temporary service. The District may issue permits for the use of water for building or construction purposes or for other temporary purposes, provided the applicant pays for tapping the main and installing the necessary facilities and complies with all other requirements of the District. The District, may in exceptional cases, issue permits for the use of unmetered water for building, construction or other temporary purposes provided all other requirements of the District are met with the exception of the condition that water purchases must be metered. In such exceptional cases of unmetered water service, the water so used must be discharged from a hose or pipe directly into the mortar beds or barrels and under no circumstances shall it be discharged upon the ground or into or through a ditch or trench or into the gutter. In cases of such temporary connections, the hose connection through which the water is taken must be properly protected and in no case shall the District's properties be used for controlling the flow of water.

#### h. Standby-By (Vacation) Rate:

There is no provision for a stand-by or vacation rate, minimum bill provisions apply. An owner may request service to be turned off, thereby suspending billing.

#### i. Swimming Pools:

There are no special rates for filling pools. See also 5u.

#### j. Adjustments in Bills:

The District may, at its option, make adjustments in water bills under certain conditions.

When the District receives a complaint of excessive billing, it will first determine that the meter was properly read.

If the investigator reports that the meter was misread, a new bill will be issued using an estimated reading based on the actual daily average since the previous month's readings.

If the investigator finds that the reading is correct and that the excessive billing is due to a failure in the District's equipment, then a new bill will be issued for a "normal bill".

If the investigator finds that the reading is correct and that the excessive billing is due to a failure or malfunction in the customer's plumbing, the District may make an adjustment in the dollar amount of the bill within the following guidelines:

- a. An "excessive bill" may be adjusted for a given account only twice in a twelve (12) month period.
- b. The customer must report that the problem condition has been permanently remedied.
- c. Following the customer's report, an inspection of the meter must show no leak.
- d. The "adjusted" bill will be calculated as follows:
  1. Calculate the consumption and amount of a "normal" bill as determined from an average or at least the previous six month's usage. Do not use those previous month's consumption during which there was a leak. If customer has not had service for six months, use average of all bills available.
  2. Deduct the "normal" consumption from the consumption to be adjusted.
  3. The remaining amount shall be equally shared by the District and the customer (one-half the overage).
  4. Add the amount of the normal bill and the customer's share of the excess consumption for the amount of the adjusted bill.
  5. The "adjusted" bill will be the total of one-half the overage and the normal bill. There will be no penalty assessed in the event that the adjustment procedure delays payment past the penalty date.
- e. No adjustment in billing shall be made where premises are vacated without a notice to discontinue service having been given to the District.

## 7. Meters and Equipment

### a. Meters:

All meters used for billing purposes by the District shall be the property of the District as shall the meter installations and meter boxes in which the District's meters are located, even though the customer may have made a capital contribution as a condition of obtaining service.

Each customer will be supplied through a separate meter unless meter installation is installed under the District's multiple service policy.

Meter and meter installations must be accessible at all times and must not be covered with rubbish and/or material or shrubbery of any kind. No fence may be built between the meter and the road right-of-way. No one other than an authorized agent of the District shall be permitted to repair, adjust, remove or replace any meter or any part thereof.

The customer shall be responsible for damage to the meter and meter installation through which he is served if such damage is caused by carelessness or negligence of the customer or his agent or employee, or any members of his family. Such customer shall be billed for actual cost of repairs or replacements, and such bills shall be paid within ten (10) days from the date of mailing thereof. Failure to pay for damage to a meter or meter installation as outlined above within a reasonable time may be taken as grounds for discontinuing water service by the District.

The District may discontinue furnishing water to any customer who refuses permission for the District to remove a meter from his premises.

b. Meter Locations:

For new installations, the District's approval of meter locations shall be obtained before any piping is installed. Meters shall be placed on or adjacent to the property line of the premises to be served at the street in which the main lies from which service is to be given. In so far as is practicable such locations shall be chosen for the joint convenience of the customer and the District, but the District reserves the right to specify the location of the meters. The owner is required to sign a waiver if the meter is located contrary to the District's judgement.

Where more than one meter is to be installed at one premise, separate meters shall be grouped in one common place accessible at all times.

Where meters are at present located on private property, it shall be the policy of the District to move at its expense the meters to locations on public property or at the property line, as speedily as practical.

c. Point of Delivery:

Except as may be otherwise provided by written agreement between the District and the customer, the point of delivery shall be at the property line on the customer's side of the meter.

All piping and equipment between this point and the point or points where water is used shall be the property of and be maintained by the customer.

The District shall not be liable for injury to persons or property on account of any defect or negligence in the installation, maintenance or use of any piping or equipment beyond the point of delivery.

d. Tapping Existing Main and Making Service Connection:

Service connections will be made by the District from the water main to the property line. Such service connections, including the meter installation, will be fitted with all necessary hardware and so installed as to be readily accessible at all times to the agents of the District.



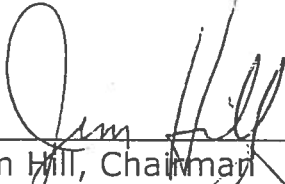
Commissioners  
Jim Hill  
William Poston  
Paul Corum

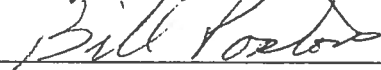
President/CEO  
Marvin L. Hammond


## RESOLUTION

That the Board of Commissioners hereby adopts the Raftelis Rate Model and Study dated February 14, 2005 prepared by Raftelis Financial Consultants, Inc., as may be amended from time to time and which includes without limitation the Five Year Rate Projections contained therein for FY 2006 thru FY 2010, as the District's rate plan and expresses the Board's commitment to adhere to the model to properly fund the future operations and obligations of the District.

Adopted this 11<sup>th</sup> day of April, 2005.

  
\_\_\_\_\_  
Jim Hill, Chairman

  
\_\_\_\_\_  
Bill Poston, Secretary

  
\_\_\_\_\_  
Paul Corum, Treasurer

MINUTES

THE BOARD OF COMMISSIONERS OF THE HALLSDALE POWELL UTILITY DISTRICT MET IN REGULAR SESSION ON MONDAY, APRIL 11, 2005 AT 1:30 P.M. AT THE DISTRICT OFFICE. THOSE PRESENT WERE:

JIM HILL	CHRIS CORUM	ROBERT CAMPBELL
BILL POSTON	STEFANIE FARRELL	BOB CAMPBELL
PAUL CORUM	JOY SHULAR	DAVID SWANNER
MARVIN HAMMOND	BARBARA FORD	BETTY BEAN
DARREN CARDWELL	DAVID DIETZ	SANDRA CLARK
BUD GILBERT	NICK JACKSON	

THE PREVIOUS MINUTES OF THE MARCH 14, 2005 MEETING WERE APPROVED IN A MOTION BY MR. POSTON, SECOND BY MR. CORUM. THE MOTION PASSED UNANIMOUSLY.

MR. HAMMOND REPORTED TO THE BOARD ON THE GROWTH OF THE DISTRICT IN THE PAST MONTH:

- |                         |        |
|-------------------------|--------|
| • WATER LINE INSTALLED: | 101 LF |
| • WATER METERS SET      | 81     |
| • SEWER INSPECTIONS     | 58     |

CREDITS ISSUED FOR LEAKS, MISREADS, ETC., FOR THE MONTH OF MARCH WERE APPROVED IN A MOTION BY MR. POSTON, SECOND BY MR. CORUM. THE MOTION PASSED UNANIMOUSLY.

MONTHLY REPORTS FOR COMMISSIONER REVIEW WERE ALSO PROVIDED ON THE FOLLOWING:

- BREAKS AND LOSS REPORT
- METER SET LOCATIONS
- SEWER SYSTEM CAMERA WORK
- WORK ORDER STATUS REPORT

MR. HAMMOND PRESENTED A CORPORATE RESOLUTION FOR HOME FEDERAL BANK TO ESTABLISH ONLINE BANKING FOR DIRECT DEPOSIT OF PAYROLL CHECKS. THE BOARD APPROVED THE RESOLUTION IN A MOTION BY MR. CORUM, SECOND BY MR. POSTON. THE MOTION PASSED UNANIMOUSLY.

THE BOARD DISCUSSED A WRITTEN RESOLUTION ADOPTING THE RATE MODEL AND STUDY, INCLUDING A FIVE YEAR PROJECTED RATE PLAN (REVISED TO INCLUDE FY 2006 BUDGET) AS PREPARED BY RAFTELIS FINANCIAL CONSULTANTS, INC., AND WHICH EXPRESSED THE BOARD'S COMMITMENT TO ADHERE TO THE MODEL TO PROPERLY FUND THE FUTURE OPERATIONS AND OBLIGATIONS OF THE DISTRICT. THE BOARD APPROVED THE RESOLUTION IN A MOTION BY MR. POSTON, SECOND BY MR. CORUM. THE MOTION PASSED UNANIMOUSLY.

MR. CARDWELL DISCUSSED THE APPROVAL FOR AWARDDING THE CONTRACT ON THE BEAVER CREEK WWTF EXPANSION – CONTRACT NO. 1 TO THE LOW BIDDER, MERIT CONSTRUCTION, INC., IN THE AMOUNT OF \$1,425,000.00. THE BOARD APPROVED THE AWARDDING OF THE CONTRACT AS RECOMMENDED BY JORDAN, JONES AND GOULDING IN A MOTION BY MR. CORUM, SECOND BY MR. POSTON. THE MOTION PASSED UNANIMOUSLY.




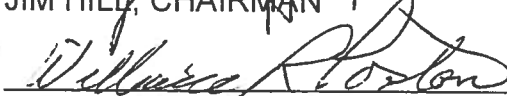
RESOLUTION TO ADOPT  
RATE MODEL FORECAST PLAN

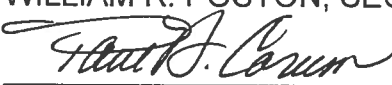
BE IT RESOLVED that on this 5<sup>th</sup> day of April, 2004, the Board of Commissioners of the Hallsdale Powell Utility District does hereby adopt by resolution the "HPUD RATE MODEL FORECAST PLAN" as prepared and submitted by Raftelis Financial Services, LLC. Included in the HPUD RATE MODEL FORECAST PLAN (and adopted by the Board of Commissioners) is a schedule of projected rate increases the District may consider in the future.

These projected rate increases are necessary for the District to effectively achieve adequate debt service coverages for essential future water and sewer capital projects for the benefit of HPUD ratepayers.

It is also understood the HPUD RATE MODEL FORECAST PLAN and certain provisions therein including suggested rate increases, time lines, etc., are subject to be amended at the discretion of the HPUD Board of Commissioners.

  
\_\_\_\_\_  
JIM HILL, CHAIRMAN

  
\_\_\_\_\_  
WILLIAM R. POSTON, SECRETARY

  
\_\_\_\_\_  
PAUL H. CORUM, TREASURER

Date adopted: April 5, 2004

NON-IDLING POLICY FOR  
DISTRICT OWNED VEHICLES AND EQUIPMENT

In order for the District to effectively help address air quality problems throughout its service area, HPUD employees are directed to turn-off all gasoline and diesel powered vehicles and equipment when not being used directly in a work related task.

Also, vehicles shall not be left idling for the purpose of operating air conditioning and/or heating systems while employees are outside the vehicles.

Deliberate violations of this policy by District employees will not be tolerated. Disciplinary action, including (but not limited to) suspension and/or terminations can be administered to employees who fail to adhere to the non-idling policy.

Date adopted: April 5, 2004

MINUTES

THE BOARD OF COMMISSIONERS OF HALLSDALE POWELL UTILITY DISTRICT MET IN REGULAR SESSION ON MONDAY, APRIL 5, 2004 AT 1:30 P.M. AT THE DISTRICT OFFICE. THOSE PRESENT WERE:

JIM HILL	BUD GILBERT	ROBERT CAMPBELL
BILL POSTON	CHRIS CORUM	BOB CAMPBELL
PAUL CORUM	STEFANIE FARRELL	DAVID SWANNER
MARVIN HAMMOND	LEX WARMATH	ROGER BRITTON
DARREN CARDWELL	SUSAN ROBERTSON	DAVID DIETZ

THE PREVIOUS MINUTES OF THE MARCH 1, 2004 AND MARCH 25, 2004 MEETINGS WERE APPROVED IN A MOTION BY BILL POSTON, SECOND BY PAUL CORUM. MOTION PASSED UNANIMOUSLY.

MR. HAMMOND REPORTED TO THE BOARD ON THE GROWTH OF THE DISTRICT IN THE LAST MONTH:

WATER LINE INSTALLED:	1,212 LF
SEWER LINE INSTALLED:	117 LF
CASING INSTALLED:	84 LF
WATER METERS SET:	138 (LARGEST NUMBER SINCE 118 IN 8/94)
SEWER INSPECTIONS:	74

APPROVAL WAS GIVEN FOR CREDITS ISSUED FOR LEAKS, MISREADS, ETC., FOR THE MONTH OF MARCH IN A MOTION BY BILL POSTON, SECOND BY PAUL CORUM. MOTION PASSED UNANIMOUSLY.

MONTHLY REPORTS FOR COMMISSIONER REVIEW WERE ALSO DISTRIBUTED ON THE FOLLOWING:

- BREAKS AND LOSS REPORT
- METER SET LOCATIONS
- SEWER SYSTEM CAMERA WORK
- WORK ORDER STATUS REPORT ON LEAKS

MR. LEX WARMATH, RAFTELIS FINANCIAL CONSULTANTS, PRESENTED THE BOARD WITH THE WATER AND WASTEWATER RATE STUDY RESULTS COMPLETED BY HIS COMPANY. INCLUDED IN THE REPORT WERE THE FOLLOWING ITEMS:

- BACKGROUND AND OVERVIEW
- RATE STUDY OBJECTIVES
- FINANCIAL PLANNING OBJECTIVES
- REVENUE REQUIREMENTS AND REVENUE PROJECTIONS
- WATER AND WASTEWATER RATE IMPACTS
- ECONOMIC IMPACTS
- WHAT'S NEXT?

AFTER DISCUSSION OF THE ABOVE INFORMATION THE BOARD PASSED A RESOLUTION TO ADOPT THE RATE MODEL FORECAST PLAN AS PREPARED BY RAFTELIS FINANCIAL CONSULTANTS, IN A MOTION BY BILL POSTON, SECOND BY PAUL CORUM. MOTION PASSED UNANIMOUSLY.

MR. HAMMOND DISCUSSED AIR QUALITY PROBLEMS IN KNOX COUNTY. THE BOARD ADOPTED A NON-IDLING POLICY FOR DISTRICT OWNED VEHICLES AND EQUIPMENT IN A MOTION BY BILL POSTON, SECOND BY PAUL CORUM. MOTION PASSED UNANIMOUSLY.

HALLSDALE POWELL UTILITY DISTRICT  
Water and Sewer Rate Structure

Effective September 1, 2019

Each customer shall pay monthly in accordance with the following rates, which are generally based on the amount of water sold as determined by meter measurement.

Domestic and Commercial Water Rates

Base Charge	0 Gallons	\$ 9.62	Base Rate
All Over	0 Gallons	9.16	Per Thousand Gallons

(Sales tax is added to all water charges)

Domestic Sewer Rates

Base Charge	0 Gallons	\$ 12.59	Base Rate
Next	12,000 Gallons	11.85	Per Thousand Gallons
All Over	12,000 Gallons	No Charge	over 12,000 Gallons
*Grinder Pump (if applicable)		8.16	Per Month

Commercial Sewer Rates

Base Charge	0 Gallons	\$ 12.59	Base Rate
All Over	0 Gallons	11.85	Per Thousand Gallons
*Grinder Pump (if applicable)		8.16	Per Month

Sunset Bay Sewer Rates

Vacant Lot Minimum Bill		\$ 9.00	Base Rate
Base Charge	0 Gallons	12.59	Base Rate
All Over	0 Gallons	11.85	Per Thousand Gallons

\*Sewer Grinder Pump Service/Maintenance Fees

Service Maintenance Fee	\$ 8.16	Per Month
(This fee applies only for <u>E-One</u> Grinder Pump Model Numbers)		

Sewer Availability Charge

A monthly sewer availability charge equal to the sewer base charge will be assessed to the owner of any house, building, and/or structure of any kind that is not connected to the District's sewer system when the District's sewer system is available to the property as provided by the District's rules and regulations.

Surcharge for Excess Concentration

Grease, fats, oils, etc., in excess of 50 mg/l at \$4.00 per hundred pounds; BOD in excess of 240 mg/l at \$6.00 per hundred pounds; Suspended Solids in excess of 300 mg/l at \$5.50 per hundred pounds; Ammonia in excess of 30 mg/l at \$4.00 per hundred pounds.

The Board of Commissioners for the Hallsdale-Powell Utility District sets the rates, fees and charges for the services provided by the utility district to ensure that the utility system is self-supporting. These rates, fees and charges are set so as to produce revenues at least sufficient to (i) provide for all expenses of operation and maintenance of the utility district, including establishing necessary reserves, and (ii) pay when due all the utility district's debt obligations, including related interest and debt service reserve obligations.

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Approved by Board of Commissioners March 11, 2019

**Hallsdale Powell Utility District  
Revenue Proof  
FY 2013 - FY 2018**

**Schedule 8**

**Summary of Estimated Revenues Under Projected Rates**

	Actual FY 2018
<b>Revenues</b>	
<b>Water User Charges</b>	
Water Minimum Charges	
Water Volume Charges	
<b>Total Water User Charges</b>	\$ 15,098,088
<b>Sewer User Charges (5)</b>	
Sewer Minimum Charges	
Claxton Sewer Charges	
Sewer Volume Charges	
Additional Grinder Pump Base Charges	
<b>Total Sewer User Charges</b>	\$ 14,691,564
<b>Total User Charges</b>	\$ 29,789,652
<i>% Change</i>	6.8%
<b>Water and Sewer Service Revenues</b>	
Connection Fees	\$ 365,940
Penalties	582,891
Transfer Fees	105,087
Inspection Fees	5,970
Meter Service Charges	264,585
Discounts Earned	572
Fire Line Charges	-
Personal Fire Hydrants	-
Taps	-
Sundry Income	145,638
Sewer User Fee Revenues (6%)	(190)
Rate Stabilization Fund - Water	-
Rate Stabilization Fund - Sewer	-
Bad Debts	(157,378)
<b>Subtotal Service Revenues</b>	1,313,115
<b>Total Revenues for Charges and Services</b>	\$ 31,102,767
<i>% Change</i>	7.4%
Plus:	
Interest Earnings (1)	\$ 182,539
<b>Total Revenues</b>	<b>\$ 31,285,306</b>
<i>% Change</i>	7.4%
<b>Revenue Requirements</b>	
<b>Direct Operating Costs</b>	
Water	\$ 7,615,723
Sewer	5,941,342
<b>Subtotal Direct Operating Costs</b>	\$ 13,557,065
<b>Non Operating Costs</b>	
Water	\$ 3,600,000
Sewer	3,700,000
<b>Subtotal Non Operating Costs</b>	\$ 7,300,000
<b>Debt Service</b>	
Water	\$ 4,920,034
Sewer	5,454,706
<b>Subtotal Debt Service</b>	\$ 10,374,741
<b>Total Revenue Requirements</b>	<b>\$ 31,231,806</b>
<i>% Change</i>	7.4%
<b>Surplus/Deficit</b>	<b>\$ 53,500</b>

**Hallsdale Powell Utility District  
Revenue Proof  
FY 2013 - FY 2018**

**Schedule 8**

**Debt Service Coverage Calculation**

	<b>Actual FY 2018</b>
Operating Income Available for Debt Service	17,545,702
Plus:	
Interest Earned (1)	182,539
Capitalized Sewer System Eval., Mont., Analysis	
<b>Revenues Available for Debt Service</b>	<b>\$ 17,728,241</b>
 <b>Revenue Bonds</b>	
Existing Revenue Debt	\$ 4,771,153
Series 2019 Refunding and Improvement	-
Series 2009 RUS Bond (\$998,000)	45,876
2013 RUS Bond (\$1,566,000)	70,476
2013 RUS Bond (\$4,983,000)	224,244
Proposed Revenue Debt	-
<i>Subtotal Revenue Bonds</i>	<i>\$ 5,111,749</i>

**Debt Service Coverage - Revenue Bonds** **3.47**

**Other Indebtedness**

Series 2005 RUS Bond (\$891,600)	\$ 48,264
2005 TN-DWSRF - Norris WTP (\$7,500,000)	406,716
2005 Equipment Loan (\$34,324)	-
2006 Fleet Vehicles (\$222,928)	-
2006 TN-CWSRF - Beaver Creek WWTP (\$53,800,000)	2,867,772
2006 TN SLRF Loan - Hickory Valley (\$2,500,000)	135,844
Series 2007 RUS Bond (\$3,018,000)	157,548
2009 DWSRF Loan (\$2,825,000) PF40%	107,981
2009 CWSRF Loan (\$12,150,000) PF40%	462,876
Series 2011 RUS Bond (\$4,899,000)	255,732
2011 TN-DWSRF -SR33 (\$3,847,000) PF20%	167,711
2011 TN-CWSRF - Raccoon Valley(\$8,600,000)	370,510
2014 CWSRF Loan \$8.1164M Sewer Storage Tank	225,108
2014 CWSRF Loan \$0.941M Sewer Storage Tank Loan	56,930
2017 SRF Loan \$900K	-
2017 SRF Loan \$12.1M Beaver Creek Interceptor Replacement Phase 1	-
2018 SRF Loan \$4.5M Beaver Creek Interceptor: Central to I-75	-
Future RUS Loans (Forecast)	-
Future CWSRF Loans (Forecast)	-
<i>Subtotal Other Indebtedness</i>	<i>\$ 5,262,992</i>

**Total Debt Service** **\$ 10,374,741**

**Debt Service Coverage: Total Debt Service (3)** **1.71**

Debt Service Coverage: Total Debt Service (Without Connection Fees) **1.67**

Max Debt Service for ABT

Additional Bonds Coverage Test - Revenue Bonds (2)

Average Debt Service

RUS Bond Coverage Test (4)

- (1) Earnings from investments are an allowable revenue for the debt service coverage calculation. Proj and estimates for future reserve balances.
- (2) Based on HPUD's Series 2002 Master Resolution, in order for HPUD to issue additional long-term coverage for the maximum level of all outstanding indebtedness, including the proposed RUS Bond in the two years succeeding the completion of the Facilities funded by the issuance of additional bo
- (3) The rate covenant (Section 5.8 of the Master Resolution) requires that this ratio must not be less than 1.20 and 5.13 (e) require this ratio to not be less than 1.20 following the completion date of the facilities State loan covenants (for SRF Loans) require that this ratio must not be less than 1.20 for the three of additional debt.
- (4) Calculated to be consistent with the additional bonds coverage ratio identified in the resolution author of a utilities improvement revenue bond by the Rural Utilities Service (RUS bonds). RUS bond cov be less than 1.20 in the fiscal year following the issuance of additional debt.

# Hallsdale-Powell Utility District

# HPUD

---

Public Meeting

August 22, 2019



# Who is Raftelis

The most experienced utility financial/management consulting practice in the nation



*Raftelis has provided financial/organizational assistance for*

**1,000+** water/wastewater/  
stormwater  
utilities

which serve more than

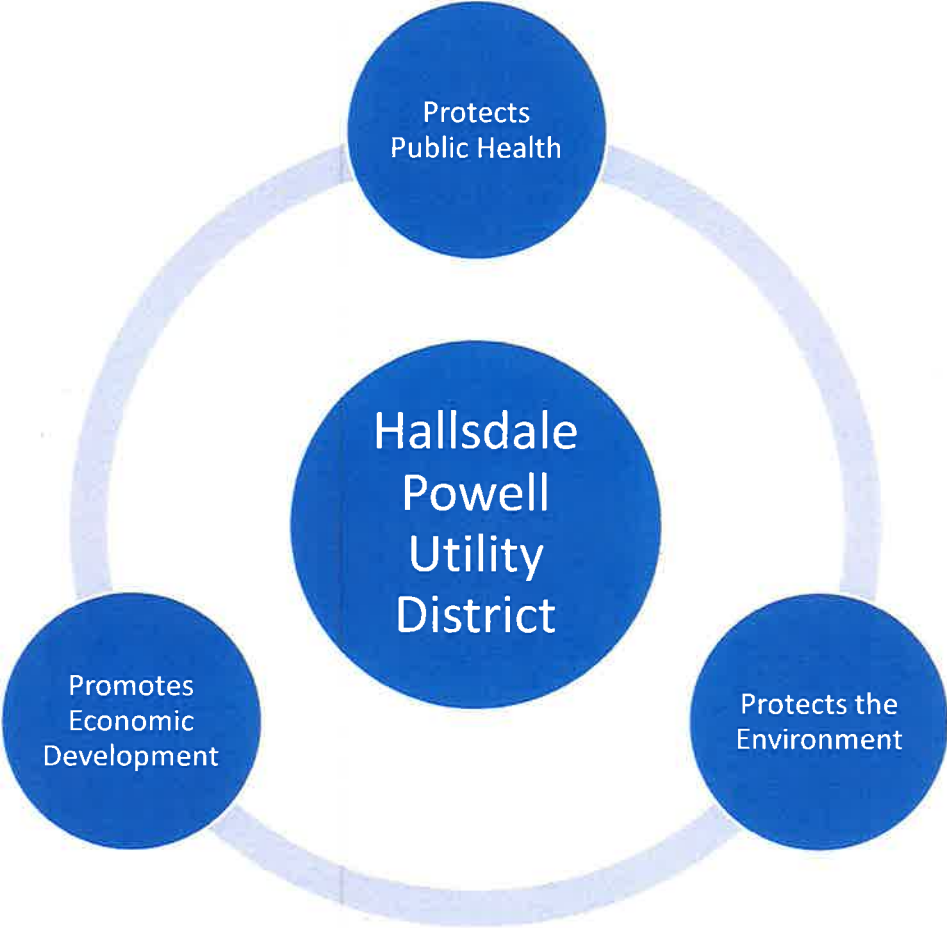
**25%** of the  
U.S. population

and includes the utilities serving

**33/50** of the nation's  
50 largest cities.



# Value of Water



# Perspective

---

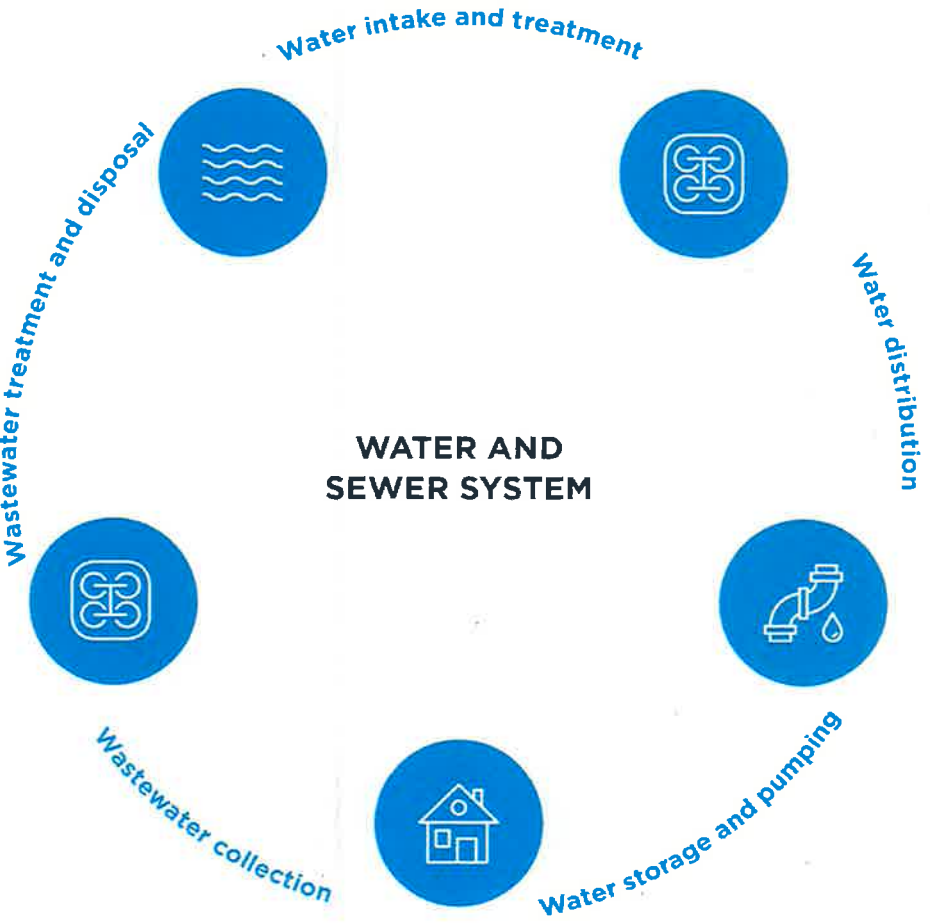
- HPUD charges a penny per gallon for treated water delivered 24/7/365 to your home (based on average 4,000 gallons/month)



- 27,000 accounts including parts of North Knox County, Anderson County and Union County rely on HPUD for their water



# Your Rates Fund More Than Just Water....



# What is Driving Rate Increases Both Locally and Nationally?

- Aging Infrastructure
  - › More than \$1 Trillion in water/wastewater\*
- Lack of Funding from the Federal Government
  - › State - \$2.9 billion/year SRF loan program
  - › Federal - \$6.0 billion/year WIFIA
- Regulatory Requirements
  - › Compliance with Clean Water Act, Safe Drinking Water Act, and State environmental regulations
- Declining Per Capita Consumption



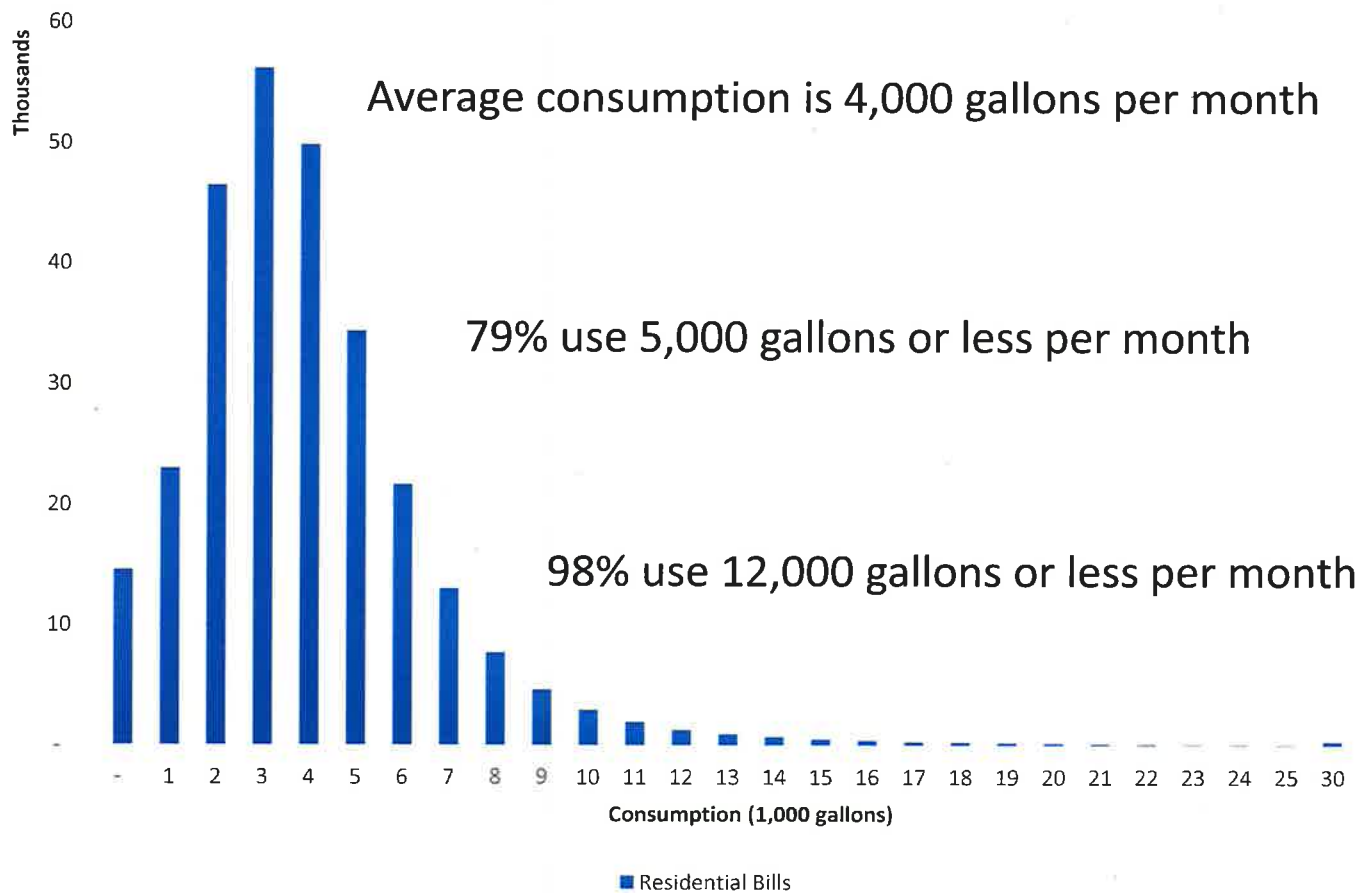
\* American Society of Civil Engineers 2017 Report Card (needs over the next 25 years)

# HPUD's Rate Structure

- Water
  - › Base Charge: \$9.34 per month
  - › Volumetric Rate: \$8.89 per 1,000 gallons
- Sewer
  - › Base Charge: \$11.88 per month
  - › Volumetric Rate: \$11.18 per 1,000 gallons
    - Based on water consumption
    - Common industry practice



# Residential Bill Frequency



# What Costs Do Rates Recover?

- Rates are set on a cash basis
- Operating expenses
  - › Operating and maintenance
    - Personnel, power, chemicals, maintenance, etc.
  - › General and administrative
- Capital expenditures
  - › Debt service (principal and interest) including coverage
  - › Revenue financed capital (pay-as-you-go)
  - › Reserves



# Capital Costs

- Primary cost driver
- HPUD facing significant capital investment needs
- More than \$100 million over the next 7-10 years
- Repair, replace, and upgrade aging infrastructure
- Expansion of service
- Mandated consent order from TDEC to address sanitary sewer overflows
  - › ACT NOW – Alliance for a Cleaner Tomorrow





# Capital Funding Sources

## Debt

- Revenue bonds
- State revolving fund loans
- Rural development bonds

## Equity

- Revenue financed capital (pay-as-you-go)
- Reserves



# Debt Service Coverage

$(\text{Revenues} - \text{Operating Exp.}) = \text{Net Revenues Available for Debt Service}$

---

Total Debt Service

- Provides security to investors they will be repaid
- Revenue bonds require minimum of 1.20x (max debt service)
- SRF loans require minimum of 1.20x (annual debt service)



# Reserves

- Restricted cash is required by bond covenants
  - › Debt service reserves
- Unrestricted cash position is strong (\$29.9 million)
  - › Supports HPUD's AA credit rating
    - Very low cost of capital
  - › Counter balance debt on balance sheet
  - › Supplemental financing source for future capital needs (more than \$100 million over next 7-10 years)
    - Draw down reserves at the back end of the capital program



# Financial Overview

- Overall solid financial condition
- Significant system leverage (debt) due to historical capital investments
  - › \$133.2 million outstanding
- Manage existing debt through sufficient debt service coverage
- Strong reserves support AA credit rating
- Future infrastructure investments and borrowing needs continue to be headwinds
  - › Planning is critical

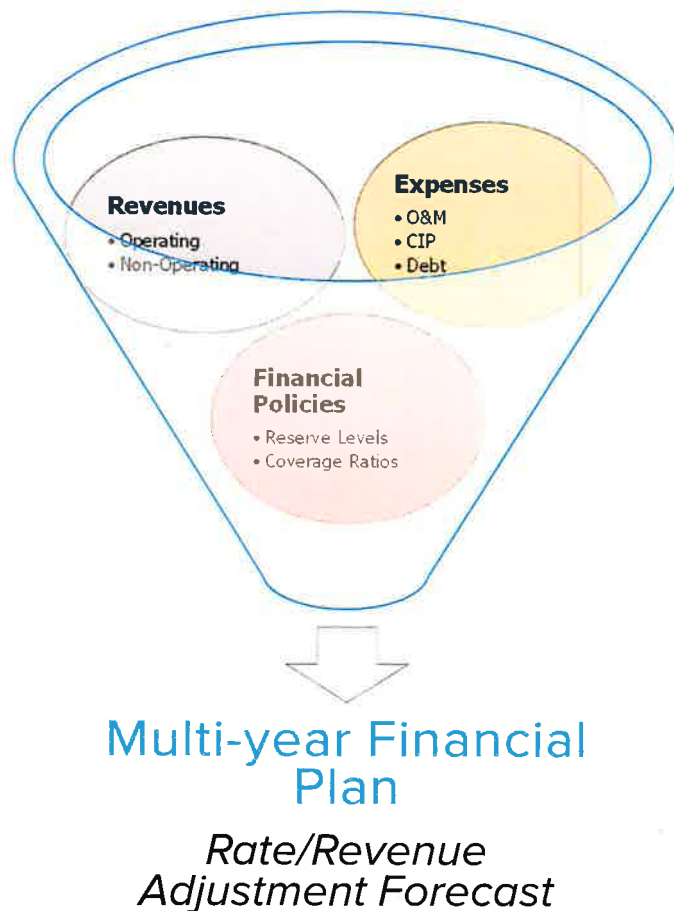


# Financial Results Summary

	FY 2018
Revenue	\$31,285,306
Operating Expenses	(\$13,557,065)
Net Revenue Available For Debt Service	\$17,728,241
Debt Service	(\$10,374,741)
PAYGO Capital	(\$7,300,000)
<i>Surplus/Deficit</i>	<i>\$53,500</i>
Total Debt Outstanding	\$133,210,300
Net Utility Plant in Service (Fixed Assets)	\$240,623,610
Annual Capital Expenditures	Range (\$10,000,000 - \$15,000,000)
Unrestricted Reserves	\$29,915,041



# Utility Financial Planning



- Cost increases primarily driven by infrastructure reinvestment, regulatory, and expansion-related capital needs
- Revenues based on user charge, customer accounts, and growth projections
- Financial policies can help guide the balancing process



# Rate and Financial Planning Model

- Excel based tool to guide financial planning and rate setting and conduct project analytics
- Supports development of financial plan
- Basis for rate recommendations

Halsdale-Powell Utility District  
Forecast Statement of Revenues, Expenses, Debt, and Debt Service Coverage  
For Fiscal Year Ending March 31

	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
<b>Combined Water and Sewer</b>						
Revenue						
Charges for Services						
Water						
Base Charge	\$ -	\$ 3,001,555	\$ 3,137,595	\$ 3,280,400	\$ 3,430,194	\$ 3,587,203
Volume Charge	-	12,372,633	12,938,123	13,525,069	14,134,097	14,773,344
<i>Subtotal</i>	\$ 15,098,088	\$ 15,374,188	\$ 16,075,718	\$ 16,805,469	\$ 17,564,291	\$ 18,360,547
Sewer						
Base Charge	\$ -	\$ 3,160,075	\$ 3,405,981	\$ 3,664,334	\$ 3,903,912	\$ 4,120,801
Volume Charge	-	12,064,397	12,979,064	13,963,145	14,875,114	15,699,342
<i>Subtotal</i>	\$ 14,691,564	\$ 15,224,472	\$ 16,385,045	\$ 17,627,479	\$ 18,779,026	\$ 19,820,143
Total User Charges (9)	\$ 29,789,652	\$ 30,598,660	\$ 32,460,763	\$ 34,432,949	\$ 36,343,317	\$ 38,180,690
Other Services (1)	\$ 1,313,115	\$ 1,047,609	\$ 1,052,987	\$ 1,058,400	\$ 1,063,848	\$ 1,069,331
<b>Total Revenue</b>	<b>\$ 31,102,767</b>	<b>\$ 31,646,269</b>	<b>\$ 33,513,750</b>	<b>\$ 35,491,349</b>	<b>\$ 37,407,164</b>	<b>\$ 39,250,020</b>
Operating Expenses						
Water						
	\$ 7,615,723	\$ 8,942,114	\$ 9,585,872	\$ 9,879,162	\$ 10,181,539	\$ 10,493,287
Sewer						
	\$ 5,941,342	\$ 7,140,050	\$ 8,831,669	\$ 9,095,499	\$ 9,367,343	\$ 9,647,448
<i>Subtotal Operating Expenses (9)</i>	\$ 13,557,065	\$ 16,082,164	\$ 18,417,541	\$ 18,974,661	\$ 19,548,882	\$ 20,140,735
Operating Income Available for Debt Service	\$ 17,545,702	\$ 15,564,105	\$ 15,096,209	\$ 16,516,688	\$ 17,858,282	\$ 19,109,285
Plus:						
Interest Earned	182,539	383,509	383,509	375,000	375,000	375,000
Income Available for Debt Service	\$ 17,728,241	\$ 15,947,614	\$ 15,479,718	\$ 16,891,688	\$ 18,233,282	\$ 19,484,285
Revenue Bonds						
Existing Revenue Bonds						
	\$ 4,771,153	\$ 3,050,775	\$ 3,053,300	\$ 3,054,200	\$ 3,052,100	\$ 3,051,900
Series 2018 Refunding Bonds (2)						
	-	429,854	1,641,413	1,634,588	1,627,313	2,141,638
Future Revenue Bonds (6)						
	-	-	-	911,853	911,853	2,069,704
<i>Subtotal Revenue Bonds</i>	\$ 4,771,153	\$ 3,480,629	\$ 4,694,713	\$ 5,600,641	\$ 5,591,266	\$ 7,263,241
<b>Debt Service Coverage - Revenue Bonds</b>	<b>3.72</b>	<b>4.58</b>	<b>3.30</b>	<b>3.02</b>	<b>3.26</b>	<b>2.68</b>



## COST OF BOTTLED WATER



4,000 quart bottles of water

X




\$1.00  
PER BOTTLE

=

\$4,000  
FOR 1,000 GALLONS

---

## AVERAGE COST OF HPUD WATER



Utility Water

=

\$11.23  
FOR 1,000 GALLONS\*

Based on monthly bill for a 4 kgal residential water customer







Raftelis is a Registered Municipal Advisor within the meaning as defined in Section 15B (e) of the Securities Exchange Act of 1934 and the rules and regulations promulgated thereunder (Municipal Advisor Rule).

However, except in circumstances where Raftelis expressly agrees otherwise in writing, Raftelis is not acting as a Municipal Advisor, and the opinions or views contained herein are not intended to be, and do not constitute “advice” within the meaning of the Municipal Advisor Rule.



**PUBLIC PRESENTATION SIGN-IN SHEET**

HALLSDALE POWELL UTILITY DISTRICT

Re: HPUD Rate Structure

Thursday, August 22, 2019

6:30 p.m.

	Print Name	Print Address	Phone
1	Wynne James	7718 Temple Acres Dr	865-803-5026
2	Robert Murray	4611 Wellington Pl Ln	865-201-9737
3	Susan Jennings	921 W Brushy Valley Rd	865-947-4021
4	SARINA DARRYL M'ELYEA	1504 HOLLY CREST LANE	865-940-0643
5	CORRINE RENAULT	2135 COUNCIL FIRE DR.	585-260-5987
6	JUSTIN BIGGS	3329 Biddlebrook DR	922-9169
7	Russ Rymer	6812 Shinnecock Ln	903-1224
8	Bonnie + Gene Holloway	3637 N Fircrest Dr	922-2822
9	Kyle Burd	3017 Reflection Bay Dr	865-799-1520
10	HANNAH BURD	" "	304-9651
11	Mandi Benedict	Mayors office	215-2896
12	Len Rogers	1438 Hazelgreen	
13	Renee Sorenson	1437 Hazelgreen	360-8024
14			
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28			

# Rymer Submitted Evidence

The numbers I have previously submitted are why people in our community are upset. This is not just about one citizen who is outraged at what's happening to our community. This is a community wide issue that I have simply helped organize to try and resolve this situation. There has been over a 600% change in annual revenue and spending since 2004 and the original TDEC order. Also, after our original petition our sewer rates have still increased 12% and the water 6% in the past 12 months. Again, this is after we got over 3,000 people in three months to sign a petition saying enough is enough. Other people were literally afraid to speak up at all. This is how much power this utility has over us.

So... Will more money actually help keep raw sewage out of Beaver Creek? Doesn't seem like it. I'm looking for an answer to what I hope we can all agree is a problem for our community.

The fear myself and many other citizens have is that there is no check against massive spending and the following rate increases. In the meeting organized by Mayor Jacobs the district came out and said they plan on increasing rates annually for the next 10 years which would effectively double their already highest rates in the state. This will devastate our community if they're allowed to proceed.

And the only solution I've been given was "if you don't like it then move". Well. That's not an option for me. My family is deeply connected to this community and I refuse to uproot over half a century of our heritage because a water utility company.

I think we all agree that raw sewage overflows into local waterways are not a good thing. HPUD is still experiencing raw sewage overflows at a rate and volume that's quite alarming to many citizens. What's also alarming are the increase in rates without changes to any of these numbers reported over time to TDEC in the past 16 years. I think it's clear that no matter how much HPUD charges for water and sewer there have been little to no changes to any of these very important benchmarks. If we look at the rates over time, they have steadily increased but the debt, water loss, raw sewage overflows all remain relatively unchanged.

Each time HPUD rubber stamps a rate increase they spend that much if not more the following year making it easy to justify rates with more spending. As residents we even see frivolous spending such as advertising, sponsored events, an almost new fleet of vehicles, a brand-new building and free swag they hand out at events. While this may be a drop in the bucket to the total debt load and spending, I think it exposes a larger issue that no one at HPUD sees any issues with their inability to focus on and fix the actual problems first and foremost.

While the district has known about the issues related to the 2004 TDEC order they also greenlit other projects and expansion of the district as well as other spending unrelated to addressing the issues in the order. It seems no one has made this priority to just address the concerns laid out in the order.

If you eat steak every night for dinner your justification for lavish spending becomes status quo rather than looking within to make things work for the good of the community fitting the bills.

People in our community are hurting and I think there needs to be major cutbacks in spending and a large focus on meeting the TDEC benchmarks that are used to justify these massive rates. HPUD has already missed the original deadline from the 2004 order. In short, we are asking for total transparency and accountability to the URM and the ratepayers.

It's hard to come away from this meeting and believe it's fair for our community to bear such a burden with no other options. Thank you for your time and attention and I look forward to a solution.

Ever loaned someone money you thought was having hard times, then see they went on vacation or spent an extravagant amount of money shortly after?

HPUD sponsored events, branded bottled water, mobile classrooms, advertising, a mascot, new vehicles and a state-of-the-art facility are just some of the things that blatantly fly in the face to the residents in Halls and Powell. When dissecting the numbers buried in the annual reports, they are surprisingly more disturbing than what we can see every day. These show no amount of spending by HPUD leadership has reduced the issues at hand. And once again these issues are presented to rate payers as the justification for increased rates etc.

- **A TDEC Consent order** issued in 2004 spurred the initiative from HPUD to eliminate sewer overflows and replace sewer lines over the following 10 years with “capital improvements”
- Despite best efforts by HPUD; from 2013-14 there were 197 overflows of the collection system. So on August 27,2014 a NEW order from TDEC has given HPUD until March 2025 (roughly 5 more years) to meet certain benchmarks detailed in the corrective action plan.
- From the reported sewer overflows in 2006 at 154 there has been little change with a reported 122 overflows in 2018.
  
- **Water Loss:**
  - Water loss in 2010 was 942,607,300 Gallons
  - Water loss in 2018 was still 974,669,000 Gallons
    - *So after substantial uptick in revenue and rates over the past decade there has been no dent in these numbers.*
  
- **DEBT**
  - Total balance in 2004 - \$36,937,549
  - Total balance as of 3/31/2010 was - \$134,316,360
    - *This includes a 44 MILLION Dollar loan from the state for the water treatment plant and the automatic meter technology which has already been replaced this year.*
  - Total balance as of 3/31/2018 - \$136,925,225
    - *As you can see the total debt is higher almost ten years later. With an astounding amount of interest paid each year.*
  
- **Revenue**
  - Total Revenue Generated in 2004 - \$5,485,959
  - Total Revenue Generated in 2019 - \$31,505,000
  
- **Spending**
  - Operating Expenses in 2004 were \$3,670,065
  - Operating Expenses in 2009 were \$15,559,000
    - *a growth of 423.94% vs 2004*
  - Operating Expenses in 2019 were \$23,180,000
    - *a growth of 148.98% vs 2009 and a 631.59% growth since 2004*

- **Rates:**
  - No one can dispute we pay the most of any other district for water and sewer. The rates have increased at an unsustainable pace with no end in sight.
  - Since 2010 there was only 7% growth of the active customer base in the district while total revenue has grown at 4x this rate. Just showing the “customers” are truly bearing the burden of all decisions made by this board.
  - I have inserted a graph showing the disparity of rates HPUD customer are burdened with as compared to other districts.

So in closing, we do understand there are issues... And these issues have been ongoing for decades. But with record high operating expenses and extreme rates on the backs on the community; HPUD leadership hasn't shown that more money is necessarily a remedy. Its time for a change and a clear plan to steady rates while fixing the problems to relieve the rate payers of this undue burden.

2747

RECEIVED

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2005 JAN 10 PM 1:46

COMPTROLLER'S OFFICE  
DIVISION OF  
FISCAL & AUDIT

HALLSDALE-POWELL UTILITY DISTRICT  
OF KNOX COUNTY, TENNESSEE

Knoxville, Tennessee

REPORT

September 30, 2004



HALLSDALE-POWELL UTILITY DISTRICT  
Knoxville, Tennessee

September 30, 2004

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Statement of Revenues and Expenses and Changes in Net Assets	3
Statement of Cash Flows	4
Notes to the Financial Statements	5-9

*Roger K. Bennett*  
Certified Public Accountant

Telephone (865) 523-9174  
Facsimile (865) 523-9176

Suite 304, Fidelity Building  
502 S. Gay Street  
Knoxville, Tennessee 37902

November 17, 2004

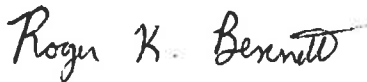
The Board of Commissioners  
Hallsdale-Powell Utility District  
Knoxville, Tennessee

I have reviewed the accompanying financial statements of Hallsdale-Powell Utility District as of September 30, 2004, as listed in the table of contents, in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants. All information in these financial statements is the representation of the management of Hallsdale-Powell Utility District.

A review consists principally of inquiries of company personnel and analytical procedures applied to financial data. It is substantially less in scope than an examination in accordance with generally accepted auditing standards, the objective of which is the expression of an opinion regarding the financial statements taken as a whole. Accordingly, I do not express such an opinion.

Based on my review, I am not aware of any modifications that should be made to the accompanying financial statements in order for them to be in conformity with generally accepted governmental accounting principles.

Very truly yours,



Roger K. Bennett  
Certified Public Accountant

HALLSDALE-POWELL UTILITY DISTRICT  
STATEMENT OF NET ASSETS  
September 30, 2004

ASSETS

UTILITY PLANT			
Utility Plant in Service		\$98,831,831.81	
Less Accumulated Depreciation		<u>25,240,932.56</u>	
Total Utility Plant			\$73,590,899.25
RESTRICTED CASH AND SECURITIES			
CURRENT ASSETS			
Cash		8,597,505.71	
Accounts Receivable - Customers	\$553,741.76		
Less: Provision for Uncollectible Accounts	<u>44,276.86</u>	509,464.90	
Prepaid Insurance		58,026.16	
Inventories		<u>325,289.12</u>	
Total Current Assets			9,490,285.89
EQUIPMENT - COST			
		4,391,593.85	
Less Accumulated Depreciation		<u>2,382,416.09</u>	
Net Book Value			2,009,177.76
OTHER			
Unamortized Bond Issue Expenses		707,048.23	
Investments		<u>6,105,138.61</u>	
Total Other Assets			<u>6,812,186.84</u>
TOTAL ASSETS			<u>\$101,692,812.60</u>

LIABILITIES AND NET ASSETS

LONG-TERM LIABILITIES			
Bond Outstanding	\$37,815,000.00		
Less: Unamortized Bond Discount and Refunding Costs	<u>1,670,307.05</u>	\$36,144,692.95	
Accrued Interest on Bonds - To be Paid from Restricted Cash Accounts		<u>792,856.29</u>	
Total Long-Term Liabilities			\$36,937,549.24
CURRENT LIABILITIES			
Rural Utilities Service Loan		1,948,813.45	
Accounts Payable and Accrued Expenses		1,149,463.54	
Customers' Deposits		<u>262,235.20</u>	
Total Current Liabilities			3,360,512.19
NET ASSETS			
Invested in Capital Assets, Net of Related Debt		37,506,570.61	
Restricted Net Assets		8,997,406.57	
Unrestricted Net Assets		<u>14,890,773.99</u>	
Total Net Assets			<u>61,394,751.17</u>
TOTAL LIABILITIES AND NET ASSETS			<u>\$101,692,812.60</u>

(See the accompanying notes and accountant's review report)

## HALLSDALE-POWELL UTILITY DISTRICT

STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET ASSETS  
For the Six Months Ended September 30, 2004

<b>OPERATING REVENUES</b>		
Water Service	\$2,768,062.56	
Sewer Service	2,183,163.80	
Connection Fees	354,185.00	
Penalties	102,293.32	
Other Revenue	78,254.98	
Total Operating Revenues		<u>\$5,485,959.66</u>
<b>OPERATING EXPENSES</b>		
Salaries and Wages	1,121,887.44	
Supplies and Operating Expenses	537,891.21	
Electric Power	442,669.88	
Pension Plan	235,650.18	
Professional Services	226,274.37	
Group Insurance and Dental/Vision Plans	208,951.83	
Repairs and Maintenance	183,160.83	
Insurance and Bonds	173,577.00	
Payroll Taxes	114,096.44	
Public Relations and Customer Info	89,254.33	
Office Supplies and Expenses	88,373.46	
Postage and Outside Billing Service	79,377.67	
Auto and Truck Expense	62,279.79	
Telephone	34,836.41	
Association Fees and Expenses	29,424.47	
Bank Trustee Fees and Service Charges	14,492.82	
Uniforms	13,416.54	
Administrative Expense	10,043.45	
Radio Expense	4,407.76	
Total Operating Expenses		<u>3,670,065.88</u>
<b>OPERATING INCOME BEFORE DEPRECIATION</b>		
		1,815,893.78
Depreciation		<u>(1,146,400.02)</u>
Total Operating Income		669,493.76
<b>NON OPERATING REVENUES (EXPENSES)</b>		
Interest Income	152,930.42	
Interest Expense	(874,806.33)	
Amortization Expense	(200,607.72)	
Total Non Operating Revenues (Expenses)		<u>(922,483.63)</u>
<b>NET INCOME (LOSS) BEFORE CAPITAL CONTRIBUTIONS</b>		
		(252,989.87)
Capital Contributions from Developers and Customers		<u>674,741.04</u>
<b>CHANGE IN NET ASSETS</b>		
		421,751.17
<b>NET ASSETS, APRIL 1, 2004</b>		
		<u>60,973,000.00</u>
<b>NET ASSETS, SEPTEMBER 30, 2004</b>		
		<u>\$61,394,751.17</u>

(See the accompanying notes and accountant's review report)

HALLSDALE-POWELL UTILITY DISTRICT  
 STATEMENT OF CASH FLOWS  
 For the Six Months Ended September 30, 2004

<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Operating Income	\$669,493.76	
Adjustments to reconcile operating income to net cash provided by operating activities:		
Depreciation	1,146,400.02	
(Increase) Decrease in:		
Accounts Receivable	(73,732.08)	
Inventories	13,584.59	
Prepaid Insurance	(58,026.16)	
Increase (Decrease) in:		
Accounts Payable and Accrued Expenses	(29,101.15)	
Customers' Deposits	6,826.39	
Net Cash Provided by Operating Activities	<u>6,826.39</u>	\$1,675,445.37
<b>CASH FLOWS FROM CAPITAL AND RELATED FINANCING ACTIVITIES</b>		
Acquisition and Construction of Capital Assets	(4,418,301.91)	
Payment of Bonds and Notes	(785,245.15)	
Payment of Interest	(886,059.58)	
Contributed Capital (Cash)	49,307.48	
Net Cash Used by Capital and Related Financing Activities	<u>49,307.48</u>	(6,040,299.16)
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Earnings on Invested Funds Included in Cash Equivalents	152,930.42	
Increase in Investments	(557,277.90)	
Net Cash Used by Investing Activities	<u>(557,277.90)</u>	(404,347.48)
<b>NET DECREASE IN CASH AND CASH EQUIVALENTS</b>		(4,769,201.27)
<b>CASH AND CASH EQUIVALENTS AT MARCH 31, 2004</b>		<u>23,156,969.84</u>
<b>CASH AND CASH EQUIVALENTS AT SEPTEMBER 30, 2004</b>		<u>\$18,387,768.57</u>
Restricted Cash and Cash Equivalents		\$9,790,262.86
Other Cash and Cash Equivalents		<u>8,597,505.71</u>
<b>TOTAL CASH AND CASH EQUIVALENTS</b>		<u>\$18,387,768.57</u>

(See the accompanying notes and accountant's review report)

HALLSDALE- POWELL UTILITY DISTRICT

NOTES TO FINANCIAL STATEMENTS

September 30, 2004

NOTE A - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

General

The Hallsdale-Powell Utility District of Knox County, Tennessee was created on September 13, 1954, by decree of the County Court of Knox County, Tennessee, under the provisions of Chapter 248 of the Public Acts of Tennessee, 1937, as amended. The three-member Board of Commissioners is appointed by the Knox County Executive for a term of four years. Knox County does not have any fiscal or budgetary control over the District. The operations of the District are funded by water and sewer rates established by the Board of Commissioners. Day-to-day operations have been delegated by the Board to the manager.

The financial statements of the District have been prepared on the accrual basis in accordance with generally accepted accounting principles.

The District has elected to follow pronouncements of the Financial Accounting Standards Board issued subsequent to November 30, 1989, as long as those pronouncements do not conflict with pronouncements of the Governmental Accounting Standards Board.

Utility Plant and Equipment

Utility plant and equipment are stated at cost. Expenditures for maintenance and repairs are charged to operations. Renewals and betterments that materially extend the life of an asset are capitalized. The District has no assets held under capital leases.

The District has adopted the policy of charging all interest paid to current expense rather than capitalizing some portion of it. In view of the District's history of expansion and addition to plant in service each year, it is believed that this policy would have no material effect on the financial statements.

Depreciation of utility plant and equipment is computed using the straight-line method over recommended useful lives for utility property.

Cash and Cash Equivalents

For purposes of the statement of cash flows, the District considers highly liquid debt instruments with a maturity of three months or less to be cash equivalents.

Inventories

Inventories are valued at the lower of cost or market using the average cost method for materials on hand. All supplies are inventoried except for miscellaneous office supplies and fuel for vehicles.

HALLSDALE- POWELL UTILITY DISTRICT

NOTES TO FINANCIAL STATEMENTS

September 30, 2004

NOTE A - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Amortization

Amortization of bond discount and expense is computed on the straight-line method over the term of the bonds.

Income Taxes

The District is not subject to federal income taxes.

Estimates

The presentation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

NOTE B - ACCOUNTS RECEIVABLE AND BAD DEBTS

The District has established an allowance for uncollectible accounts based on the average ratio of uncollectible accounts to total accounts receivable for the past six fiscal years. The allowance account had a balance of \$44,276.86 at September 30, 2004. All doubtful accounts will be charged off and the allowance will be adjusted at the close of the District's fiscal year on March 31, 2005.

NOTE C - INVESTMENTS

The District, through the trust department of a local bank, has purchased U.S. Treasury and U.S. Agency notes at a cost of \$6,144,260.36 with a weighted average maturity of less than three years. The investments are carried on the balance sheet at the fair value of \$6,105,138.61 as of September 30, 2004. All investments are held by the Federal Reserve Bank. The District, in a letter dated June 7, 1995 from the Tennessee Comptroller of the Treasury, was granted approval of investments with a maturity of more than two years and an average maturity of three years.

NOTE D - BONDS OUTSTANDING

The entire system is subject to a statutory mortgage lien in favor of the holders of the Revenue Bonds.

Interest has been accrued on all outstanding bonds to September 30, 2004, and is reflected as a liability of \$792,856.29 on the balance sheet.

HALLSDALE- POWELL UTILITY DISTRICT

NOTES TO FINANCIAL STATEMENTS

September 30, 2004

NOTE E - PENSION PLAN

Plan Description

The District maintains the Hallsdale-Powell Utility District Defined Benefit Pension Plan, a single-employer plan for the benefit of their employees. The plan is administered by a three person committee appointed by the District.

The plan provides the District's employees a normal retirement benefit equal to 62.5% of average compensation based on the three consecutive plan years during which compensation is highest.

Participation eligibility requirements for employees in the plan are a minimum age of 21 and 6 months of service to the District. At December 31, 2003, there were 73 participants in the plan. Total number of employees at December 31, 2003 was 83.

Normal retirement age is 65 and early retirement age is 55 with reduced benefits. The plan has a cliff vesting schedule (100% after 5 years).

Funding

The plan liability is funded through individual insurance contracts issued by New England Life Insurance Company. The employer contribution necessary to fund the plan is determined by actuarial methods.

NOTE F - RISK FINANCING AND RELATED INSURANCE ISSUES

The District carries commercial insurance for its property protection and potential liability claims.

NOTE G - USDA RUS LOAN

The District had an outstanding loan to the United States Department of Agriculture Rural Utilities Service at September 30, 2004 in the amount of \$1,948,813.45. The entire amount of this loan is presented in the Current Liabilities section of the Statement of Net Assets due to the fact that the District paid this entire loan off shortly after September 30, 2004 to facilitate issuance of new 2004 Waterworks and Sewer Improvement Bonds.

NOTE H - GASB STATEMENT 34

The District has adopted the provisions of Government Accounting Standards Board Statement No. 34, "Basic Financial Statements and Management's Discussion and Analysis for State and Local Governments." Statement No. 34 established standards for



HALLSDALE- POWELL UTILITY DISTRICT

NOTES TO FINANCIAL STATEMENTS

September 30, 2004

NOTE H - GASB STATEMENT 34 (continued)

external financial reporting for all state and local governmental entities, which includes a Statement of Net Assets, a Statement of Activities and Changes in Net Assets, and a Statement of Cash Flows. It requires the classification of net assets into three components-invested in capital assets, net of related debt; restricted; and unrestricted.

Due to the adoption of GASB Statement No. 34, the Net Worth section of the Balance Sheet as presented in the financial statements of March 31, 2004 are combined and presented as beginning Net Assets of April 1, 2004 of \$60,973,000.00.

NOTE I - CONTINGENCIES

A homeowner in the Cedar Chase Subdivision in Knox County, Tennessee has filed a lawsuit in Knox County Circuit Court against the District and its independent contractors and engineers seeking recovery for damages to the plaintiff's real property in an unspecified amount, incidental damages for moving expenses, damages to personal property, pain and suffering, emotional distress in an unspecified amount, and punitive damages of \$1,000,000.00. Defense counsel has filed an answer denying liability and contesting damages. In addition, defense counsel has filed third party actions against the independent contractors and the engineering firm for the project, seeking indemnification in the event the District is found liable to the plaintiff. This case is not currently set for trial.

Legal counsel for the District's insurance carriers is representing the District in the above case. At this juncture, defense counsel is not able to predict the outcome of the above case with any degree of certainty.

NOTE J - SUBSEQUENT EVENTS - 2004 WATERWORKS AND SEWER REVENUE REFUNDING AND IMPROVEMENT BONDS

Subsequent to the six month period ending September 30, 2004, the District issued series 2004 Waterworks and Sewer Revenue Refunding and Improvement Bonds.

Total Issue \$21,725,000 of the District Waterworks and Sewer Revenue Refunding and Improvement Bonds comprised of \$1,305,000 in Refunding Series 2004-A Bonds and \$20,420,000 in Improvement Series 2004-B Bonds.

HALLSDALE- POWELL UTILITY DISTRICT

NOTES TO FINANCIAL STATEMENTS

September 30, 2004

NOTE J - SUBSEQUENT EVENTS - 2004 WATERWORKS AND SEWER REVENUE REFUNDING AND IMPROVEMENT BONDS (continued)

Use of Proceeds for Bonds:

The Bonds are being issued to (i) refund on a current basis the District's outstanding Series 1993 Waterworks and Sewer System Improvement Revenue Refunding Bonds, dated February 1, 1993, and maturing August 1, 2013 (the "1993 Bonds"); (ii) construct certain additions and improvement to the existing System; (iii) purchase certain equipment to be utilized in the operation of the System; (iv) pay engineering and design costs incident thereto; and (v) pay legal, fiscal, administrative and other costs incident thereto and incident to the issuance of the Bonds.

The following table sets forth the estimated sources and uses of funds in connection with the issuance of the Bonds. All amounts listed as estimated sources and uses of funds are subject to change.

Sources of Funds

Principal Amount of Bonds	\$21,725,000.00
Original Issue Premium	389,649.45
Original Issue Discount	(112,488.00)
District Contribution	561,103.64
Total Sources of Funds	\$22,563,265.09

Use of Funds

Deposit to Escrow Fund	
Series B Bond Proceeds	\$ 1,290,668.24
District Contribution	561,103.64
Deposit to Project Fund	\$20,281,701.36
Costs of Issuance (includes bond insurance premium and underwriter's discount)	429,791.85
Total Uses of Funds	\$22,563,265.09

None of the proceeds nor the related liabilities of these series of bonds are included in the Statement of Net Assets on page 2 of this report.

*Financial Statements*

HALLSDALE-POWELL UTILITY DISTRICT

Year Ended March 31, 2019

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INDEPENDENT ACCOUNTANTS' AUDIT REPORT

Board of Commissioners  
Hallsdale-Powell Utility District  
Knoxville, Tennessee

**Report on the Financial Statements**

We have audited the accompanying financial statements of Hallsdale-Powell Utility District, which comprise the statement of net position as of March 31, 2019, the related statement of revenue, expenses and change in net position and statement of cash flows for the year then ended, and the related notes to the financial statements.

***Management's Responsibility for the Financial Statements***

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

***Auditors' Responsibility***

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States of America; and the audit requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Requirements, Cost Principles and Audit Requirements for Federal Awards* (Uniform Guidance). Those standards and the Uniform Guidance require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

## ***Opinion***

In our opinion, the financial statements referred to in the first paragraph present fairly, in all material respects, the financial position of Hallsdale-Powell Utility District as of March 31, 2019 and the change in its financial position and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

## ***Other Matters***

### ***Required Supplementary Information***

Accounting principles generally accepted in the United States of America require that management's discussion and analysis on pages 4 to 16, the schedule of changes in net pension liability(asset) and the schedule of pension contributions on pages 43 to 46 be presented to supplement the basic financial statements. Such information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board, who considers it to be an essential part of financial reporting for placing the financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

### ***Other Supplementary Information***

Our audit was conducted for the purpose of forming an opinion on the financial statements that collectively comprise Hallsdale-Powell Utility District's financial statements. The accompanying information listed in the table of contents as other supplementary information is presented for purposes of additional analysis and is not a required part of the basic financial statements.

The schedules of long-term debt requirements, changes in long-term debt by individual issue and expenditures of federal awards and state financial assistance are the responsibility of management and were derived from and relate directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the financial statements as a whole.

The schedules of customers and utility rates, officials, water utility reporting worksheet and water utility performance indicators have not been subjected to the auditing procedures applied in the audit of the basic financial statements and, accordingly, we do not express an opinion or provide any assurance on them.

**Other Reporting Required by *Government Auditing Standards***

In accordance with *Government Auditing Standards*, we have also issued our report dated September 23, 2019 on our consideration of Hallsdale-Powell Utility District's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of Hallsdale-Powell Utility District's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Hallsdale-Powell Utility District's internal control over financial reporting and compliance.

A handwritten signature in black ink that reads "Mitchell Emert + Hill". The signature is written in a cursive, flowing style.

September 23, 2019



HALLSDALE-POWELL UTILITY DISTRICT  
OF KNOX COUNTY, TENNESSEE

**MANAGEMENT'S DISCUSSION AND ANALYSIS**

This section presents management's analysis of the District's financial condition and activities for the years ended March 31, 2019 and 2018. This information should be read in conjunction with the financial statements.

**FINANCIAL HIGHLIGHTS**

Management believes the District is financially strong. It is well within its debt covenants and as the District makes additions and improvements to its distribution system, the operations of the District become more efficient. The following are key financial highlights:

- The District delivered 1.42 billion gallons of water and treated 3.24 billion gallons of sewer, representing a decrease of 2.5% and an increase of 7.2%, respectively, from the previous year.
- Total assets at year-end were \$289.0 million and exceeded liabilities (net assets) by \$149.3 million. Of the total net assets, \$26.6 million was unrestricted and was available to support short-term operations. Total assets and total net assets increased from 2019 to 2018 by \$0.5 million and \$6.1 million, respectively. Unrestricted net assets decreased from 2019 to 2018 by \$2.5 million.
- Operating revenues were \$31.5 million, an increase of \$0.2 million or 0.8% from 2018.
- Operating expenses before depreciation increased by \$2.2 million which represents a 16.0% increase in 2019 compared to 2018.
- Operating income, in total, for 2019 decreased \$2.3 million or 22.0% increase from 2018.
- The ratios of operating income to total operating revenues were 26.4% for 2019 and 34.1% for 2018.
- Debt service coverage was 183% for 2019, exceeding the 110% required by various bond covenants.
- Revenues from water sales in 2019 increased by \$142,033 dollars, an increase of 0.9% from 2018 and revenues from sewer sales increased by \$375,332 dollars in 2019, an increase of 2.6% over 2018 sales.

## **OVERVIEW OF THE ANNUAL FINANCIAL STATEMENTS**

Management's Discussion and Analysis (MD&A) serves as an introduction to the basic financial statements and supplementary information. The MD&A represents management's examination and analysis of the District's financial condition and performance. Summary financial statement data, key financial and operational indicators, budget, bond resolutions and other management tools were used for this analysis.

The financial statements report information about the District using full accrual accounting methods as utilized by similar business activities in the private sector. However, rate-regulated accounting principles applicable to private sector utilities are not used by governmental utilities, such as the District.

The financial statements include the statement of net assets, statement of revenues, expenses, and changes in net assets, statement of cash flows, notes to the financial statements and other supplementary information. While the statement of net assets provides information about the nature and amount of resources and obligations at year end, the statement of revenue, expenses and changes in net assets presents results of the District's business activities over the course of the fiscal year presented and information as to how the net assets of the entity changed during those periods.

All changes in net assets are reported as soon as the underlying event giving rise to the change occurs, regardless of the timing of the related cash flows. These statements also provide certain information about the District's recovery of its costs. The District's rates are based on cost of service rate studies that are typically updated annually. The District uses a combination of cost recovery methods in accordance with generally accepted rate making principles in developing its rates.

The statement of cash flows presents changes in cash and cash equivalents, resulting from operating, financing and investing activities. The statement presents cash receipts and cash disbursements information, without consideration of the earnings event, when an obligation arises, or depreciation of capital assets.

The notes to the financial statements provide required disclosures and other information essential to obtaining a full understanding of material data provided in the statements. The notes present information about the District's accounting policies, significant account balances and activities, material risks, obligations, commitments, contingencies, and subsequent events, if any. Supplementary information presents insurance coverage for the District and the rate schedule still in effect at September 1, 2018, among other information.

The financial statements were prepared by the District's staff from the detailed records of the District. The financial statements are audited and adjusted, if materially incorrect, during the independent external audit process.

**SUMMARY OF ORGANIZATION AND BUSINESS**

As mentioned in Note A of the financial statements, Hallsdale-Powell Utility District of Knox County Tennessee, one of Tennessee's largest public utility districts, was created on September 13, 1954, by decree of the County Court of Knox County, Tennessee pursuant to the provisions of the Utility District Law of 1937 for the purpose of constructing, operating and maintaining a system for the furnishing of water and sewer services for the public. The District serves portions of North Knox County, and portions of Anderson and Union Counties.

The District is governed by a Board of Commissioners composed of three citizens who live or own real estate within the District's. Board members are appointed by the Knox County Mayor for a term of four years. The District is subject to various regulatory requirements of the Tennessee Department of Environment and Conservation, the United States Environmental Protection Agency, the Tennessee Utility Management Review Board and the Tennessee Water and Wastewater Financial Board.

The District does not have taxing authority and does not receive any financial support from Knox County, Tennessee. The District's revenues are derived from water charges, sewer charges based upon metered water consumption of customers and ancillary revenues from various other service fees and charges. The District's customer base, at March 31, 2019, consisted of 31,061 water connections and 23,500 sewer connections.

The District's primary capital assets consist of two water treatment plants, two sewer treatment facilities, one office building and related maintenance facility, and 15 water reservoir tanks. The collection system, consisting of mains, laterals and pump stations, is also owned and maintained by the District. The water customer base is served by means of over 670 miles of water distribution lines, 17 water booster stations, and over 10 million gallons of clean drinking water reservoir tank capacity. The District uses over 463 miles of sewer collection lines and 19 sewer lift stations in servicing its sewer customer base.

The acquisition and construction of utility plant is financed partially through customer revenues and partially through bonded indebtedness. Based on cost of service rate studies, the District assesses the need for funds at current and projected operating levels in relation to the projected capital needs for new construction, maintenance of current distribution and collection system assets and replacement of assets as needed. The District's water and sewer rates are established by the Board of Commissioners based on cost of service rate studies which determine the projected revenue necessary to satisfy projected costs of operations, debt service, costs of necessary improvements to the District's Systems and the requirements of the District's bonded debt, bond covenants and state laws.

The District installed a new Supervisory Control and Data Acquisition (SCADA) system to improve monitoring and operational control and efficiency of the entire system. The SCADA system allows the District to monitor the water and sewer systems and the flow of water and sewage through those systems at all junctures from a centralized location. A computer console in the District's main office monitors the systems for problems, actual or potential, and gives timely, accurate information in order to avoid costly problems.

## MANAGEMENT'S DISCUSSION AND ANALYSIS (Continued)

During FY 2012 the District applied for funding through the states Clean Water State Revolving Fund (CWSRF) in the amount of \$4,800,000 to fund the rehabilitation of the Raccoon Valley Wastewater Treatment Plant and an Effluent Pump Station at our Beaver Creek Wastewater Treatment Plant. This state loan was awarded in December 2011 and bears a fixed interest rate of 0.95% and has a 20 year term with the monthly principal and interest payments beginning in FY 2018. In March of 2015, the District applied for an increase funding in the amount of \$3,800,000 to fund the solids treatment project at our Beaver Creek Wastewater Treatment Plant. The state loan funding increase was awarded in April 2015 carrying the same terms as the original stated above making the total amount of the loan \$8,600,000. The total amount drawn on the loan for the first phase of this project was \$2,805,331 and 5,352,972 on the second phase by fiscal year end 2018. The remainder of \$441,697 was drawn in FY 2019 in May 2018 to close the loan for a total drawn of \$8,600,000. This loan is in repayment of both principal and interest since April 2017 and re-amortized in May 2018 over the remainder of the term at the same interest rate as stated above.

In April 2014, the District applied for funding through the states CWSRF in the amount of \$8,116,400 to fund a sewer storage facility to help curtail future sanitary sewer overflows in the system. The project consists of a 5.0 million gallon storage tank on Dry Gap Pike. The funding was awarded by the state on June 18, 2014. This state loan consists of two loans, one for \$4,000,000 with \$200,000 principal forgiveness, and the other for \$4,116,400. To date, \$4,000,000 has been drawn on the first loan with principal forgiveness, and the monthly principal and interest payments started in October 2016. On the second loan with no principal forgiveness, the amount drawn at fiscal year-end is \$826,323 with monthly principal and interest payments beginning in July 2017. Both loans bear a fixed interest rate of 1.74% with a 20 year term.

In July 2017, the District applied for funding through the states CWSRF in the amount of \$13,100,000 to fund phase one of a sewer main interceptor replacement to help curtail future sanitary sewer overflows in the system. The project consists of over 5 miles of 48 inch sewer main interceptor along Emory Road terminating at the Beaver Creek sewer plant. This state loan consists of two loans, one for \$1,000,000 with \$100,000 principal forgiveness, and the other for \$12,100,000 with no principal forgiveness. The funding for both loans was awarded by the state on August 17, 2017 and both loans bear a fixed interest rate of 1.93% with a 20 year term. No draws against the loans have been made up through FY 2019.

In November 2017, the District applied for funding through the states CWSRF in the amount of \$4,548,250 to fund the third phase of a sewer main interceptor replacement to help curtail future sanitary sewer overflows in the system. The project consists of replacing an aging 36 inch diameter concrete sewer interceptor with a new 48 inch sewer interceptor. Over 5,500 feet of 48 inch diameter interceptor sewer along with manholes are to be installed to improve all stream crossings in this area. This state loan was awarded in May 2018 and bears a fixed interest rate of 1.72% and has a 20 year term. No draws against the loans have been made during FY 2019.

On April 26, 2018, the District issued \$24,930,000 in Water and Sewer Revenue Refunding Bonds Series 2018. The annual principal payments varying from \$715,000 to \$1,630,000 and semi-annual payments of interest. The coupon interest rates on these bonds vary from 3% to 5%. The Series 2018 Refunding bond refunded the Water and Sewer Revenue Improvement Bonds Series 2006 and 2008 and the Utilities Improvement Revenue Bonds, Series 2005, 2007 and 2011 at an interest rate of 3.23%. The difference between the cash flows of the old debt compared to the cash flows of the new debt is approximately \$6,727,614, and the economic gain is \$3,514,040.

# MANAGEMENT'S DISCUSSION AND ANALYSIS (Continued)

## FINANCIAL ANALYSIS

The following condensed financial statements and other selected information provide key financial information for management in conducting, monitoring and planning for operations of the District.

*Fiscal Year 2019 as compared to fiscal year 2018:*

Condensed Statement of Net Position  
(In Thousands of Dollars)  
March 31, 2019 and 2018

	<u>2019</u>	<u>2018</u>	<u>Variance</u>	
			<u>Amount</u>	<u>%</u>
<b>ASSETS</b>				
Current assets	\$ 30,055	\$ 32,391	\$ (2,336)	-7.2%
Restricted assets	12,735	15,181	(2,446)	-16.1%
Capital Assets:				
Producing - net of depreciation	233,036	236,827	(3,790)	-1.6%
Construction in progress	11,782	3,797	7,985	210.3%
<b>DEFERRED OUTFLOW OF RESOURCES</b>				
Deferred outflow related to pension	1,426	275	1,151	418.5%
<b>TOTAL ASSETS</b>	<u>\$ 289,034</u>	<u>\$ 288,471</u>	<u>\$ 1,053</u>	<u>0.4%</u>
<b>LIABILITIES</b>				
Current Liabilities	\$ 10,253	\$ 9,954	\$ 299	3.0%
Long-Term Liabilities	126,447	133,210	(6,764)	-5.1%
Net Pension Liability	2,083	1,087	996	91.6%
<b>TOTAL LIABILITIES</b>	<u>138,783</u>	<u>144,252</u>	<u>(7,149)</u>	<u>-5.0%</u>
<b>DEFERRED INFLOW OF RESOURCES</b>				
Deferred Inflow of related pension	915	997	(83)	-8.3%
<b>NET ASSETS</b>				
Invested in Capital Assets, net of related debt	111,525	100,477	11,047	11.0%
Restricted	11,195	13,625	(2,430)	-17.8%
Unrestricted	26,617	29,120	(2,504)	-8.6%
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<u>\$ 289,034</u>	<u>\$ 288,471</u>	<u>\$ 559</u>	<u>0.2%</u>

## MANAGEMENT'S DISCUSSION AND ANALYSIS (Continued)

Condensed Statement of Revenues, Expenses and Changes in Net Assets  
(In Thousands of Dollars)  
For the Years Ended March 31, 2019 and 2018

	<u>2019</u>	<u>2018</u>	<u>Variance</u>	
			<u>Amount</u>	<u>%</u>
<b>Revenues</b>				
Water service revenues	\$ 15,235	\$ 15,092	\$ 142	0.9%
Wastewater service revenues	15,067	14,692	375	2.6%
Other revenues	1,204	1,476	(273)	-18.5%
Total Operating Revenues	<u>31,505</u>	<u>31,260</u>	<u>245</u>	<u>0.8%</u>
<b>Operating Expenses</b>				
Operations and Maintenance	15,720	13,557	2,163	16.0%
Depreciation	7,460	7,033	427	6.1%
Total Operating Expenses	<u>23,180</u>	<u>20,590</u>	<u>2,591</u>	<u>12.6%</u>
Operating Income	<u>8,324</u>	<u>10,671</u>	<u>(2,346)</u>	<u>-22.0%</u>
<b>Non-operating Revenues and (Expenses)</b>				
Investment Income	558	183	375	205.5%
Gain (Loss) on sale of assets	44	255	(211)	-82.8%
Bond issuance costs	(229)	-		
Interest Expense	(2,887)	(3,886)	999	-25.7%
Total Non-Operating - net	<u>(2,514)</u>	<u>(3,448)</u>	<u>934</u>	<u>-27.1%</u>
Increase (Decrease) in Net Assets Before Capital Contributions	<u>5,810</u>	<u>7,222</u>	<u>(1,412)</u>	<u>-19.6%</u>
<b>Capital Contributions</b>				
Cash Contributions	272	57	215	373.8%
Non-Cash	32	100	(68)	-68.0%
Total Capital Contributions	<u>304</u>	<u>158</u>	<u>146</u>	<u>92.7%</u>
Increase in Net Assets	\$ 6,114	\$ 7,380	\$ (1,266)	-17.2%
Net Assets, Beginning of Year	<u>\$ 143,222</u>	<u>\$ 135,842</u>	<u>\$ 7,380</u>	<u>5.4%</u>
Net Assets, End of Year	<u>\$ 149,336</u>	<u>\$ 143,222</u>	<u>\$ 6,114</u>	<u>4.3%</u>

## MANAGEMENT'S DISCUSSION AND ANALYSIS (Continued)

### OTHER SELECTED INFORMATION

Selected Data:

	<u>2019</u>	<u>2018</u>	<u>Difference</u>	<u>%Change</u>
Employees at Year-End	101	97	4	4.1%
Average Employees	98	97	1	1.0%
Customers (Billing Units) at Year-End:				
Water	31,061	30,735	326	1.1%
Wastewater	23,500	23,276	224	1.0%
Water Treated (Millions of Gallons)				
Sold	2,916.0	2,841.9	74.10	2.6%
	1,423.6	1,459.6	(36.05)	-2.5%
Wastewater Treated (Millions of Gallons)	3,245.7	3,026.6	219.1	7.2%
Per Average Employee:				
Operating Revenues	\$ 321,479	\$ 322,270	(792)	-0.2%
Operating Expenses	\$ 236,536	\$ 212,265	24,271	11.4%
Residential Rate per 1,000 Gallons of Water Sold				
Water	10.70	10.34	0.36	3.5%
Wastewater	13.57	12.92	0.65	5.0%
Ratio of Operating Revenues to:				
Operating Expenses	1.36	1.52	(0.16)	-10.5%
Operating Expenses - Net of Depreciation	2.00	2.31	(0.30)	-13.1%
Total Assets	0.11	0.11	0.00	0.6%
Net Assets	0.21	0.22	(0.01)	-3.3%
Debt Related Ratios:				
Long-Term Debt to Net Assets	0.85	0.93	(0.08)	-9.0%
Long-Term Debt to Total Assets	0.44	0.46	(0.02)	-5.3%
Operating Coverage	1.83	1.68	0.15	8.9%

## MANAGEMENT’S DISCUSSION AND ANALYSIS (Continued)

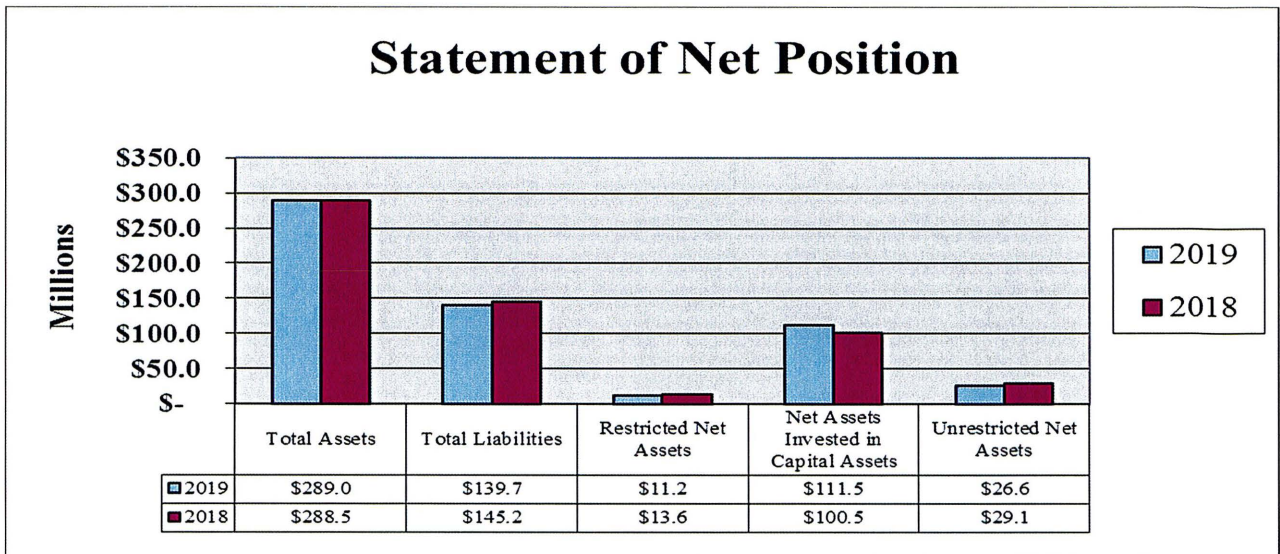
### GENERAL TRENDS AND SIGNIFICANT EVENTS

Customer growth in the District has remained strong over the last decade. The District’s number of water and sewer customers (billing units) increased during 2019 by 1.1% and 1.0%, respectively.

Weather temperatures during 2019 and 2018 were generally normal for the seasons. However, wetter conditions were present in 2019 versus 2018 compared to the average six years; 2019 and 2018 resulted in 68.45 and 63.24 inches of rainfall for each of the two fiscal years, respectively. The presence of these rain conditions contributed to lower than predicted water production and sales as well as more wastewater treatment.

### FINANCIAL CONDITION

The District remained financially strong through the end of 2019. The District met all bond covenants for the fiscal year, generated positive operating cash flows and accomplished several goals concerning capital projects. The following charts summarize the financial statements.



Total assets grew from \$288.5 million in 2018 to \$289.0 million in 2019, an increase of approximately \$0.56 million. Total liabilities decreased from \$145.2 million in 2018 to \$139.7 million in 2019, an approximate decrease of \$5.55 million. Restricted Net Assets decreased from \$13.6 million in 2018 to \$11.2 million in 2019, a decrease of \$2.43 million. Net Assets Invested in Capital Assets increased from \$100.5 million in 2018 to \$111.5 million in 2019, an increase of approximately \$11.0 million. Finally, Unrestricted Net Assets decreased from \$29.1 million in 2018 to \$26.6 million in 2019, a decrease of approximately \$2.5 million.

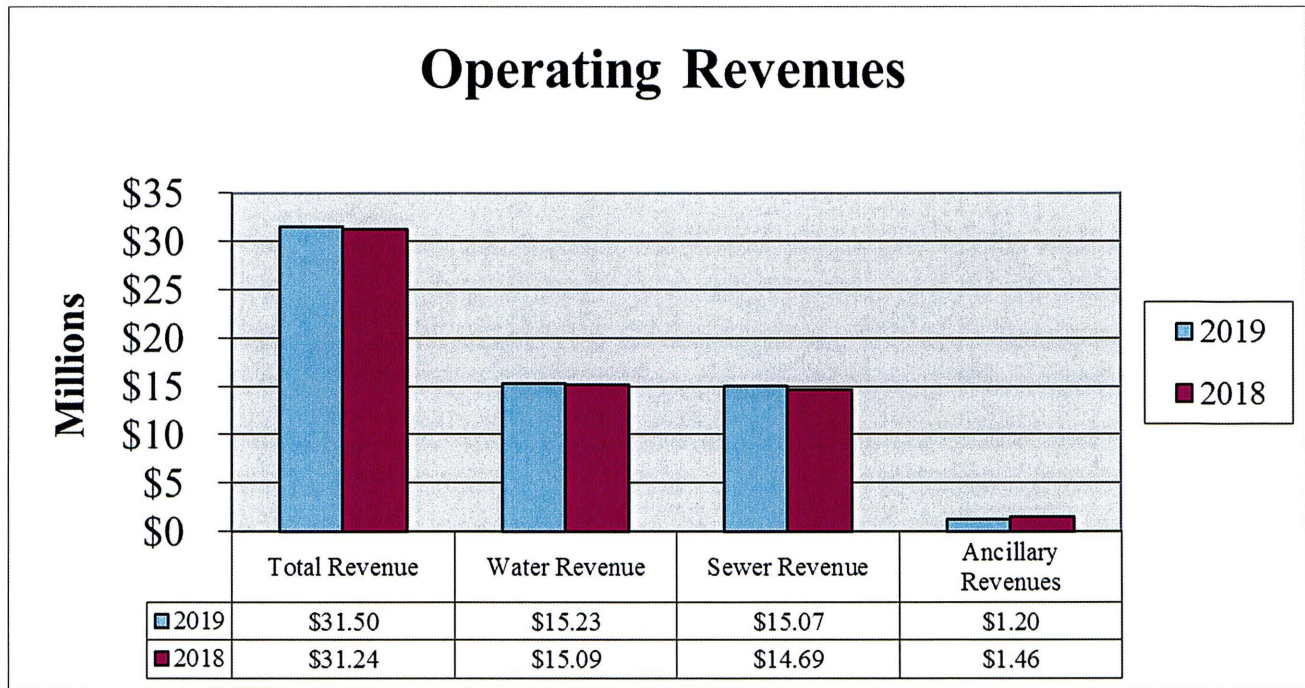
Net accounts receivable at year-end 2019 was 6.1% lower than fiscal year 2018. The District’s provision for bad debt expense was \$158,695 on \$30,301,397 in water and sewer sales

Net accounts receivable at year-end 2018 was 87.9% higher than fiscal year 2017. The District’s provision for bad debt expense was \$157,378 on \$29,784,032 in water and sewer sales.



**RESULTS OF OPERATIONS**

Revenues from operations fall into three general categories: water service, sewer service, and ancillary charges. Ancillary charges include connection fees, account set-up and penalty fees and charges from miscellaneous billed services.



Total revenues grew from \$31.2 million in 2018 to \$31.5 million in 2019, an increase of approximately \$0.26 million. Water revenue increased from \$15.0 million in 2018 to \$15.2 million in 2019, an approximate increase of \$0.14 million. Sewer revenue increased from \$14.7 million in 2018 to \$15.0 million in 2019, an increase of \$0.38 million. Ancillary revenue decreased from \$1.46 million in 2018 to \$1.2 million in 2019 a decrease of \$0.26 million.

In March of 2015 the District approved a change in billing structure thus adopting a base charge for both water and sewer as well as a change in the per thousand gallon charge for both water and sewer. The adoption of the new billing structure was centered on a neutral rates impact; however residential customers using less than 1,500 gallons derived a bill reduction and the average 4,000 gallon customers experienced an increase in their bill compared to the prior rate structure.

The affects upon the rates by adopting the new billing structure projected an estimated increase of both water and sewer revenues by 2.1%. A new rate structure went into effect September 1, 2018. The average realized rate from water sales was \$10.70 per thousand gallons in 2019 and \$10.34 per thousand gallons in 2018, an increase of 3.5% and for wastewater sales was \$13.57 per thousand gallons in 2019 and \$12.92 per thousand gallons in 2018, an increase of 5.0%

## MANAGEMENT'S DISCUSSION AND ANALYSIS (Continued)

### **Capital Contributions**

The District collects water and sewer connection fees in order to ensure that current customers do not bear the burden of growth. These fees are paid by new customers and represent the cost of water and sewer capacity of the new customer. These fees are paid at the time a new customer water meter is connected to the system. In addition, the District accepts new water and sewer lines that are donated by residential and commercial real estate developers. Prior to implementation Governmental Accounting Standards Board (GASB) Statement No. 33, the money and system assets received were recorded as direct contributions to equity. GASB defines these fees as non-operation revenues and requires reporting the amounts through the statement of revenues, expenses, and changes in net assets.

Capital cash contributions were \$271,903 for 2019 compared to \$57,390 for 2018, an increase of \$214,513 dollars. These contributions represent system-connection related fees of \$271,903.

Noncash capital contributions were \$32,166 for 2019 and \$100,426 for 2018, a decrease of \$68,260 dollars. These contributions represent water and sewer distribution and collection systems donated by developers during FY 2019 and FY 2018.

### **Expenses**

Operating expenses excluding depreciation, increased by \$2,163,405 in 2019, or 16.0%.

Depreciation expense of the District's assets increased by \$427,398 in 2019 or 6.1%.

### **CAPITAL ASSETS**

The District is undergoing aggressive water and sewer treatment plant upgrades, line relocation and replacements. The District is improving and increasing the capacity of its water and wastewater treatment facilities in order to provide adequate capacity for future customer growth.

## MANAGEMENT'S DISCUSSION AND ANALYSIS (Continued)

### DEBT

At March 31, 2019, the District had \$133.3 million in long and short-term debt, a decrease of \$6.85 million dollars from 2018.

During FY 2012 the District applied for funding through the states Clean Water State Revolving Fund (CWSRF) in the amount of \$4,800,000 to fund the rehabilitation of the Raccoon Valley Wastewater Treatment Plant and an Effluent Pump Station at our Beaver Creek Wastewater Treatment Plant. This state loan was awarded in December 2011 and bears a fixed interest rate of 0.95% and has a 20 year term with the monthly principal and interest payments beginning in FY 2018. In March of 2015, the District applied for an increase funding in the amount of \$3,800,000 to fund the solids treatment project at our Beaver Creek Wastewater Treatment Plant. The state loan funding increase was awarded in April 2015 carrying the same terms as the original stated above making the total amount of the loan \$8,600,000. The total amount drawn on the loan for the first phase of this project was \$2,805,331 and 5,352,972 on the second phase by fiscal year end 2018. The remainder of \$441,697 was drawn in May 2018 to close the loan for a total drawn of \$8,600,000. This loan is in repayment of both principal and interest since April 2017 and re-amortized in May 2018 over the remainder of the term at the same interest rate as stated above.

In April 2014, the District applied for funding through the states CWSRF in the amount of \$8,116,400 to fund a sewer storage facility to help curtail future sanitary sewer overflows in the system. The project consists of a 5.0 million gallon storage tank on Dry Gap Pike. The funding was awarded by the state on June 18, 2014. This state loan consists of two loans, one for \$4,000,000 with \$200,000 principal forgiveness, and the other for \$4,116,400. To date, \$4,000,000 has been drawn on the first loan with principal forgiveness, and the monthly principal and interest payments started in October 2016. On the second loan with no principal forgiveness, the amount drawn at fiscal year-end is \$826,323 with monthly principal and interest payments beginning in July 2017. Both loans bear a fixed interest rate of 1.74% with a 20 year term.

In July 2017, the District applied for funding through the states CWSRF in the amount of \$13,100,000 to fund a sewer main interceptor replacement to help curtail future sanitary sewer overflows in the system. The project consists of over 5 miles of 48 inch sewer main interceptor along Emory Road terminating at the Beaver Creek sewer plant. This state loan consists of two loans, one for \$1,000,000 with \$100,000 principal forgiveness, and the other for \$12,100,000 with no principal forgiveness. The funding was awarded by the state on August 17, 2017 and both loans bear a fixed interest rate of 1.93% with a 20 year term. No draws against the loans have been made up through FY 2019.

In November 2017, the District applied for funding through the states CWSRF in the amount of \$4,548,250 to fund the third phase of a sewer main interceptor replacement to help curtail future sanitary sewer overflows in the system. The project consists of replacing an aging 36 inch diameter concrete sewer interceptor with a new 48 inch sewer interceptor. Over 5,500 feet of 48 inch diameter interceptor sewer along with manholes are to be installed to improve all stream crossings in this area. This state loan was awarded in May 2018 and bears a fixed interest rate of 1.72% and has a 20 year term. No draws against the loans have been made during FY 2019.

## MANAGEMENT'S DISCUSSION AND ANALYSIS (Continued)

In April 2018, the District issued \$24,930,000 in Water and Sewer Revenue Refunding Bonds Series 2018. The Series 2018 Refunding bond refunded the Water and Sewer Revenue Improvement Bonds Series 2006 and 2008 and the Utilities Improvement Revenue Bonds, Series 2005, 2007 and 2011 at an interest rate of 3.23%. The difference between the cash flows of the old debt compared to the cash flows of the new debt is approximately \$6,727,614, and the economic gain is \$3,514,040. The annual principal payments varying from \$715,000 to \$1,630,000 and semi-annual payments of interest. The coupon interest rates on these bonds vary from 3% to 5%.

District's debt is described in Notes H, and in the Other Supplementary Information section to the financial statements.

The long-term debt to total asset ratio was 0.44 in 2019 and 0.46 in 2018.

The District is bound by restrictive covenants as set forth in the 2006, 2008, and 2013 bond documents. These covenants are monitored closely by management and the Board of Commissioners and are intricate in prescribing allowable uses for revenues of the District, amounts to be reserved for debt service and sinking fund requirements, identifying certain financial ratios that must be met by the District and a number of operational restrictions by which the District must abide. Adhering to the Series 2002 Bonds Master Resolution, the District is required to set rates prior to the commencement of each fiscal year sufficient to cover the bond debt service ratio as computed above by 110%. In 2018, the District approved the amended 2008 rate study and the included recommendations. As evidenced in the amended rate study, the newly adopted rates for 2019 are estimated to cover the expected debt service for FY 2019 by 120%.

The District is also responsible for complying with several operational requirements as provided in restricted covenants of its bonds covenants. Some of these operational requirements include not providing free service to any user, ensuring the system is operated on a fully metered basis, billing customers on a monthly basis and discontinuing service to any customer whose bill remains unpaid after a designated number of days.

The District was in full compliance with all restrictive covenants contained in its bond covenants at March 31, 2019, and 2018.

## MANAGEMENT'S DISCUSSION AND ANALYSIS (Continued)

### **FINAL COMMENTS**

As mentioned earlier, the District currently serves parts of Knox, Anderson, and Union Counties. The District has projected several areas for expansion of its distribution and transmission system. Much of this expansion is located in the north portion of Knox County and the west portion of Union County. There are also several new developments planned for the Sharps Chapel area in Union County. The District projects the highest growth in its customer base, total distribution growth and, therefore, revenue growth in the aforementioned areas for the next several years. These areas are rapidly expanding as the population in the Knox and Union County areas grow. Many of the current and planned capital water projects for the District are aimed at accomplishing more efficient service in these areas as well as further system expansion.

The District has sustained healthy operational and financial stability through planned improvements to its water and sewer facilities over the past 64 years. The District is in position to accept additional planned opportunities for service to the public in the Knox, Anderson, Union County areas, while consistently improving quality and efficiency of services and maintaining its fiscal strength.

### **CONTACTING THE DISTRICT**

This financial report is designed to provide the District's customers and other interested parties with a general overview of the District's finances and to demonstrate the District's fiscal accountability to the public it serves. Questions about this report or requests for additional financial information may be directed to the District:

Darren Cardwell, President  
Hallsdale-Powell Utility District  
3745 Cunningham Drive  
P.O. Box 5199  
Knoxville, Tennessee 37928-0199.

HALLSDALE-POWELL UTILITY DISTRICT

**STATEMENT OF NET POSITION**

March 31, 2019

**ASSETS**

**UTILITY PLANT IN SERVICE**

Capital assets not being depreciated:

Land		\$ 4,215,255
Construction in process		11,782,018
Capital assets being depreciated		<u>329,252,276</u>
		345,249,549
Accumulated depreciation		<u>(100,431,161)</u>
		244,818,388

**RESTRICTED CASH**

Cash	\$ 7,831,015	
Investments	<u>4,903,940</u>	12,734,955

**CURRENT ASSETS**

Cash	26,960,721
Accounts receivable, net of allowance for uncollectible accounts of \$517,951	1,070,132
Prepaid expenses	3,000
Materials and supplies	<u>2,021,287</u>

**TOTAL CURRENT ASSETS** 30,055,140

**DEFERRED OUTFLOWS OF RESOURCES**

Deferred outflows related to pension	<u>1,425,751</u>
	<u><u>\$ 289,034,233</u></u>

See the accompanying notes to the financial statements.

**LIABILITIES AND NET POSITION**

**CURRENT LIABILITIES PAYABLE  
FROM CURRENT ASSETS**

Accounts payable		\$ 1,381,305
Prepaid tap fees		24,815
Accrued compensated absences		<u>459,978</u>
		1,866,098

**CURRENT LIABILITIES PAYABLE  
FROM RESTRICTED ASSETS**

Current maturities of long-term debt	\$ 6,847,041	
Customer deposits	405,412	
Accrued interest	<u>1,134,583</u>	<u>8,387,036</u>

**TOTAL CURRENT LIABILITIES** 10,253,134

**LONG-TERM DEBT,  
net of current portion**

Bonds payable	69,612,429	
Notes payable	<u>56,834,346</u>	126,446,774

**NET PENSION LIABILITY** 2,083,381

**DEFERRED INFLOWS OF RESOURCES**

Deferred inflows related to pension		<u>914,617</u>
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**TOTAL LIABILITIES** 139,697,906

**NET POSITION**

Net investment in capital assets	111,524,571	
Restricted:		
Construction projects	280,639	
Debt retirement	10,914,321	
Unrestricted	<u>26,616,795</u>	<u>149,336,326</u>
		<u>\$ 289,034,233</u>

HALLSDALE-POWELL UTILITY DISTRICT

**STATEMENT OF REVENUE, EXPENSES AND CHANGE IN NET POSITION**

Year Ended March 31, 2019

**OPERATING REVENUE**

Metered water sales	\$ 15,234,501
Metered sewer sales	15,066,896
Fire protection	96,097
Transfer fees	106,873
Road boring and tap fees	219,927
Service charges and reconnection fees	83,080
Backflow inspection	33,504
Penalties	490,829
Miscellaneous income	<u>173,220</u>

**TOTAL OPERATING REVENUE** 31,504,927

**OPERATING EXPENSES**

Salaries and related expenses	\$ 7,573,287
Professional and contract services	1,143,684
Administration	922,373
Utilities	2,570,667
Supplies, repairs and maintenance	3,284,855
Vehicles and equipment	<u>225,604</u>

**TOTAL OPERATING EXPENSES** 15,720,470

**INCOME FROM OPERATIONS BEFORE DEPRECIATION** 15,784,457

Depreciation 7,460,026

**INCOME FROM OPERATIONS** 8,324,431

See the accompanying notes to the financial statements.



HALLSDALE-POWELL UTILITY DISTRICT

**STATEMENT OF REVENUE, EXPENSES AND CHANGE IN NET POSITION**

(continued)

Year Ended March 31, 2019

<b>NONOPERATING REVENUE(EXPENSE)</b>		
Interest income	557,623	
Gain on disposal of capital assets	43,880	
Bond issuance costs	(228,779)	
Interest expense	<u>(2,887,194)</u>	<u>(2,514,470)</u>
<b>INCOME BEFORE CAPITAL CONTRIBUTIONS</b>		5,809,961
Capital contributions		<u>304,069</u>
<b>CHANGE IN NET POSITION</b>		6,114,030
<b>NET POSITION AT THE BEGINNING OF THE YEAR</b>		<u>143,222,295</u>
<b>NET POSITION AT THE END OF THE YEAR</b>		<u><u>\$ 149,336,326</u></u>

HALLSDALE-POWELL UTILITY DISTRICT

**STATEMENT OF CASH FLOWS**

Year Ended March 31, 2019

**CASH PROVIDED(USED) BY  
OPERATING ACTIVITIES**

Cash received from customers	\$ 31,591,059
Cash paid to employees	(4,014,504)
Cash paid to suppliers	<u>(11,546,862)</u>

**NET CASH PROVIDED BY OPERATING ACTIVITIES** 16,029,693

**CASH PROVIDED(USED) BY CAPITAL AND  
RELATED FINANCING ACTIVITIES**

Principal payments on long-term debt	\$ (5,655,148)
Proceeds from issuance of bonds and notes	25,486,207
Acquisition of property and equipment	(11,619,437)
Payment to refund bonds	(27,555,679)
Bond issuance costs	(228,779)
Proceeds from disposal of assets	43,880
Capital contributions	271,905
Interest paid	<u>(3,276,979)</u>

**NET CASH (USED) BY CAPITAL AND  
RELATED FINANCING ACTIVITIES** (22,534,030)

**CASH PROVIDED(USED) BY INVESTING ACTIVITIES**

Decrease in investments	734,051
Interest received	<u>557,623</u>

**NET CASH PROVIDED BY INVESTING ACTIVITIES** 1,291,674

**NET (DECREASE) IN CASH** (5,212,663)

**CASH AT THE BEGINNING OF THE YEAR** 40,004,398

**CASH AT THE END OF THE YEAR** \$ 34,791,736

**NONCASH TRANSACTIONS**

Contributed distribution and collection system	\$ 32,166
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See the accompanying notes to the financial statements.

HALLSDALE-POWELL UTILITY DISTRICT

**STATEMENT OF CASH FLOWS**

(continued)

Year Ended March 31, 2019

**RECONCILIATION OF INCOME FROM  
OPERATIONS TO NET CASH PROVIDED(USED)  
BY OPERATING ACTIVITIES**

Income from operations		\$ 8,324,430
Adjustments to reconcile income from operations to net cash provided by operating activities:		
Depreciation	\$ 7,460,026	
Pension expense	669,732	
(Increase)decrease in:		
Accounts receivable	70,057	
Materials and supplies	(688,657)	
Deferred outflow related to pension	(226,635)	
Prepaid expenses	250	
Increase(decrease) in:		
Accounts payable	438,578	
Customer deposits	16,076	
Prepaid tap fees	(64,355)	
Accrued compensated absences	30,191	
	<u>7,705,263</u>	
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>		<u>\$ 16,029,693</u>

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

March 31, 2019

**NOTE A - DESCRIPTION OF ORGANIZATION**

Hallsdale-Powell Utility District (the District) was created on September 13, 1954 by decree of the County Court of Knox County, Tennessee under the provisions of Chapter 248 of the Public Acts of Tennessee, 1937, as amended. The District was created to provide water and wastewater utility services within certain boundaries of Knox, Union and Anderson Counties. All corporate powers of the District are vested in and exercised by a three-member Board of Commissioners.

**NOTE B - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

Financial Reporting

The District uses the economic resources measurement focus and the accrual basis of accounting. Accordingly, all assets and liabilities (whether current or noncurrent) are included in the statement of net position. The statement of revenue, expenses and change in net position presents increases (revenue) and decreases (expenses) in total net position. Under the accrual basis of accounting, revenue is recognized in the period in which it is earned while expenses are recognized in the period in which the liability is incurred. Revenue is recorded when billed to the customers, based on a monthly meter reading cycle.

The District distinguishes operating revenue and expenses from nonoperating items. Operating revenue for proprietary funds is revenue that is generated from the primary operations of the District. The principal operating revenue of the District is charges to customers for water sales and sewer services. The District also recognizes as operating revenue the portion of connection fees intended to recover the cost of connecting new customers to the system. All other revenue is reported as nonoperating revenue. Operating expenses for proprietary funds include the cost of sales and services, administrative expenses, and depreciation on capital assets. All other expenses are reported as nonoperating expenses.

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

The District prepares its financial statements in accordance with GASB Statement No. 34, *Basic Financial Statements—and Management's Discussion and Analysis—for State and Local Governments*. GASB Statement No. 34 establishes standards for external financial reporting for state and local governments and requires that resources be classified for accounting and reporting purposes into the following three net position groups:

Net investment in capital assets

This category includes capital assets, net of accumulated depreciation and outstanding principal balances of debt attributable to the acquisition, construction, or improvement of those assets. Net investment in capital assets has been calculated as follows:

Capital assets	\$ 345,249,549
Accumulated depreciation	(100,431,161)
Bond discounts, premiums and refunding costs	(4,468,640)
Principal balance on long-term debt	<u>(128,825,179)</u>
	<u>\$ 111,524,571</u>

Restricted

This category includes net position whose use is subject to externally imposed stipulations that can either be fulfilled by actions of the District pursuant to those stipulations or that expire by the passage of time. When both restricted and unrestricted resources are available for use, it is the District's policy to use restricted resources first, then unrestricted resources as they are needed. At March 31, 2019, the restricted net position consisted of the following:

	<u>Debt service</u>	<u>Construction Projects</u>
Restricted cash and investments	\$ 12,454,316	\$ 280,639
Accrued interest payable	(1,134,583)	0
Customer deposits	<u>(405,412)</u>	<u>0</u>
Total	<u>\$ 10,914,321</u>	<u>\$ 280,639</u>

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

Unrestricted

This category includes net position whose use is not subject to externally imposed stipulations and that does not meet the definition of “restricted” or “net investment in capital assets”. Unrestricted net position may be designated for specific purposes by action of management or the Board of Commissioners or may otherwise be limited by contractual agreements with outside parties.

Use of Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the amounts reported in the financial statements and accompanying notes. Although these estimates are based on management’s knowledge of current events and actions they may undertake in the future, actual results could differ from these estimates. Estimates are used when accounting for allowances for uncollectible accounts receivable, depreciation, revenue and contingencies.

Bond Discounts and Premiums

Bond discounts and premiums are deferred and amortized over the term of the bonds using the straight line method. Amortization of bond issuance costs, discounts and premiums for the year ended March 31, 2019 was \$361,516 and is included as an increase of interest expense in the statement of revenue, expenses and change in net position. Unamortized bond discounts and premiums are presented as either a reduction or addition to the face amount of bonds payable.

Refunding of Debt

The difference between the book value of refunded debt and the amount required to retire debt is deferred together with any related unamortized discount or premium and bond issuance costs. The deferred gain and loss on refunded debt is reported on the statement of net position as an adjustment to the book value of the new debt issued to finance the refunding. The deferral is amortized over the original remaining life of the old debt or life of the new debt, whichever is less, using the straight line method. Amortization of the deferred gain and loss for the year ended March 31, 2019 was \$17,522 and (\$25,017) and is included in interest expense in the statement of revenue, expenses and change in net position.

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

Materials and Supplies

Materials and supplies are valued at the lower of cost (as determined by the first in, first out method) or net realizable value.

Utility Plant in Service

Utility plant in service is recorded at the original cost of purchase or construction. Certain distribution and collection lines, acquired by contributions from developers, are valued at the District's estimate of cost. Major outlays for capital assets and improvements are capitalized as projects are constructed. The costs of normal maintenance and repairs that do not add to the value of the asset or materially extend asset lives are not capitalized. The District uses the straight-line method of depreciation over the estimated lives of the assets, which range from 5 to 50 years. Depreciation expense for the year ended March 31, 2019 was \$7,460,026.

Compensated Absences

Full-time employees of the District are granted paid time off (PTO) in varying amounts based on years of service. Employees with less than eleven (11) years of service may accumulate a maximum of forty-five (45) days of PTO. Employees with eleven (11) or more years of service may accumulate a maximum of sixty (60) days of PTO. At the end of each calendar year, days over the maximum accumulation are either paid to the employee at one-half of regular pay, or transferred to a long-term disability and/or retirement account. An employee must take at least five (5) PTO days per year. Failure to take the required PTO results in a reduction of the unused days at the end of the year. In the event of termination, the employee is paid fifty percent (50%) of accumulated PTO and twenty-five percent (25%) of the amount accrued in the long-term disability/retirement account. PTO is recorded as an expense in the statement of revenue, expenses and change in net position as the benefits accrue to employees.

Pensions

For purposes of measuring the net pension liability, deferred outflows of resources and deferred inflows of resources related to pensions, and pension expense, information about the fiduciary net position of the District's participation in the Hallsdale-Powell Utility District Defined Benefit Pension Plan (the Plan), and additions to/deductions from the District's fiduciary net position have been determined on the same basis as they are reported by the Plan. For this purpose, benefits (including refunds of employee contributions) are recognized when due and payable in accordance with the benefit terms of the Plan. Investments are reported at fair value.

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

**NOTE C - CASH AND INVESTMENTS**

Investments that have original maturities of three months or less are classified as cash equivalents. Cash and investments are stated at cost, which approximates market value. Carrying amounts at March 31, 2019 were as follows:

Cash on hand	\$ 2,520
Checking and savings accounts	<u>34,789,217</u>
Total cash and cash equivalents	34,791,736
Investments	<u>4,903,940</u>
	<u>\$ 39,695,676</u>
Unrestricted assets	\$ 26,960,721
Restricted assets	<u>12,734,955</u>
	<u>\$ 39,695,676</u>

State of Tennessee law authorizes the District to invest in obligations of the United States of America or its agencies, nonconvertible debt securities of certain federal agencies, other obligations guaranteed as to principal and interest by the United States of America or any of its agencies, secured certificates of deposit and other evidences of deposit in state and federal banks and savings and loan associations, and the Tennessee Department of Treasury Local Government Investment Pool (the LGIP). The LGIP contains investments in certificates of deposits, U.S. Treasury securities and repurchase agreements, backed by the U.S. Treasury securities. The Treasurer of the State of Tennessee administers the investment pool.



HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

District policy dictates that collateral meet certain requirements, such as, be deposited in an institution which participates in the State of Tennessee Bank Collateral Pool or be deposited in an escrow account in another institution for the benefit of the District and must be a minimum of 105% of the value of the deposits placed in the institution less the amount protected by federal deposit insurance. The State of Tennessee Bank Collateral Pool is administered by the State of Tennessee. Members of the pool may be required by agreement to pay an assessment to cover any deficiency. Under this additional agreement, public fund accounts covered by the pool are considered to be insured in accordance with GASB Statement No. 3, *Deposits with Financial Institutions, Investments (Including Repurchase Agreements) and Reverse Repurchase Agreements*.

The District's cash and investments at March 31, 2019 were entirely insured through the Federal Deposit Insurance Corporation or the State of Tennessee Bank Collateral Pool.

**NOTE D - RISK MANAGEMENT**

The District is exposed to various risks of loss related to torts; theft of, damage to, and destruction of assets; errors and omissions; injuries to employees; and natural disasters. The District obtains commercial insurance to cover general liability claims, errors or omissions liability, auto liability, and property damage. Settled claims resulting from these risks have not exceeded commercial insurance coverage in the past three fiscal years.

**NOTE E - COMMITMENTS**

The District entered into agreements with contractors for a sewer rehabilitation project in the amount of \$32,068,714; \$9,314,866 has been expended as of March 31, 2019.

**NOTE F - CAPITAL CONTRIBUTIONS**

Capital contributions for the year ended March 31, 2019 were as follows:

Cash:	
Water and sewer taps	\$ 271,903
Property:	
Distribution and collection system	<u>32,166</u>
	<u>\$ 304,069</u>

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

**NOTE G - UTILITY PLANT IN SERVICE**

Utility plant in service for the year ended March 31, 2019 was as follows:

	<u>Balance</u> 4/1/18	<u>Additions</u>	<u>Retirements</u>	<u>Balance</u> 3/31/19
<u>Capital assets not being depreciated</u>				
Land	\$ 3,877,536	\$ 337,719	\$ 0	\$ 4,215,255
Construction in progress	<u>3,796,752</u>	<u>9,776,280</u>	<u>(1,791,014)</u>	<u>11,782,018</u>
	7,674,288	10,113,999	(1,791,014)	15,997,273
<u>Capital assets being depreciated</u>				
Buildings	6,617,627	13,157	0	6,630,784
Distribution and collection system	70,555,165	535,660	0	71,090,828
Vehicles	3,110,052	301,890	(204,302)	3,207,640
Equipment, tools and furniture	8,357,937	448,294	(241,353)	8,564,878
Wastewater treatment plants	77,001,573	629,807	0	77,631,379
Water treatment plant	53,855,355	97,368	0	53,952,723
Sewer lines	77,392,778	629,189	0	78,021,967
Steel reservoirs	14,364,579	0	0	14,364,579
Pumping and booster stations	886,195	87,547	0	973,742
Service connection and meters	<u>14,228,052</u>	<u>585,707</u>	<u>0</u>	<u>14,813,759</u>
	326,369,313	3,328,618	(445,655)	329,252,276
<u>Accumulated depreciation</u>				
Buildings	(811,006)	(136,198)	0	(947,204)
Distribution and collection system	(19,877,508)	(1,394,615)	0	(21,272,123)
Vehicles	(1,844,650)	(337,445)	204,302	(1,977,793)
Equipment, tools and furniture	(6,126,849)	(563,738)	241,353	(6,449,235)
Wastewater treatment plants	(16,613,258)	(1,540,031)	0	(18,153,289)
Water treatment plant	(10,682,898)	(1,065,321)	0	(11,748,219)
Sewer lines	(30,376,209)	(1,834,062)	0	(32,210,271)
Steel reservoirs	(2,114,067)	(287,575)	0	(2,401,642)
Pumping and booster stations	(324,091)	(16,477)	0	(340,568)
Service connection and meters	<u>(4,646,255)</u>	<u>(284,561)</u>	<u>0</u>	<u>(4,930,816)</u>
	<u>(93,416,791)</u>	<u>(7,460,026)</u>	<u>445,655</u>	<u>(100,431,161)</u>
	<u>\$ 240,626,810</u>	<u>\$ 5,982,593</u>	<u>\$ (1,791,014)</u>	<u>\$ 244,818,388</u>

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

**NOTE H - LONG-TERM DEBT**

Long-term debt at March 31, 2019 consisted of the following:

Bonds Payable

Water and Sewer Revenue Refunding Bonds, Series 2013, varying interest rates from 2% to 4% maturing in 2034, principal payments ranging from \$1,745,000 to \$2,800,000 due annually, with interest payments due semi-annually (including issue premium of \$3,140,196 and net of deferred loss on refunding of \$375,257)	\$ 38,579,939
Water and Sewer Revenue Refunding Bonds, Series 2018, varying interest rates from 3% to 5% maturing in 2034, principal payments ranging from \$715,000 to \$1,630,000 due annually, with interest payments due semi-annually (including issue premium of \$1,528,476 and net of deferred gain on refunding of \$175,225)	26,633,701
Utilities Improvement Revenue Bonds, Series 2009 (Rural Utilities Services), 3.25% interest rate maturing in 2049, monthly installments of \$3,823	866,617
Utilities Improvement Revenue Bonds, Series 2013-A (Rural Utilities Services), 3.125% interest rate maturing in 2052, monthly installments of \$5,873	1,443,292
Utilities Improvement Revenue Bonds, Series 2013-B (Rural Utilities Services), 3.125% interest rate maturing in 2053, monthly installments of \$18,687	4,671,976

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

Notes Payable

State of Tennessee DWSRF Loan #2006-069, 0.84% interest rate through 2028, monthly installments of \$11,320	1,177,072
State of Tennessee CWSRF Loan #2005-186, 0.82% interest rate, through 2033, monthly installments of \$238,981	35,778,070
State of Tennessee DWSRF Loan #2005-062, 0.82% interest rate through 2028, monthly installments of \$33,893	3,527,207
State of Tennessee DWSRF Loan #DGA 2009-086, 2.52% interest rate through 2031, monthly installments of \$7,498	941,879
State of Tennessee DWSRF Loan #DGA 2009-086 ARRA, 2.52% interest rate through 2031, monthly installments of \$1,500	188,380
State of Tennessee CWSRF Loan #CG3 2014-332, 1.74% interest rate through 2037, monthly installments of \$18,759	3,393,794

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

State of Tennessee CWSRF Loan #CG2 2014-333, 1.74% interest rate through 2037, monthly installments of \$4,674	879,718
State of Tennessee CWSRF Loan #CGA 2009-233, 2.52% interest rate through 2032, monthly installments of \$32,144	4,363,950
State of Tennessee CWSRF Loan #CGA 2009-233 ARRA, 2.52% interest rate through 2032, monthly installments of \$6,429	872,499
State of Tennessee DWSRF Loan #DGO 2011-111, 0.87% interest rate through 2032, monthly installments of \$13,976	2,110,481
State of Tennessee CWSRF Loan #SRF 2011-279, 0.95% interest rate through 2037, monthly installments of \$39,464	<u>7,865,245</u>
	133,293,816
Less current maturities	<u>(6,847,041)</u>
	<u>\$ 126,446,774</u>

Future maturities of bonds and notes payable are as follows:

<u>Year</u>	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
2020	\$ 6,847,041	\$ 3,130,011	\$ 9,977,052
2021	7,000,798	2,991,848	9,992,646
2022	7,150,259	2,845,395	9,995,654
2023	7,765,472	2,681,132	10,446,604
2024	7,956,407	2,498,199	10,454,606

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

Future maturities of bonds and notes payable are as follows:

Year	Principal	Interest	Totals
2025	8,133,113	2,312,869	10,445,982
2026	8,330,603	2,125,004	10,455,607
2027	8,498,896	1,946,236	10,445,132
2028	8,637,680	1,770,674	10,408,354
2029	8,158,253	1,575,098	9,733,351
2030	7,599,504	1,382,047	8,981,551
2031	7,778,311	1,205,940	8,984,251
2032	7,877,725	1,018,734	8,896,459
2033	5,236,747	826,401	6,063,148
2034	4,694,532	659,278	5,353,810
2035	4,864,663	489,847	5,354,510
2036	2,125,103	372,107	2,497,210
2037	2,072,178	309,426	2,381,604
2038	1,554,403	247,843	1,802,246
2039	1,553,499	188,547	1,742,046
2040	1,610,627	132,394	1,743,021
2041	237,982	102,614	340,596
2042	245,573	95,023	340,596
2043	253,404	87,192	340,596
2044	261,487	79,109	340,596
2045	269,827	70,769	340,596
2046	278,433	62,163	340,596
2047	287,314	53,282	340,596
2048	296,477	44,119	340,596
2049	274,644	34,961	309,605
2050	298,094	26,626	294,720
2051	276,593	18,127	294,720
2052	266,496	9,418	275,914
2053	163,041	2,099	165,140
	<u>\$ 128,825,179</u>	<u>\$ 31,394,531</u>	<u>\$ 160,219,711</u>

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

All bond issues are collateralized by a pledge of the net revenue derived from the operations of the District and a statutory mortgage lien on the Waterworks and Sewage Systems. Covenants of the Water and Sewer Bond Resolutions contain various requirements, including monthly deposits to a debt service fund, a debt service reserve requirement, maintenance of insurance coverage on the District's utility plant, officer fidelity bonds, an annual coverage requirement based on budgeted revenue and restrictions on the issuance of additional parity bonds, all of which were complied with during the year.

During the year ended March 31, 2005, the District obtained a loan from the State of Tennessee Clean Water State Revolving Fund with a maximum loan amount of \$53,800,000. During the year ended March 31, 2008, the District made initial draws against this loan of \$15,318,862. During the year ended March 31, 2009 additional draws of \$19,606,311 were made. During the year ended March 31, 2010 additional draws of \$8,458,709 were made. During the year ended March 31, 2013, the District made additional draws against this loan of \$9,514,601. There were no additional draws during the years ended March 31, 2019. The District makes monthly payments of principal and interest in the amount of \$238,981. The interest rate on this loan is 0.82%.

During the year ended March 31, 2005, the District obtained a loan from the State of Tennessee Drinking Water State Revolving Fund with a maximum loan amount of \$7,500,000, which has been drawn by the District in its entirety. The District makes monthly payments of principal and interest in the amount of \$33,893. The interest rate on this loan is 0.82%.

During the year ended March 31, 2005, the District obtained a loan from the State of Tennessee Drinking Water State Revolving Fund with a maximum loan amount of \$2,500,000, which has been drawn by the District in its entirety. The District makes monthly payments of principal and interest in the amount of \$11,320. The interest rate on this loan is 0.84%.

During the year ended March 31, 2010, the District obtained a loan from the State of Tennessee Drinking Water State Revolving Fund with a maximum loan amount of \$2,825,000. The funding sources for this loan are divided as follows: \$1,412,500 from State Revolving Fund and \$1,412,250 from American Recovery and Reinvestment Act (ARRA) funds. During the year ended March 31, 2010, initial draws of \$253,638 were made from the State Revolving Fund and \$50,728 from ARRA funds. During the year ended March 31, 2011, draws of \$902,328 were made from the State Revolving Fund and \$180,466 from ARRA funds. During the year ended March 31, 2012, draws of \$256,534 were made from the State Revolving Fund and \$51,307 from ARRA funds. The District makes monthly payments of principal and interest in the amount of \$8,998. The interest rate on this loan is 2.52%.

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

During the year ended March 31, 2011, the District issued \$998,000 in Water and Sewer Revenue Utilities Improvement Bonds, Series 2009. The proceeds of the bonds are being used to finance the costs of water and wastewater plant expansions. The District makes monthly payments of principal and interest in the amount of \$3,823. The interest rates on these bonds are 3.25%.

During the year ended March 31, 2011, the District obtained a loan from the State of Tennessee Clean Water State Revolving Fund with a maximum loan amount of \$12,150,000. The funding sources for this loan are divided as follows: \$6,075,000 from State Revolving Fund and \$6,075,000 from American Recovery and Reinvestment Act (ARRA) funds. During the year ended March 31, 2011, initial draws of \$3,082,981 were made from the State Revolving Fund and \$616,596 from ARRA funds. During the year ended March 31, 2012, draws of \$2,060,161 were made from the State Revolving Fund and \$412,032 from ARRA funds. During the year ended March 31, 2013, draws of \$893,959 were made from the State Revolving Fund and \$178,792 from ARRA funds. During the year ended March 31, 2015 draws of \$19,221 were made from the State Revolving Fund and \$3,844 from ARRA funds. The District makes monthly payments of principal and interest in the amount of \$38,573. The interest rate on this loan is 2.52%.

During the year ended March 31, 2012, the District obtained a loan from the State of Tennessee Drinking Water State Revolving Fund with a maximum loan amount of \$3,847,000. During the year ended March 31, 2012, an initial draw of \$1,157,935 was made from the State Revolving Fund. During the year ended March 31, 2013, draws of \$1,919,665, were made from the State Revolving Fund. The District makes monthly payments of principal and interest in the amount of \$13,976. The interest rate on this loan is 0.87%.

During the year ended March 31, 2013, the District issued \$43,825,000 in Water and Sewer Revenue Refunding Bonds, Series 2013. A portion of the proceeds of the Series 2013 Bonds were used to refund the outstanding balances of the Series 2002 A, Series 2002 Refunding, Series 2004 A, and the Series 2004 B Bonds. The District makes monthly annual principal payments varying from \$1,550,000 to \$2,800,000 and semi-annual payments of interest. The interest rates on these bonds vary from 2% to 4%.



HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

During the year ended March 31, 2013, the District obtained a loan from the State of Tennessee Clean Water State Revolving Fund with a maximum loan amount of \$4,800,000. During the year ended March 31, 2013, an initial draw of \$439,148 was made from the State Revolving Fund. An additional draw was made during the year ended March 31, 2015 in the amount of \$2,805,331. During the year ended March 31, 2016, the maximum loan amount was increased by \$3,800,000 to \$8,600,000. During the years ended March 31, 2017, 2018 and 2019, the District made draws on the loan in the amount of \$4,048,259, \$1,304,713 and \$441,697, respectively. The District makes monthly payments of principal and interest in the amount of \$39,464. The interest rate on this loan is 0.95%.

During the year ended March 31, 2013, the District entered into interim financing with USDA Rural Development (RUS) on two previously entered into funding obligation commitments in the amount of \$1,566,000 and bears a fixed interest rate of 4.25% and the other in the amount of \$4,983,000 and bears a fixed interest rate of 3.75% with both having a 38 year term. By entering into the interim financing, the District was able to secure a locked-in interest rate of 3.125% for both of the loans regardless of their closing date. During the year ended March 31, 2013 the amount drawn on the interim loans totaled \$50,000. During the year ended March 31, 2015 an additional draw was made on the Series 2013-A bonds in the amount of \$1,541,000. During the year ended March 31, 2016 an additional draw was made on the Series 2013-B bonds in the amount of \$4,958,000. The District intends to utilize its own resources up to 80% completion of the projects then close on the above loans to recover the funds expended by the District and use the remainder of the closed loans to pay for the completion of the projects. The District makes monthly payments of \$5,873 and \$18,687 for the Series 2013-A and Series 2013-B bonds.

In April 2014, the District applied for funding through the states CWSRF in the amount of \$8,116,400 to fund a sewer storage facility to help curtail future sanitary sewer overflows in the system. The project consists of a 5.0 million gallon storage tank on Dry Gap Pike. The funding was awarded by the state on June 18, 2014. This state loan consists of two loans, one for \$4,000,000 with \$200,000 principal forgiveness, and the other for \$4,116,400. To date, \$4,000,000 has been drawn on the first loan with principal forgiveness, and the monthly principal and interest payments started in October 2016. On the second loan with no principal forgiveness, the amount drawn at fiscal year-end is \$826,323 with monthly principal and interest payments beginning in July 2017. During the year ended March 31, 2019, the District made a draw on the second loan in the amount of \$114,510. Both loans bear a fixed interest rate of 1.74% with a 20 year term. The District makes monthly payments of \$18,759 and \$4,674.

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

During the year ended March 31, 2019, the District issued \$24,930,000 in Water and Sewer Revenue Refunding Bonds, Series 2018. The District makes annual principal payments varying from \$715,000 to \$1,630,000 and semi-annual payments of interest. The interest rates on these bonds vary from 3% to 5%. The Refunding Series 2018 bonds was to refund the Water and Sewer Revenue Improvement Bonds, Series 2006 and 2008 and the Utilities Improvement Revenue Bonds, Series 2005, 2007 and 2011 at an interest rate of 3.23%. The difference between the cash flows of the old debt compared to the cash flows of the new debt is approximately \$6,727,614, and the economic gain is \$3,514,040.

Interest cost incurred for the year ended March 31, 2019 was \$2,887,194, all of which was charged to expense.

Changes in long-term debt for the year ended March 31, 2019 were as follows:

	<u>Balance</u> 4/1/18	<u>Issued</u>	<u>Paid</u>	<u>Balance</u> 3/31/19	<u>Amounts</u> Due Within One Year
Notes Payable:					
DWSRF Loan #2005-062	\$ 3,903,617	\$ 0	\$ 376,410	\$ 3,527,207	\$ 379,218
DWSRF Loan #2006-069	1,302,451	0	125,379	1,177,072	126,431
CWSRF Loan #2005-186	38,338,383	0	2,560,313	35,778,070	2,584,086
DWSRF Loan #DGA 2009-086	1,007,211	0	65,332	941,879	67,019
DWSRF Loan #DGA 2009-086					
ARRA	201,471	0	13,091	188,380	13,404
CWSRF Loan #CGA 2009-233	4,635,969	0	272,019	4,363,950	278,949
CWSRF Loan #CGA 2009-233					
ARRA	926,904	0	54,405	872,499	55,797

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

	<u>Balance</u> 4/1/18	<u>Issued</u>	<u>Paid</u>	<u>Balance</u> 3/31/19	<u>Amounts</u> <u>Due Within</u> <u>One Year</u>
Notes Payable(continued):					
DWSRF Loan					
#DGO 2011-111	2,259,422	0	148,941	2,110,481	149,949
CWSRF Loan					
#SRF 2011-279	7,441,525	441,697	17,977	7,865,245	400,584
CWSRF Loan					
#CG2 2014-333	803,107	114,510	37,899	879,718	41,127
CWSRF Loan					
#CG3 2014-332	3,557,888	0	164,094	3,393,794	167,385
Bonds Payable:					
Series 2006	13,255,000	0	13,255,000	0	0
Series 2008	6,455,000	0	6,455,000	0	0
Series 2005	772,146	0	772,146	0	0
Series 2007	2,597,180	0	2,597,180	0	0
Series 2009	884,018	0	17,403	866,617	17,977
Series 2011	4,476,353	0	4,476,353	0	0
Series 2013	37,515,000	0	1,700,000	35,815,000	1,745,000
Series 2013 A	1,468,240	0	24,949	1,443,292	25,740
Series 2013 B	4,748,911	0	76,936	4,671,976	79,375
Series 2018	<u>0</u>	<u>24,930,000</u>	<u>0</u>	<u>24,930,000</u>	<u>715,000</u>
	<u>\$ 136,549,797</u>	<u>\$ 25,486,207</u>	<u>\$ 33,210,827</u>	<u>\$ 128,825,179</u>	<u>\$ 6,847,041</u>

**NOTE I - PENSION PLAN**

Plan Description

Employees of the District who were hired before January 1, 2016 are provided a single-employer defined benefit pension plan through the Hallsdale-Powell Utility District Defined Benefit Pension Plan (the Plan), a single employer pension plan administered by a three-person committee appointed by the District. Employees of the District who were hired after January 1, 2016 are provided a single-employer defined contribution pension plan. The District contributes 6% of each participant's compensation and participants are fully vested after 5 years of service.

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

Benefits Provided

Full-time employees with six months of service and who have attained the age of 21 and have worked at least 1,000 hours are eligible to enroll in the Plan. Employees who entered the Plan prior to January 1, 2007 are vested 100%. Employees who entered the Plan after January 1, 2007 are not vested until they complete 5 years of service, at which time they become 100% vested. Normal retirement age is 65 and early retirement age is 55 with reduced benefits. The Plan does not issue separate financial statements.

The Plan provides District employees a normal retirement benefit equal to 60.0% (62.5% if hired before January 1, 2007) of average annual compensation based on the three consecutive plan years during which compensation is highest. The employer contribution necessary to fund the Plan is determined by actuarial methods.

Contributions

The District makes employer contributions at the rate set by the Board of Commissioners as determined by an actuarial valuation. For the year ended March 31, 2019 employer contributions for the District were \$906,540. By law, employer contributions are required to be paid.

Employees Covered by Benefit Terms

At the measurement date of December 31, 2018, the following employees were covered by the benefit terms:

Inactive employees or beneficiaries currently receiving benefits	15
Inactive employees entitled to but not yet receiving benefits	12
Active employees	<u>86</u>
	<u>113</u>

Net Pension Liability (Asset)

The District's net pension liability (asset) was measured as of December 31, 2018, and the total pension liability used to calculate net pension liability (asset) was determined by an actuarial valuation as of that date.

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

Actuarial Assumptions

The total pension liability as of the December 31, 2018 actuarial valuation was determined using the following actuarial assumptions, applied to all periods included in the measurement:

Salary increases	Annual increases of 4% to age 65
Investment rate of return	6.75% per annum

Investment Policy

It is the policy of the District to pursue an investment strategy that reduces risk through the prudent diversification of the portfolio across a broad selection of distinct classes. The following is the current asset allocation policy as of December 31, 2018:

<u>Asset Class</u>	<u>Target Allocation</u>
Domestic Equity	40-60%
Fixed Income	40-60%
Cash	0-10%

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

Changes in Net Pension Liability(Asset)

	Total Pension Liability <u>(a)</u>	Plan Fiduciary Net Position <u>(b)</u>	Net Pension Liability(Asset) <u>(a) – (b)</u>
Changes for the year ended December 31, 2018:			
Increase(decrease):			
Service cost	\$ 477,231	\$ 0	\$ 477,231
Interest	800,608	0	800,608
Differences between expected and actual experience	159,050	0	159,050
Contributions - employer	0	906,540	(906,540)
Contributions - employees	0	0	0
Net investment income	0	(432,772)	432,772
Refunds of contributions	0	0	0
Benefit payments, including refunds of employee contributions	(256,319)	(256,319)	0
Administrative expense	0	(33,020)	33,020
Other changes	<u>0</u>	<u>0</u>	<u>0</u>
Net changes	1,180,570	184,429	996,141
Balances at December 31, 2017	<u>11,511,784</u>	<u>10,424,544</u>	<u>1,087,240</u>
Balances at December 31, 2018	<u>\$ 12,692,354</u>	<u>\$ 10,608,973</u>	<u>\$ 2,083,381</u>

Sensitivity of the Net Pension Liability(Asset) to Changes in the Discount Rate

The following presents the net pension liability(asset) of the District calculated using the discount rate of 6.75%, as well as what the net pension liability(asset) would be if it were calculated using a discount rate that is 1-percentage-point lower (5.75%) or 1-percentage-point higher (7.75%) than the current rate:

	1% Decrease <u>5.75%</u>	Current Discount Rate <u>6.75%</u>	1% Increase <u>7.75%</u>
Net pension liability(asset)	\$ 3,424,546	\$ 2,083,381	\$ 918,095

HALLSDALE-POWELL UTILITY DISTRICT

**NOTES TO THE FINANCIAL STATEMENTS**

(continued)

March 31, 2019

Pension Expense

For the year ended March 31, 2019, the District recognized pension expense of \$669,732.

Deferred Outflows of Resources and Deferred Inflows of Resources

For the year ended March 31, 2019, the District reported deferred outflows of resources and deferred inflows of resources related to pensions from the following sources:

	<u>Deferred Outflows of Resources</u>	<u>Deferred Inflows of Resources</u>
Differences between expected and actual experience	\$ 175,288	\$ 616,760
Net difference between projected and actual earnings on pension plan investments	1,023,828	297,857
Contributions subsequent to the measurement date of December 31, 2018	<u>226,635</u>	<u>not applicable</u>
Totals	<u>\$ 1,425,751</u>	<u>\$ 914,617</u>

The amount shown above for “Contributions subsequent to the measurement date of December 31, 2018,” will be recognized as a reduction (increase) to net pension liability (asset) in the following measurement period.

Amounts reported as deferred outflows of resources and deferred inflows of resources related to pensions will be recognized in pension expense as follows:

Year Ending March 31:

2020	79,326
2021	(18,697)
2022	4,686
2023	216,411
2024	(19,951)
Thereafter	22,724

In the table shown above, positive amounts will increase pension expense while negative amounts will decrease pension expense.

REQUIRED SUPPLEMENTARY INFORMATION



HALLSDALE-POWELL UTILITY DISTRICT

**CHANGES IN NET PENSION LIABILITY(ASSET)**

March 31, 2019

	Measurement Date at December 31, 2018
<u>Total pension liability</u>	
Service cost	\$ 477,231
Interest	800,608
Differences between actual and expected experience	159,050
Benefit payments, including refunds of employee contributions	<u>(256,319)</u>
Net change in total pension liability	1,180,570
Total pension liability - beginning	<u>11,511,784</u>
Total pension liability - ending (a)	12,692,354
 <u>Plan fiduciary net position</u>	
Contributions - employer	906,540
Net investment income	(432,772)
Benefit payments, including refunds of employee contributions	(256,319)
Administrative expense	<u>(33,020)</u>
Net change in plan fiduciary net position	184,429
Plan fiduciary net position - beginning	<u>10,424,544</u>
Plan fiduciary net position - ending (b)	<u>10,608,973</u>
 Net pension liability(asset) - ending (a) - (b)	 <u><u>\$ 2,083,381</u></u>
 Plan fiduciary net position as a percentage of total net pension liability	  83.59%
 Covered employee payroll	 \$ 4,446,147
 Net pension liability(asset) as a percentage of covered employee payroll	  46.86%

This is a 10-year schedule; however, the information in this schedule is not required to be presented retroactively. Years will be added to this schedule in future fiscal years until 10 years of information is available.

See the accompanying independent accountants' audit report.

Measurement Date at December 31, 2017	Measurement Date at December 31, 2016	Measurement Date at December 31, 2015
\$ 488,017	\$ 521,488	\$ 506,156
763,090	712,467	661,831
(298,704)	68,179	(38,631)
(515,292)	(522,076)	(266,983)
<u>437,111</u>	<u>780,058</u>	<u>862,373</u>
11,074,673	10,294,615	9,432,242
<u>11,511,784</u>	<u>11,074,673</u>	<u>10,294,615</u>
982,085	830,995	906,540
1,037,400	666,853	29,010
(515,292)	(522,076)	(266,983)
(30,430)	(36,062)	(56,726)
<u>1,473,763</u>	<u>939,710</u>	<u>611,841</u>
8,950,781	8,011,071	7,399,230
<u>10,424,544</u>	<u>8,950,781</u>	<u>8,011,071</u>
<u>\$ 1,087,240</u>	<u>\$ 2,123,892</u>	<u>\$ 2,283,544</u>
90.56%	80.82%	77.82%
\$ 4,172,404	\$ 4,158,318	\$ 4,044,651
26.06%	51.08%	56.46%

HALLSDALE-POWELL UTILITY DISTRICT

**PENSION CONTRIBUTIONS**

March 31, 2019

	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
Actuarially determined contribution	\$ 754,465	\$ 675,198	\$ 770,448	\$ 756,583
Contributions in relation to the actuarially determined contribution	<u>(906,540)</u>	<u>(982,085)</u>	<u>(830,995)</u>	<u>(906,540)</u>
Contribution deficiency(excess)	<u>\$ (152,075)</u>	<u>\$ (306,887)</u>	<u>\$ (60,547)</u>	<u>\$ (149,957)</u>
Covered employee payroll	\$ 4,446,147	\$ 4,172,404	\$ 4,158,318	\$ 4,044,651
Contributions as a percentage of covered employee payroll	20.39%	23.50%	19.98%	22.41%

This is a 10-year schedule; however, the information in this schedule is not required to be presented retroactively. Years will be added to this schedule in future fiscal years until 10 years of information is available.

**Notes to Pension Contributions**

Valuation date: Actuarially determined contribution rates for the year ended December 31, 2018 were calculated based on the January 1, 2019 actuarial valuation.

Methods and assumptions used to determine contribution rates:

Actuarial cost method	Frozen initial liability
Amortization method	Entry Age Normal with single amortization of all unfunded accrued liability
Remaining amortization period	Varies by year
Asset valuation	4-year smoothing of gain/loss
Salary increases	Annual increases of 4% to age 65 including inflation, averaging 4.25%
Investment Rate of Return	6.75%
Mortality	Customized table based on actual experience

See the accompanying independent accountants' audit report.

2014

\$ 900,422

(1,064,000)

\$ (163,578)

\$ 4,069,446

26.30%

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
Water and Sewer Revenue			
Refunding Bonds, Series 2018,			
interest rate 3% to 5%			
Year Ending March 31,			
2020	\$ 715,000	\$ 967,025	\$ 1,682,025
2021	750,000	945,050	1,695,050
2022	775,000	922,175	1,697,175
2023	1,265,000	885,250	2,150,250
2024	1,325,000	833,450	2,158,450
2025	1,380,000	772,450	2,152,450
2026	1,455,000	701,575	2,156,575
2027	1,505,000	642,625	2,147,625
2028	1,570,000	588,650	2,158,650
2029	1,630,000	524,650	2,154,650
2030	925,000	473,550	1,398,550
2031	965,000	435,750	1,400,750
2032	1,005,000	396,350	1,401,350
2033	1,045,000	355,350	1,400,350
2034	1,090,000	312,650	1,402,650
2035	1,135,000	268,150	1,403,150
2036	1,180,000	221,850	1,401,850
2037	1,225,000	173,750	1,398,750
2038	1,280,000	123,650	1,403,650
2039	1,330,000	71,450	1,401,450
2040	1,380,000	22,425	1,402,425
	<u>\$ 24,930,000</u>	<u>\$ 10,637,825</u>	<u>\$ 35,567,825</u>

See the accompanying independent accountants' audit report.

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
State of Tennessee DWSRF Loan #2006-069, interest rate 0.84%			
Year Ending March 31,			
2020	\$ 126,431	\$ 9,404	\$ 135,835
2021	127,506	8,337	135,843
2022	128,577	7,261	135,838
2023	129,663	6,174	135,837
2024	130,755	5,085	135,840
2025	131,856	3,984	135,840
2026	132,969	2,871	135,840
2027	134,094	1,746	135,840
2028	135,221	616	135,837
	<u>\$ 1,177,072</u>	<u>\$ 45,478</u>	<u>\$ \$ 1,222,550</u>

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
State of Tennessee DWSRF Loan #2005-062, interest rate 0.82 %			
Year Ending March 31,			
2020	\$ 379,218	\$ 27,498	\$ 406,716
2021	382,341	24,375	406,716
2022	385,482	21,234	406,716
2023	388,661	18,055	406,716
2024	391,859	14,857	406,716
2025	395,082	11,634	406,716
2026	398,328	8,388	406,716
2027	401,615	5,101	406,716
2028	404,621	2,095	406,716
	<u>\$ 3,527,207</u>	<u>\$ 133,237</u>	<u>\$ 3,660,444</u>

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
State of Tennessee CWSRF Loan #2005-186, interest rate 0.82 %			
Year Ending March 31,			
2020	\$ 2,584,086	\$ 283,686	\$ 2,867,772
2021	2,605,356	262,416	2,867,772
2022	2,626,803	240,969	2,867,772
2023	2,648,421	219,351	2,867,772
2024	2,670,216	197,556	2,867,772
2025	2,692,191	175,581	2,867,772
2026	2,714,355	153,417	2,867,772
2027	2,736,702	131,070	2,867,772
2028	2,759,229	108,543	2,867,772
2029	2,781,936	85,836	2,867,772
2030	2,804,832	62,940	2,867,772
2031	2,819,856	47,916	2,867,772
2032	2,840,403	27,369	2,867,772
2033	493,684	1,971	495,655
	<u>\$ 35,778,070</u>	<u>\$ 1,998,621</u>	<u>\$ 37,776,691</u>



HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
State of Tennessee DWSRF Loan			
#DGA 2009-086, interest rate 2.52 %			
Year Ending March 31,			
2020	\$ 80,423	\$ 27,558	\$ 107,981
2021	82,473	25,508	107,981
2022	84,575	23,406	107,981
2023	86,732	21,249	107,981
2024	88,943	19,037	107,980
2025	91,211	16,770	107,981
2026	93,536	14,445	107,981
2027	95,920	12,061	107,981
2028	98,366	9,615	107,981
2029	100,874	7,107	107,981
2030	103,445	4,536	107,981
2031	105,897	2,084	107,981
2032	17,865	124	17,989
	<u>\$ 1,130,259</u>	<u>\$ 183,500</u>	<u>\$ 1,313,759</u>

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
State of Tennessee CWSRF Loan			
#CGA 2009-233, interest rate 2.52 %			
Year Ending March 31,			
2020	\$ 334,746	\$ 128,130	\$ 462,876
2021	343,284	119,592	462,876
2022	352,038	110,838	462,876
2023	361,008	101,868	462,876
2024	370,212	92,664	462,876
2025	379,647	83,229	462,876
2026	389,328	73,548	462,876
2027	399,252	63,624	462,876
2028	409,434	53,442	462,876
2029	419,871	43,005	462,876
2030	430,578	32,298	462,876
2031	441,552	21,324	462,876
2032	452,808	10,068	462,876
2033	152,691	1,809	154,500
	<u>\$ 5,236,449</u>	<u>\$ 935,439</u>	<u>\$ 6,171,887</u>

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
State of Tennessee DWSRF Loan			
#DGO 2011-111, interest rate 0.87%			
Year Ending March 31,			
2020	\$ 149,949	\$ 17,763	\$ 167,712
2021	151,257	16,455	167,712
2022	152,574	15,138	167,712
2023	153,912	13,800	167,712
2024	155,256	12,456	167,712
2025	156,609	11,103	167,712
2026	157,983	9,729	167,712
2027	159,363	8,349	167,712
2028	160,752	6,960	167,712
2029	162,153	5,559	167,712
2030	163,575	4,137	167,712
2031	165,003	2,709	167,712
2032	166,440	1,272	167,712
2033	55,655	228	55,883
	<u>\$ 2,110,481</u>	<u>\$ 125,658</u>	<u>\$ 2,236,139</u>

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
Utilities Improvement Revenue Bonds, Series 2009 (Rural Utilities Service), interest rate 3.25%			
Year Ending March 31,			
2020	\$ 17,977	\$ 27,899	\$ 45,876
2021	18,570	27,306	45,876
2022	19,183	26,693	45,876
2023	19,816	26,060	45,876
2024	20,469	25,407	45,876
2025	21,145	24,731	45,876
2026	21,842	24,034	45,876
2027	22,563	23,313	45,876
2028	23,307	22,569	45,876
2029	24,076	21,800	45,876
2030	24,870	21,006	45,876
2031	25,690	20,186	45,876
2032	26,538	19,338	45,876
2033	27,413	18,463	45,876
2034	28,318	17,558	45,876
2035	29,252	16,624	45,876
2036	30,217	15,659	45,876
2037	31,214	14,662	45,876

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
Utilities Improvement Revenue Bonds, Series 2009 (Rural Utilities Service), interest rate 3.25%			
(continued):			
Year Ending March 31,			
2038	32,243	13,633	45,876
2039	33,307	12,569	45,876
2040	34,406	11,470	45,876
2041	35,541	10,335	45,876
2042	36,713	9,163	45,876
2043	37,924	7,952	45,876
2044	39,175	6,701	45,876
2045	40,467	5,409	45,876
2046	41,803	4,073	45,876
2047	43,182	2,694	45,876
2048	44,606	1,270	45,876
2049	14,790	95	14,885
	<u>\$ 866,617</u>	<u>\$ 478,672</u>	<u>\$ 1,345,289</u>

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
Water and Sewer Revenue Improvement Bonds, Series 2013, interest rate 2% to 4%			
Year Ending March 31,			
2020	\$ 1,745,000	\$ 1,305,775	\$ 3,050,775
2021	1,815,000	1,238,300	3,053,300
2022	1,890,000	1,164,200	3,054,200
2023	1,965,000	1,087,100	3,052,100
2024	2,045,000	1,006,900	3,051,900
2025	2,115,000	934,275	3,049,275
2026	2,185,000	869,775	3,054,775
2027	2,250,000	803,250	3,053,250
2028	2,270,000	735,450	3,005,450
2029	2,220,000	657,000	2,877,000
2030	2,315,000	566,300	2,881,300
2031	2,410,000	471,800	2,881,800
2032	2,510,000	373,400	2,883,400
2033	2,590,000	271,400	2,861,400
2034	2,690,000	165,800	2,855,800
2035	2,800,000	56,000	2,856,000
	<u>\$ 35,815,000</u>	<u>\$ 11,706,725</u>	<u>\$ 47,521,725</u>

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
Utilities Improvement Revenue Bonds, Series 2013-A (Rural Utilities Service), interest rate 3.125%			
Year Ending March 31,			
2020	\$ 25,740	\$ 44,736	\$ 70,476
2021	26,556	43,920	70,476
2022	27,398	43,078	70,476
2023	28,266	42,210	70,476
2024	29,162	41,314	70,476
2025	30,087	40,389	70,476
2026	31,040	39,436	70,476
2027	32,025	38,451	70,476
2028	33,040	37,436	70,476
2029	34,087	36,389	70,476
2030	35,168	35,308	70,476
2031	36,283	34,193	70,476
2032	37,433	33,043	70,476
2033	38,620	31,856	70,476
2034	39,844	30,632	70,476
2035	41,107	29,369	70,476
2036	42,410	28,066	70,476
2037	43,755	26,721	70,476
2038	45,142	25,334	70,476
2039	46,573	23,903	70,476
2040	48,049	22,427	70,476
2041	49,572	20,904	70,476

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
Utilities Improvement Revenue Bonds, Series 2013-A (Rural Utilities Service), interest rate 3.125% (continued):			
Year Ending March 31,			
2042	51,144	19,332	70,476
2043	52,765	17,711	70,476
2044	54,438	16,038	70,476
2045	56,164	14,312	70,476
2046	57,944	12,532	70,476
2047	59,781	10,695	70,476
2048	61,676	8,800	70,476
2049	63,631	6,845	70,476
2050	65,649	4,827	70,476
2051	67,730	2,746	70,476
2052	51,013	658	51,671
	<u>\$ 1,443,292</u>	<u>\$ 863,611</u>	<u>\$ 2,306,903</u>



HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
Utilities Improvement Revenue Bonds, Series 2013-B (Rural Utilities Service) interest rate 3.125%			
Year Ending March 31,			
2020	\$ 79,375	\$ 144,869	\$ 224,244
2021	81,892	142,352	224,244
2022	84,488	139,756	224,244
2023	87,166	137,078	224,244
2024	89,929	134,315	224,244
2025	92,780	131,464	224,244
2026	95,722	128,522	224,244
2027	98,756	125,488	224,244
2028	101,887	122,357	224,244
2029	105,117	119,127	224,244
2030	108,449	115,795	224,244
2031	111,887	112,357	224,244
2032	115,434	108,810	224,244
2033	119,093	105,151	224,244
2034	122,869	101,375	224,244
2035	126,764	97,480	224,244
2036	130,783	93,461	224,244
2037	134,929	89,315	224,244
2038	139,206	85,038	224,244
2039	143,619	80,625	224,244
2040	148,172	76,072	224,244
2041	152,869	71,375	224,244

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
Utilities Improvement Revenue Bonds, Series 2013-B (Rural Utilities Service), interest rate 3.125% (continued):			
Year Ending March 31,			
2042	157,716	66,528	224,244
2043	162,715	61,529	224,244
2044	167,874	56,370	224,244
2045	173,196	51,048	224,244
2046	178,686	45,558	224,244
2047	184,351	39,893	224,244
2048	190,195	34,049	224,244
2049	196,224	28,020	224,244
2050	202,445	21,799	224,244
2051	208,863	15,381	224,244
2052	215,484	8,760	224,244
2053	163,041	2,099	165,140
	<u>\$ 4,671,976</u>	<u>\$ 2,893,216</u>	<u>\$ 7,565,192</u>

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
State of Tennessee CWSRF Loan			
#CG3 2014-332, interest rate 1.74%			
Year Ending March 31,			
2019	\$ 167,385	\$ 57,723	\$ 225,108
2021	170,322	54,822	225,144
2022	173,310	51,822	225,132
2023	176,346	48,762	225,108
2024	179,439	45,669	225,108
2025	182,592	42,516	225,108
2026	185,796	39,312	225,108
2027	189,057	36,051	225,108
2028	192,369	32,739	225,108
2029	195,738	29,370	225,108
2030	199,176	25,932	225,108
2031	202,668	22,440	225,108
2032	206,217	18,891	225,108
2033	209,835	15,273	225,108
2034	213,516	11,592	225,108
2035	217,266	7,842	225,108
2036	221,079	4,029	225,108
2037	111,683	919	112,602
	<u>\$ 3,393,794</u>	<u>\$ 545,704</u>	<u>\$ 3,939,498</u>

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
State of Tennessee CWSRF Loan			
#SRF 2011-279, interest rate 0.95%			
Year Ending March 31,			
2020	\$ 400,584	\$ 72,984	\$ 473,568
2021	404,412	69,156	473,568
2022	408,270	65,298	473,568
2023	412,170	61,398	473,568
2024	416,100	57,468	473,568
2025	420,072	53,496	473,568
2026	424,074	49,494	473,568
2027	428,118	45,450	473,568
2028	432,210	41,358	473,568
2029	436,332	37,236	473,568
2030	440,496	33,072	473,568
2031	444,699	28,869	473,568
2032	448,938	24,630	473,568
2033	453,222	20,346	473,568
2034	457,545	16,023	473,568
2035	461,913	11,655	473,568
2036	466,320	7,248	473,568
2037	470,349	3,219	473,568
2038	39,421	31	39,452
	<u>\$ 7,865,245</u>	<u>\$ 698,431</u>	<u>\$ 8,563,676</u>

HALLSDALE-POWELL UTILITY DISTRICT

**LONG-TERM DEBT REQUIREMENTS**

(continued)

March 31, 2019

	<u>Principal</u>	<u>Interest</u>	<u>Totals</u>
State of Tennessee CWSRF Loan			
#CG2 2014-333, interest rate 1.74%			
Year Ending March 31,			
2020	\$ 41,127	\$ 14,961	\$ 56,088
2021	41,829	14,259	56,088
2022	42,561	13,527	56,088
2023	43,311	12,777	56,088
2024	44,067	12,021	56,088
2025	44,841	11,247	56,088
2026	45,630	10,458	56,088
2027	46,431	9,657	56,088
2028	47,244	8,844	56,088
2029	48,069	8,019	56,088
2030	48,915	7,173	56,088
2031	49,776	6,312	56,088
2032	50,649	5,439	56,088
2033	51,534	4,554	56,088
2034	52,440	3,648	56,088
2035	53,361	2,727	56,088
2036	54,294	1,794	56,088
2037	55,248	840	56,088
2038	18,391	157	18,548
	<u>\$ 879,718</u>	<u>\$ 148,414</u>	<u>\$ 1,028,132</u>

HALLSDALE-POWELL UTILITY DISTRICT

**CHANGES IN LONG-TERM DEBT BY INDIVIDUAL ISSUE**

March 31, 2019

Description of Indebtedness	Original Amount of Issue	Interest Rate	Date of Issue
<b><u>BONDS PAYABLE</u></b>			
Water and Sewer Refunding Bonds, Series 2013	\$ 43,825,000	2 to 4 %	3/31/2013
Water and Sewer Improvement Bonds, Series 2006	16,000,000	4 to 5	3/31/2006
Water and Sewer Improvement Bonds, Series 2008	10,000,000	3 to 5	3/31/2009
Water and Sewer Refunding Bonds, Series 2018	24,930,000	3 to 5	3/31/2019
Utilities Improvement Revenue Bonds, Series 2005	891,600	4.375	3/31/2008
Utilities Improvement Revenue Bonds, Series 2007	3,018,000	4.125	3/31/2008
Utilities Improvement Revenue Bonds, Series 2009	998,000	3.25	3/31/2011
Utilities Improvement Revenue Bonds, Series 2011	4,899,000	4.125	3/31/2012
Utilities Improvement Revenue Bonds, Series 2013-A	1,566,000	3.125	3/31/2013
Utilities Improvement Revenue Bonds, Series 2013-B	4,983,000	3.125	3/31/2013
<b><u>NOTES PAYABLE</u></b>			
State of Tennessee DWSRF Loan #2006-069	2,500,000	0.84	3/31/2005
State of Tennessee CWSRF Loan #2005-186	52,898,483	0.82	3/31/2005
State of Tennessee DWSRF Loan #2005-062	7,500,000	0.82	3/31/2005
State of Tennessee DWSRF Loan #2009-086	1,412,500	2.52	3/31/2010
State of Tennessee DWSRF Loan ARRA #2009-086	282,500	2.52	3/31/2010
State of Tennessee CWSRF Loan #2014-332	4,000,000	1.74	3/31/2015
State of Tennessee CWSRF Loan #2014-333	940,833	1.74	3/31/2015
State of Tennessee CWSRF Loan #2009-233	6,056,322	2.52	3/31/2011
State of Tennessee CWSRF Loan ARRA #2009-233	1,211,264	2.52	3/31/2011
State of Tennessee DWSRF Loan #2011-111	3,077,600	0.87	3/31/2012
State of Tennessee CWSRF Loan #2011-279	8,600,000	0.95	3/31/2013
	<u>\$ 199,590,103</u>		

See the accompanying independent accountant's audit report.

Last Maturity Date	Outstanding 4/1/2018	Issued During Period	Paid and/or Matured During Period	Refunded During Period	Outstanding 3/31/2019
3/31/2035	\$ 37,515,000	\$ 0	\$ 1,700,000	\$ 0	\$ 35,815,000
N/A	13,255,000	0	0	13,255,000	0
N/A	6,455,000	0	0	6,455,000	0
3/31/2040	0	24,930,000	0	0	24,930,000
N/A	772,146	0	0	772,146	0
N/A	2,597,180	0	0	2,597,180	0
3/31/2049	884,018	0	17,403	0	866,617
N/A	4,476,353	0	0	4,476,353	0
3/31/2052	1,468,240	0	24,949	0	1,443,292
3/31/2053	4,748,911	0	76,936	0	4,671,976
3/31/2028	1,302,451	0	125,379	0	1,177,072
3/31/2033	38,338,383	0	2,560,313	0	35,778,070
3/31/2028	3,903,617	0	376,410	0	3,527,207
3/31/2032	1,007,211	0	65,332	0	941,879
3/31/2032	201,471	0	13,091	0	188,380
3/31/2037	3,557,888	0	164,094	0	3,393,794
3/31/2038	803,107	114,510	37,899	0	879,718
3/31/2033	4,635,969	0	272,019	0	4,363,950
3/31/2033	926,904	0	54,405	0	872,499
3/31/2033	2,259,422	0	148,941	0	2,110,481
3/31/2038	7,441,525	441,697	17,977	0	7,865,245
	<u>\$ 136,549,797</u>	<u>\$ 25,486,207</u>	<u>\$ 5,655,148</u>	<u>\$ 27,555,679</u>	<u>\$ 128,825,179</u>

HALLSDALE-POWELL UTILITY DISTRICT

CUSTOMERS AND UTILITY RATES

March 31, 2019

**Water:**

Active customer accounts 31,061

**Sewer:**

Active customer accounts 23,500

**Residential and Commercial Water:**

Base charge \$ 9.34 (minimum bill)  
Each 1,000 gallons \$ 8.89

**Residential Sewer:**

Base charge \$ 11.88 (minimum bill)  
0 gallons through 12,000 gallons \$ 11.18 per 1,000 gallons  
Over 12,000 gallons no additional charge  
\*Grinder pump (if applicable) \$ 8.16 per month

**Commercial Sewer:**

Base charge \$ 11.88 (minimum bill)  
Over 1,500 gallons \$ 11.18 per 1,000 gallons  
\*Grinder pump (if applicable) \$ 8.16 per month

**Sunset Bay Sewer:**

Vacant Lot \$ 9.00 (minimum bill)  
Base charge \$ 11.88 (minimum bill)  
Each 1,000 gallons \$ 11.18

See the accompanying independent accountants' audit report.



HALLSDALE-POWELL UTILITY DISTRICT

**CUSTOMERS AND UTILITY RATES**

(continued)

March 31, 2019

**\*Sewer Grinder Pump Service/Maintenance Fees**

The service maintenance fee for sewer grinder pumps is \$8.16 per month as of March 31, 2019. This fee only applies for E-One pump model numbers.

**Surcharge for Excess Concentration**

Grease, fats, oils, etc., in excess of 50 milligrams/liter at \$4.00 per hundred pounds; biochemical oxygen demand in excess of 240 milligrams/liter at \$6.00 per hundred pounds; suspended solids in excess of 300 milligrams/liter at \$5.50 per hundred pounds; ammonia in excess of 30 milligrams/liter at \$4.00 per hundred pounds.

The Board of Commissioners for the District sets the rates, fees and charges for the services provided by the District to ensure that the utility system is self-supporting. These rates, fees and charges are set so as to produce revenue at least sufficient to provide for all expenses of operation and maintenance of the District, including establishing necessary reserves, and pay when due all of the District's debt obligations, including related interest and debt service reserve requirements.

HALLSDALE-POWELL UTILITY DISTRICT

**CUSTOMERS AND UTILITY RATES**

(continued)

March 31, 2019

**Connection Fees**

The minimum connection fee for tapping privileges shall be determined in accordance with the following schedule determined by the District.

Standard Water and Sewer Connection Fees

Residential

	<u>Subdivision</u>	<u>Not in Subdivision</u>
Water connection fee	\$ 950.00	\$ 950.00
Sewer connection fee	600.00	1,000.00
Service application fee	25.00	25.00
Sewer inspection fee	30.00	30.00

Commercial and Industrial

<u>Water Meter Size</u>	<u>Water Tap Fee</u>	<u>Sewer Connection Fee</u>
5/8-3/4"	\$ 950.00	\$ 800.00
1"	1,300.00	1,000.00
1 1/2"	3,000.00	1,900.00
2"	3,300.00	2,100.00
3"	8,500.00	6,000.00
4"	9,800.00	8,200.00
6"	18,000.00	12,000.00

All of the above connection fees are also potentially subject to surcharges by the District for road crossing (boring) costs. Customers located outside Knox County are also potentially liable for a Water System Improvements Fee of \$1,000 to \$2,600 to offset the District's cost of extending its lines and providing service outside its service boundary.



# AWWA Free Water Audit Software: Reporting Worksheet

WAS v5.0  
American Water Works Association.  
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Click to access definition  
 Click to add a comment

Water Audit Report for: **Hallsdale Powell Utility District (0000280)**  
Reporting Year: **2019** **4/2018 - 3/2019**

Please enter data in the white cells below. Where available, metered values should be used; if metered values are unavailable please estimate a value. Indicate your confidence in the accuracy of the input data by grading each component (n/a or 1-10) using the drop-down list to the left of the input cell. Hover the mouse over the cell to obtain a description of the grades

All volumes to be entered as: **MILLION GALLONS (US) PER YEAR**

To select the correct data grading for each input, determine the highest grade where the utility meets or exceeds all criteria for that grade and all grades below it.

### WATER SUPPLIED

Volume from own sources:   10  MG/Yr  
Water imported:   10  MG/Yr  
Water exported:   10  MG/Yr

### Master Meter and Supply Error Adjustments

Enter grading in column 'E' and 'J' ----- Pnt: Value:  
1.00%   MG/Yr  
2.00%   MG/Yr

Enter negative % or value for under-registration  
Enter positive % or value for over-registration

**WATER SUPPLIED:**  **2,713.582** MG/Yr

### AUTHORIZED CONSUMPTION

Billed metered:   9  MG/Yr  
Unbilled metered:   6  MG/Yr  
Unbilled unmetered:   7  MG/Yr

Default option selected for Unbilled unmetered - a grading of 5 is applied but not displayed

**AUTHORIZED CONSUMPTION:**  **1,754.190** MG/Yr

Click here:  for help using option buttons below

Pnt: Value:    MG/Yr

Use buttons to select percentage of water supplied OR value

### WATER LOSSES (Water Supplied - Authorized Consumption)

**959.392** MG/Yr

#### Apparent Losses

Unauthorized consumption:   **6.784** MG/Yr

Default option selected for unauthorized consumption - a grading of 5 is applied but not displayed

Customer metering inaccuracies:   6  MG/Yr  
Systematic data handling errors:   7  MG/Yr

Default option selected for Systematic data handling errors - a grading of 5 is applied but not displayed

**Apparent Losses:**  **63.736** MG/Yr

Pnt: Value:    MG/Yr

MG/Yr  
   MG/Yr

### Real Losses (Current Annual Real Losses or CARL)

Real Losses = Water Losses - Apparent Losses:  **895.656** MG/Yr

**WATER LOSSES:**  **959.392** MG/Yr

### NON-REVENUE WATER

**NON-REVENUE WATER:**  **1,214.312** MG/Yr

= Water Losses + Unbilled Metered + Unbilled Unmetered

### SYSTEM DATA

Length of mains:   9  miles  
Number of active AND inactive service connections:   8   
Service connection density:  **45** conn./mile main

Are customer meters typically located at the curbside or property line?  (length of service line, beyond the property boundary, that is the responsibility of the utility)

Average length of customer service line has been set to zero and a data grading score of 10 has been applied

Average operating pressure:   7  psi

### COST DATA

Total annual cost of operating water system:   9  \$/Year  
Customer retail unit cost (applied to Apparent Losses):   7  \$/1000 gallons (US)  
Variable production cost (applied to Real Losses):   7  \$/Million gallons  Use Customer Retail Unit Cost to value real losses

### WATER AUDIT DATA VALIDITY SCORE:

\*\*\* YOUR SCORE IS: 81 out of 100 \*\*\*

A weighted scale for the components of consumption and water loss is included in the calculation of the Water Audit Data Validity Score

### PRIORITY AREAS FOR ATTENTION:

Based on the information provided, audit accuracy can be improved by addressing the following components:

**1: Unbilled metered**

**2: Customer metering inaccuracies**

**3: Unauthorized consumption**

See the accompanying independent accountant's audit report.



# AWWA Free Water Audit Software: System Attributes and Performance Indicators

WAS v5.0  
American Water Works Association.  
Copyright © 2014. All Rights Reserved.

Water Audit Report for: Hallsdale Powell Utility District (0000280)  
 Reporting Year: 2019 4/2018 - 3/2019

**\*\*\* YOUR WATER AUDIT DATA VALIDITY SCORE IS: 81 out of 100 \*\*\***

**System Attributes:**

	Apparent Losses:	<span style="border: 1px solid black; padding: 2px;">63.736</span>	MG/Yr
	+	Real Losses:	<span style="border: 1px solid black; padding: 2px;">895.656</span>
	=	<b>Water Losses:</b>	<b><span style="border: 1px solid black; padding: 2px;">959.392</span></b>

? Unavoidable Annual Real Losses (UARL): 456.89 MG/Yr

Annual cost of Apparent Losses: \$566,616

Annual cost of Real Losses: \$676,220 Valued at **Variable Production Cost**

Return to Reporting Worksheet to change this assumption

**Performance Indicators:**

Financial: { Non-revenue water as percent by volume of Water Supplied: 44.7%  
 Non-revenue water as percent by cost of operating system: 11.6% Real Losses valued at Variable Production Cost

Operational Efficiency: { Apparent Losses per service connection per day: 5.63 gallons/connection/day  
 Real Losses per service connection per day: 79.16 gallons/connection/day  
 Real Losses per length of main per day\*: N/A  
 Real Losses per service connection per day per psi pressure: 0.53 gallons/connection/day/psi

From Above, Real Losses = Current Annual Real Losses (CARL): 895.66 million gallons/year

? Infrastructure Leakage Index (ILI) [CARL/UARL]: 1.96

\* This performance indicator applies for systems with a low service connection density of less than 32 service connections/mile of pipeline

See the accompanying independent accountant's audit report.

HALLSDALE-POWELL UTILITY DISTRICT

**OFFICIALS**

March 31, 2019

**Board of Commissioners**

Kevin Julian, Chairman  
Todd Cook, Secretary  
Robert Crye, Treasurer

**President**

Darren Cardwell

**Chief Financial Officer**

James Smith

See the accompanying independent accountants' audit report.

HALLSDALE-POWELL UTILITY DISTRICT

**EXPENDITURES OF FEDERAL AWARDS  
AND STATE FINANCIAL ASSISTANCE**

March 31, 2019

Federal Grantor/ Pass-Through Grantor	CFDA #	Contract Number	Expenditures
<u>Federal Awards</u>			
U.S. Environmental Protection Agency/ SRF Clean Water Loan	66.458	SRF 2018-410	\$ 1,817,002
<u>State Financial Assistance</u>			
U.S. Environmental Protection Agency/ SRF Clean Water Loan	66.458	SRF CG3 2014-333	114,510
U.S. Environmental Protection Agency/ SRF Clean Water Loan	66.458	SRF 2018-410	363,488
U.S. Environmental Protection Agency/ SRF Clean Water Loan	66.458	SRF CG3 2011-279	441,697
			<u>919,695</u>
Total Federal Awards and State Financial Assistance			<u>\$ 2,736,697</u>

**NOTE 1 – BASIS OF PRESENTATION**

This schedule summarizes the expenditures of Hallsdale-Powell Utility District under programs of the state government for the year ended March 31, 2019. The schedule is presented using the full accrual basis of accounting.

**NOTE 2 – INDIRECT COST RATE**

The District did not elect to use the 10 percent de minimis indirect cost rate; however, no indirect costs were allocated to the federal awards during the year ended March 31, 2019.

See the accompanying independent accountants' audit report.

HALLSDALE-POWELL UTILITY DISTRICT

**EXPENDITURES OF FEDERAL AWARDS**  
**AND STATE FINANCIAL ASSISTANCE**

(continued)

March 31, 2019

**NOTE 3 – OUTSTANDING BALANCE**

Hallsdale-Powell Utility District had no outstanding federal loan balances at March 31, 2019 which had continuing compliance requirements other than to repay the loans.

INTERNAL CONTROL

AND

COMPLIANCE



INDEPENDENT ACCOUNTANTS' REPORT ON INTERNAL CONTROL  
OVER FINANCIAL REPORTING AND ON COMPLIANCE AND  
OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS  
PERFORMED IN ACCORDANCE WITH *GOVERNMENT AUDITING STANDARDS*

Board of Commissioners  
Hallsdale-Powell Utility District  
Knoxville, Tennessee

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States of America, the financial statements of Hallsdale-Powell Utility District, as of and for the year ended March 31, 2019, and the related notes to the financial statements, and have issued our report thereon dated September 23, 2019.

**Internal Control Over Financial Reporting**

In planning and performing our audit of the financial statements, we considered Hallsdale-Powell Utility District's internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of Hallsdale-Powell Utility District's internal control. Accordingly, we do not express an opinion on the effectiveness of Hallsdale-Powell Utility District's internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent or detect and correct misstatements on a timely basis. A material weakness is a deficiency, or a combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of Hallsdale-Powell Utility District's financial statements will not be prevented or detected and corrected on a timely basis. A significant deficiency is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

## **Compliance and Other Matters**

As part of obtaining reasonable assurance about whether Hallsdale-Powell Utility District's financial statements are free of material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

## **Purpose of this Report**

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of Hallsdale-Powell Utility District's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Hallsdale-Powell Utility District's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

A handwritten signature in black ink that reads "Mitchell Emert + Hill". The signature is written in a cursive, flowing style.

September 23, 2019

HALLSDALE-POWELL UTILITY DISTRICT

**PRIOR YEAR FINDINGS AND QUESTIONED COSTS**

Year Ended March 31, 2019

There were no prior year findings reported.

INDEPENDENT ACCOUNTANTS' REPORT ON COMPLIANCE FOR  
EACH MAJOR PROGRAM AND ON INTERNAL CONTROL OVER  
COMPLIANCE REQUIRED BY THE UNIFORM GUIDANCE

Board of Commissioners  
Hallsdale-Powell Utility District  
Knoxville, Tennessee

**Report on Compliance for Each Major Federal Program**

We have audited Hallsdale-Powell Utility District's compliance with the types of compliance requirements described in the *OMB Compliance Supplement* that could have a direct and material effect of Hallsdale-Powell Utility District's major federal programs for the year ended March 31, 2019. Hallsdale-Powell Utility District's major federal program are identified in the summary of audit results section of the accompanying schedule of findings and questioned costs.

***Management's Responsibility***

Management is responsible for compliance with the requirements of federal statutes, regulations, and the terms and conditions of its federal awards applicable to its federal programs.

***Auditor's Responsibility***

Our responsibility is to express an opinion on compliance for Hallsdale-Powell Utility District's major federal program based on our audit of the types of compliance requirements referred to above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States of America; and the audit requirements of Title 2 U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements; Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Those standards and the Uniform Guidance require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal program occurred. An audit includes examining, on a test basis, evidence about Hallsdale-Powell Utility District's compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major federal program. However, our audit does not provide a legal determination of Hallsdale-Powell Utility District's compliance.

### ***Opinion on Each Major Federal Program***

In our opinion, Hallsdale-Powell Utility District complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal program for the year ended March 31, 2019.

### **Report on Internal Control Over Compliance**

Management of Hallsdale-Powell Utility District is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Hallsdale-Powell Utility District's internal control over compliance with the types of requirements that could have a direct and material effect on each major federal program to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major federal program and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Hallsdale-Powell Utility District's internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. A material weakness in internal control over compliance is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. A significant deficiency in internal control over compliance is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of the internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

*Mitchell Emert & Hill*

September 23, 2019

HALLSDALE-POWELL UTILITY DISTRICT

**FINDINGS AND QUESTIONED COSTS**

Year Ended March 31, 2019

**SUMMARY OF AUDIT RESULTS**

1. The Independent Accountants' Audit Report expresses an unmodified opinion on the financial statements of Hallsdale-Powell Utility District.
2. No significant deficiencies in internal control over financial reporting were disclosed.
3. No instances of noncompliance material to the financial statements were disclosed.
4. No significant deficiencies in internal control over major federal programs were disclosed.
5. The Independent Accountants' Report on Compliance for Each Major Program and on Internal Control Over Compliance As Required by the Uniform Guidance expresses an unmodified opinion on Hallsdale-Powell Utility District's compliance with federal statutes, regulations, and the terms and conditions of its federal awards applicable to its major federal programs.
6. No findings or questioned costs were disclosed which would be required to be reported in accordance with the Uniform Guidance.
7. The following programs were tested as major programs:

<u>Program Name</u>	<u>CFDA No.</u>
SRF Clean Water Loan	66.458

8. The threshold for distinguishing Types A and B programs was \$750,000.
9. Hallsdale-Powell Utility District was not determined to be a low-risk auditee.

**FEDERAL AWARD FINDINGS AND QUESTIONED COSTS**

No findings or questioned costs were disclosed which would be required to be reported in accordance with the Uniform Guidance.

**STATE OF TENNESSEE  
DEPARTMENT OF ENVIRONMENT AND CONSERVATION**

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<b>IN THE MATTER OF:</b>	)	
	)	<b>DIVISION OF WATER</b>
	)	<b>RESOURCES</b>
	)	
<b>HALLSDALE-POWELL UTILITY DISTRICT</b>	)	
	)	
	)	
<b>RESPONDENT</b>	)	<b>CASE NO. WPC14-0044</b>
	)	

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**CONSENT ORDER AND ASSESSMENT**

This Agreement is made and entered into by and between the Tennessee Department of Environment and Conservation, Division of Water Resources (hereinafter “Division”) and Hallsdale-Powell Utility District (hereafter “Respondent”).

**PARTIES**

**I.**

Robert J. Martineau, Jr., is the duly appointed Commissioner of the Department. The Commissioner is responsible for administering the *Water Quality Control Act*, (hereinafter the “Act”), Tennessee Code Annotated (T.C.A.) §69-3-101 *et seq.*

**II.**

Hallsdale-Powell Utility District (hereinafter the “Respondent”) is a publicly owned, governmental utility district that owns and operates a municipal wastewater treatment system which provides service to residents in Anderson, Union, and Knox Counties, Tennessee (hereinafter the “site” or the “system”). The wastewater treatment

plant (WWTP) has a treatment capacity of 9.7 million gallons per day (MGD). Service of process may be made on the Respondent through Mr. Darren Caldwell, President/CEO, Hallsdale-Powell Utility District, P.O. Box 5199, Knoxville, Tennessee 37928-0199.

### **JURISDICTION**

#### **III.**

Whenever the Commissioner has reason to believe that a violation of Tennessee Code Annotated (T.C.A.) §69-3-101 *et seq.*, the Water Quality Control Act (the “Act”), has occurred, or is about to occur, the Commissioner may issue a complaint to the violator and may order corrective action be taken pursuant to T.C.A. §69-3-109(a) of the Act. Further, the Commissioner has authority to assess civil penalties against any violator of the Act, pursuant to T.C.A. §69-3-115 of the Act; and has authority to assess damages incurred by the state resulting from the violation, pursuant to T.C.A. §69-3-116 of the Act. Department Rules governing general water quality criteria and use classifications for surface waters have been promulgated pursuant to T.C.A. §69-3-105 and are effective as the *Official Compilation Rules and Regulations of the State of Tennessee*, Chapters 0400-40-03 and 0400-40-04 (hereinafter the “Rule”). Pursuant to T.C.A. §69-3-107(13), the Commissioner may delegate to the Director of the Division any of the powers, duties, and responsibilities of the Commissioner under the Act.

#### **IV.**

The Respondent is a “person” as defined at T.C.A. §69-3-103(25) and, as hereinafter described, has violated the Act.



## V.

Beaver Creek, described herein, is “waters of the state” as defined by T.C.A. §69-3-103(42). Pursuant to T.C.A. 69-3-105(a)(1), all waters of the state have been classified by the Tennessee Board of Water Quality, Oil and Gas for suitable uses. Department Rule 0400-40-04, “Use Classifications for Surface Waters”, is contained in the *Official Compilation of Rules and Regulations for the State of Tennessee*. Accordingly, all waters of the state have been classified at a minimum for the following uses: fish and aquatic life, recreation, irrigation, and livestock watering and wildlife, and may additionally be classified for use as industrial water supply, domestic water supply, and navigation.

## VI.

Tennessee Code Annotated §69-3-108 requires a person to obtain a permit from the Department prior to discharging into waters of the state, or to a location from which it is likely that the discharged substance will move into waters of the state. Rule 0400-40-05-.08 states in part that a set of effluent limitations will be required in each permit that will indicate adequate operation or performance of treatment units used and that appropriately limit those harmful parameters present in the wastewater. Rule 0400-40-05-.07 states in part that the permittee shall at all times properly operate and maintain all facilities and systems of treatment and control which are installed or used by the permittee to achieve compliance with the conditions of the permit. Furthermore, it is unlawful for any person to increase, in volume or strength, any wastes in excess of the permissive discharges specified under any existing permit.

## **FACTS**

### **VII.**

On August 20, 2004, the Division of Water Resources (hereinafter the "Division") issued to the Respondent, Consent Order 04-0242, for effluent violations of their permit and overflows from the Respondent's collection system. The Consent Order required the Respondent to submit a Corrective Action Plan and Engineering Report (CAP/ER), a Sewer Overflow Response Plan (SORP), implement the approved SORP, prepare a Sanitary Sewer Overflow Evaluation Report (SSOER), submit a Management, Operation, and Maintenance (MOM) program, and submit annual reports detailing their yearly progress to the Division.

### **VIII.**

The Order assessed a total civil penalty of \$131,600.00, of which \$13,600 was to be paid up-front or in lieu of payment the Respondent was required to propose a Supplemental Environmental Project (SEP). The remaining \$118,000.00 was contingent upon the Respondent completing the requirements of the Order.

Due to the number of overflow events, constituting unpermitted discharges, reported by the Respondent since Consent Order 04-0242 became final, and the necessity of additional corrective actions, all requirements of Consent Order 04-0242 shall be superseded by this Order and Assessment, and Consent Order 04-0242 shall be closed as of the date this Order is final.

## **IX.**

On March 7, 9, and 11, 2011, personnel from the Environmental Field Office in Knoxville (EFO-KN) conducted a Compliance Biomonitoring Inspection (CBI) of the Respondent's WWTP. During the inspection, personnel documented that all monitoring, reporting, sampling, and testing was being conducted in accordance with their NPDES permit. A letter dated July 21, 2011, was mailed to the Respondent detailing the observations of the CBI.

## **X.**

On July 29, 2011, the Division issued National Pollutant Discharge Elimination System (NPDES) Permit TN0078905 (hereinafter the "permit") to the Respondent. The permit became effective September 01, 2008, and expired on September 30, 2013.

## **XI.**

A permit application was received by the Division on May 31, 2013. However, upon review, the application was deemed to be incomplete. In a letter to the Respondent dated June 20, 2013, the Division notified the Respondent of the deficiencies. An amended application was received by the Division on July 8, 2013, and a Notice of Complete Application was sent to the Respondent on August 1, 2013. The permit was administratively continued and authorizes the Respondent to discharge treated municipal wastewater from the WWTP to Beaver Creek at mile 23.5 in accordance with effluent limitations, monitoring requirements and other conditions set forth in the permit.

## **XII.**

On April 1, 2014, representatives from the Respondent as well as their consultants met with personnel from the Division's Compliance and Enforcement Unit. The Respondent wanted to bring the Division up to date and present documentation showing all of the work and major accomplishments achieved since entering into the Consent Order. Some of the accomplishments included but were not limited to:

- Beaver Creek WWTP improvements completed and permit compliance achieved,
- Establishment of a customer complaint tracking system,
- Inspection of over 7,000 manholes,
- Inspection of approximately 2 million linear feet of sewer pipe using Closed Circuit Television (CCTV),
- Smoke testing over 1 million linear feet of sewer pipe,
- Rehabilitation of approximately 200,000 linear feet of sewer pipe,
- Replacement of over 16,000 linear feet of sewer pipe,
- Rehabilitation and/or replacement of over 1500 manholes, and
- Inspection of over 2,000 customer owned sewer service laterals.

## **XIII.**

During the monitoring period of January 2013, to January 2014, the Respondent reported on their DMRs, the following violations of the permit:

- 197 overflows of the collection system, and
- 1 total Ammonia Nitrogen violation

## VIOLATIONS

### XIV.

By discharging wastewater effluent in violation of the terms and conditions of its NPDES permit, as stated herein, the Respondent has violated T.C.A. §§69-3-108(b)(1),(3), and (6), and 69-3-114(b), which state in-part:

#### T.C.A. §69-3-108(b)

It is unlawful for any person, other than a person who discharges into a publicly owned treatment works or a person who is a domestic discharger into a privately owned treatment works, to carry out any of the following activities, except in accordance with the conditions of a valid permit:

- (1) The alteration of the physical, chemical, radiological, biological, or bacteriological properties of any waters of the state;
- (3) The increase in volume or strength of any wastes in excess of the permissive discharges specified under any existing permit;
- (6) The discharge of sewage, industrial wastes, or other wastes into water, or a location from which it is likely that the discharged substances will move into waters;

#### T.C.A. §69-3-114(b)

In addition, it is unlawful for any person to act in a manner or degree which is violative of any provision of this part or of any rule, regulation, or standard of water quality promulgated by the board or of any permits or orders issued pursuant to the provisions of this part; or fail or refuse to file an application for a permit as required in §69-3-108; or to refuse to furnish, or to falsify any records, information, plans, specifications, or other data required by the board or the Commissioner under this part.

## ORDER AND ASSESSMENT

### XV.

WHEREFORE, PREMISES CONSIDERED, the Consenting Parties agree as follows:

1. Within 180 days of the effective date of this Agreement, the Respondent shall submit for approval by the Division an updated/detailed Collection System Corrective Action Plan/Engineering Report (CS-CAP/ER) on the system and a project schedule for implementation and completion of all activities listed therein. The CS-CAP/ER shall include at a minimum, but not be limited to: a comprehensive plan that accounts for projected population growth; a reliability study of each pump station; a hydraulic model of the collection and transport system, including both new and existing lines; identification of any known overflow locations, and shall include the use of geographic information systems (GIS) coordinates to fully map the system and prioritize areas within the system that are in need of repair based upon a holistic understanding of the system, repair and or replacement of equipment, and the operational procedures and staffing necessary to comply with the NPDES permit. The Respondent shall submit the CS-CAP/ER in duplicate to the manager of the Division of Water Resources' Knoxville Environmental Field Office at 3711 Middlebrook Pike, Knoxville, TN 37921 and to the manager of the Compliance and Enforcement Unit of Water Resources located on the 11<sup>th</sup> Floor, William R. Snodgrass Tennessee Tower, 312

Rosa L. Parks Avenue, Nashville, TN 37243-1534. In addition, the documents may be submitted electronically to [DWRWater.compliance@tn.gov](mailto:DWRWater.compliance@tn.gov).

2. The Respondent shall initiate the actions outlined in the CS-CAP/ER, including those items required by the Division as comments in the approval of the CS-CAP/ER, within 60 days of written approval of the plan by the Division. The CS-CAP/ER, including the project schedule, implementation, and completion dates contained therein, shall become enforceable as part of this agreement once approved by the division. At the time of first action on the CS-CAP/ER, the Respondent shall notify the Division in writing of the action. This written notification shall be submitted in duplicate to the manager of the Division of Water Resources' Knoxville Environmental Field Office and to the manager of the Compliance and Enforcement Unit of Water Resources in Nashville, at the respective addresses and email shown in item 1, above.
  
3. All scheduled activities in the approved CS-CAP/ER shall be completed by August 31, 2024. A notice of completion should be sent to the manager of the Division of Water Resources' Knoxville Environmental Field Office and to the manager of the Compliance and Enforcement Unit of Water Resources in Nashville, at the respective addresses shown in item 1, above. The notice of completion will be considered late if not received by the division on or before September 15, 2024.

4. The Respondent shall continue to submit annual reports detailing all updates and changes to any of the individual MOM programs. Each annual report is due by March 31<sup>st</sup> and shall be based upon activities conducted in the previous calendar year. In addition, for each capacity related recurring overflow from the previous year, the Respondent shall provide details and timeframes for eliminating the overflows at the specific locations.
  
5. The Respondent shall achieve compliance with all terms and conditions of the permit no later than March 31, 2025.
  
6. The Respondent shall pay a CIVIL PENALTY of ONE HUNDRED SIXTY-THREE THOUSAND, ONE HUNDRED DOLLARS (\$163,100.00) to be paid as follows:
  - a. The Respondent shall pay TWENTY-THREE THOUSAND, ONE HUNDRED DOLLARS (\$23,100.00) to the Division to be paid within thirty (30) days of execution of this agreement. In lieu of the payment of TWENTY-THREE THOUSAND, ONE HUNDRED DOLLARS (\$23,100.00) of the assessed penalty, the Respondent may propose a Supplemental Environmental Project (SEP) with a value of at least FORTY-SIX THOUSAND, TWO HUNDRED DOLLARS (\$46,200.00). Any proposed SEP(s) must be submitted, in writing, to the Department's Director of Water Resources (hereinafter the "Director") within 30 days of the agreement becoming final. The written proposal must include an estimate of the



anticipated cost of the project(s), a timetable for completion, and detailed plans, including but not limited to maps, schematics, listing of plant species used for vegetative cover, and any on-going monitoring plans needed. Before implementing the SEP(s), the SEP(s) must be approved, in writing, by the Director. Once approved, the SEP projects, including the timetable for completion, shall become an enforceable portion of this agreement. In the event that one or more of the proposed SEP(s) are not approved, the Director may extend the time in which to submit an alternative SEP(s) proposal.

If no extension of time is requested or granted, the Respondent shall pay the above assessed TWENTY-THREE THOUSAND, ONE HUNDRED DOLLARS (\$23,100.00) CIVIL PENALTY within 30 days of receipt of the Director's letter denying the SEP(s). To receive credit against the CIVIL PENALTY for any approved SEP(s), the Respondent must provide documentation to the Director of the actual costs expended on each SEP(s). The value credited against the civil penalty for any approved SEP(s) will be determined by the Director. In the event that the Respondent fails to propose SEP(s) within 60 days of this agreement becoming final, the TWENTY-THREE THOUSAND, ONE HUNDRED DOLLARS (\$23,100.00) CIVIL PENALTY will become due and payable immediately.

- b. The Respondent shall pay TWENTY THOUSAND DOLLARS (\$20,000.00) to the Division in the event the Respondent fails to comply with item 1 above, to be paid within 30 days of default.
  
- c. The Respondent shall pay FIVE THOUSAND DOLLARS (\$5,000.00) per item of non-compliance with the approved CS-CAP/ER, up to SIXTY THOUSAND DOLLARS (\$60,000.00) to the Division in the event the Respondent fails to comply with item 2 above, to be paid within 30 days of notice of default.
  
- d. The Respondent shall pay TWENTY THOUSAND DOLLARS (\$20,000.00) to the Division in the event the Respondent fails to comply with item 3 above, to be paid within 30 days of notice of default.
  
- e. The Respondent shall pay TWENTY THOUSAND DOLLARS (\$20,000.00) to the Division in the event the Respondent fails to comply with item 4 above, to be paid within 30 days of notice of default.
  
- f. The Respondent shall pay TWO THOUSAND DOLLARS (\$2,000.00) per year of non-compliance, up to TWENTY THOUSAND DOLLARS (\$20,000.00), to the Division in the event the Respondent fails to comply with item 5 above, to be paid within 30 days of notice of default.

**EFFECTIVE DATE**

The effective date of this Consent Order and Agreement shall be the date it is signed by the Commissioner.

**WAIVER OF RIGHT TO APPEAL**

The Respondent does ~~not~~ have the right to appeal this agreement as such and knowingly and voluntarily waives all appeal rights that may be available to it.

**AUTHORITY TO SIGN**

The undersigned representatives of TDEC and of the Respondent hereby warrant and represent that they are fully authorized and are competent to execute this Agreement on behalf of the entity for which they are signing.

**ORDERED by the Commissioner of the Department of Environment and Conservation**

**AGREED AND CONSENTED to by Hallsdale-Powell Utility District**

8/27/14  
Date

Robert J. Martineau, Jr.  
Robert J. Martineau, Jr., Commissioner  
Tennessee Department of Environment and Conservation *ELS*

8-26-2014  
Date

Darren Cardwell  
Hallsdale-Powell Utility District  
Darren Cardwell

	2004	2005	2006
<b>Sanitary Sewer System Overflow Response</b>			
# OVERFLOWS			154
# Estimated Gallons of Overflows			175,000*
# Overflows Reaching Waters of the State			131
# Estimated Gallons of Overflows Reaching Waters			175,000*
# Overflows at Treatment Plant			0
# Dry Weather Overflows			39
# Wet Weather Overflow Events per NPDES			
# Wet Weather Overflow Individual Releases			115
# Overflows Cleaned Up			154
# Overflows Reported on Electronic DMR			0
# Overflows Initial Report Notification to TDEC			154
# Overflows Follow-Up Report Sent to TDEC within 5 Days			154
# Building Backups Due to Public System Failure Dry Weather			14
# Building Backups Due to Public System Failure Wet Weather			1

2007	2008	2009	2010	2011	2012	2013
84	111	213	128	181	110	193
166,250*	137,900*	393,300	343,525	136,500	464,600	1,037,800
51	85	196	111	166	94	178
166,250*	81,850*	257,600	265,125	84,000	391,000	765,500
3	2	3 BCWWTP 3RVWWTP	0 BCWWTP 3 RVWWTP	0 BCWWTP 5 RVWWTP	0 BCWWTP 0 RVWWTP	0 BCWWTP 1 RVWWTP
44	36	35	25	19	19	19
38	75	178	103	162	91	174
71	97	189	101	155	90	174
82	103	213	128	181	110	193
82	86	213	128	181	110	193
16	11	20	22	25	16	4
0	0	0	0	1	0	1

2014	2015	2016	2017	2018	2019
95	97	101	84	122	
356,500	799,500	898,300	245,700	733,500	
	87	93	74	111	
79	734,000	500,100	106,500	450,000	
0 BCWWTP 0 RVWWTP	0 BCWWTP 0 RVWWTP	0 BCWWTP 0 RVWWTP	0 BCWWTP 0 RVWWTP	0 BCWWTP 0 RVWWTP	
23	21	12	14	15	
72	76	89	70	107	
75	64	73	68	108	
95	97	101	84	122	
95	97	101	84	122	
20	22	12	16	11	
0	1	2	0	0	



Name: Russ Rymer

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I'm tired of \$100 water bills while other surrounding area residents pay approximately 70% less.



Name: Brice Portwood

City: Corryton

State: TN

Postal Code: 37721

Comment:

Because Hallsdale Powell is taking advantage of it's customers.

Name: Betty Bundren

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because I pay them for service and they are the only option I have!

Name: Christina Shockley

City: Knoxville

State: TN

Postal Code: 37918

Comment:

\$225.00 per month for water is ridiculous!

Name: Heather Varner

City: Knoxville

State: TN

Postal Code: 37917

Comment:

For the first year (of eight) that I lived in the district, the bill was reasonable. Starting in the second year I began to notice serious, legal, transgressions. Then, in the third year, I became the victim of said transgressions, the most notable being the steady rise in rates. Customer service slipped and unreasonable demands that rang too closely of extortion began and never ended. I believe that it is time for the tyranny to end once and for all because they are clearly become absolutely corrupt in their absolute power which is in direct contrast to their beginnings and quite the shame.

Name: Aaron Gooch

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I work hard for my money and I don't like being unfairly charged. Someone needs to hold Hallsdale Powell accountable.

Name: jennifer setzer

City: Corryton

State: TN

Postal Code: 37721

Comment:

Overly expensive and being military living in many states, I have NEVER been charged anywhere near these high rates. It's obscenely outrageous!

Name: Kristen Lane

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am signing because these rates are ridiculous and something needs to change ASAP!! When I moved in my house in 2006, rate was around \$35. It has continued to go up..was \$75 in Sept and now Oct bill is \$85!!! Went up \$10 in one month!! Are you kidding me?? I am a single person, take one shower a day, 2-3 loads of laundry per week, don't water lawn and rarely cook at home. There is no way this can be right!!! I am on a budget and can't afford this nonsense as is the case for many of my neighbors. Please help!! This has to stop!!!!

Name: chrissy harbison

City: knoxville

State: TN

Postal Code: 37918

Comment:

I have three kids and could use the money elsewear. Like food, water, and shelter.



Name: Rachel Holden

City: Powell

State: TN

Postal Code: 37849

Comment:

This is important too me because I believe that the rates HPUD charges are much higher than the utilities from surrounding areas and something needs to be done about it! My water bill is often as high as my power bill, and in conversations with people in other utility districts, they can't believe how much I'm having to pay for something as necessary as water!

Name: Wiliam Murphy

City: Knoxville

State: TN

Postal Code: 37938

Comment:

HPUD combined water and sewer rates have risen by more than 300% since 2001. Spending is out of control. Family member hire family members. There is no accountability for whats spent or projects undertaken and they spend huge sums of money on things not even related to the production of clean water. The new building they built was supposed to be \$2m, ended up being \$4m with over 300 square feet per person. Management must be changed.

Name: Russ Rymer

City: Knoxville

State: TN

Postal Code: 37938

Comment:

It's hard enough to pay the inflated price of food etc. without the outrageous price we are being charged on our water bill!

Name: Amanda Portwood

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Ridiculous rates

Name: James and Britney Maples

City: Powell

State: TN

Postal Code: 37849

Comment:

Our rates are ridiculous!!

Name: Jordan Myers

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am a young family of 2 children and limited income. My water went from \$75 to \$166 and I use less than before and don't even have a washer and dryer. I hand wash my dishes and my kids have bathtime at my mother's 75% of the week. My water is off the charts for a person like me.

Name: Rachel Lee

City: Corryton

State: TN

Postal Code: 37721

Comment:

Because the amount charged does not seem to be in line with surrounding areas.

Name: N A

City: powell

State: TN

Postal Code: 37849

Comment:

Because we cannot continue to pay for the greed and nepotism that is going on at HPUD poor people are hurting and all they care about is keeping it all in the family.



Name: Lisa Kinsler

City: Powell

State: TN

Postal Code: 37849

Comment:

Water rate is extremely high compared to other districts.

Name: Stacey Capps

City: Powell

State: TN

Postal Code: 37849

Comment:

This utility has rates that are not solely based on usage/consumption, that are not comparable to surrounding areas and unfairly punish middle & low income families. The utility is mismanaged, highly nepotistic and basically operates carte blanche with the funds of rate payers. Has a 3 member board of a land developer (who has profitted both at the utility and in his development business), a High School football coach with no knowledge of utility practices, finances, or management, and a well paid son-in law of the previous president. Previous president still earning sizeable "consulting" fees in retirement. Utility functions with little to no outside oversight.

Name: KIM BREWER

City: KNOXVILLE

State: TN

Postal Code: 37938

Comment:

Tired of paying too high water bills for just 2 people!

Name: John Flaws

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Please also note, while on vacation I had a leak directly after the meter, they shut my water off, when I returned they offered no assistance to help only demanded full payment to return service, note cause of leak was steel fitting on the end of meter, they said not their problem, negotiated that they would reduce the bill from 750 to 400 dollars, paid the bill, restored service, next bill was over 3500 dollars, yeah, thanks for the break.

Name: Sherri Garrett

City: Knoxville

State: TN

Postal Code: 37920

Comment:

The water bill here is much higher than other areas in surrounding states as well as other counties. Since the water is not used every hour of the 24 hour day and electricity is, the water bill should not be equal to or higher than the electric bill

Name: Rebecca Shanton

City: Powell

State: TN

Postal Code: 37849

Comment:

Our wa

Name: Andrea Mutta

City: Powell

State: TN

Postal Code: 37849

Comment:

The rates increase constantly. Water is a need not a want. Something needs to be done.

Name: Vanessa Joy

City: Knoxville

State: TN

Postal Code: 37918

Comment:

3people, 1 house-water bill almost \$100/month! Can't give to cat-almost killed it; don't drink it myself! Corrodes EVERYTHING !



Name: Beth Beeler

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I'm tired of being charged almost three times the rate of KUB customers

Name: Beth Beeler

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I'm tired of Hallsdale Powell taking advantage of their customers, they are the only reason I despise living in this area. Their rates are 3 times higher than KUB, they are ridiculous!!!

Name: Angela Loy

City: Knoxville

State: TN

Postal Code: 37938

Comment:

HPUD knows we have no choice if we want water!!!! I pay close to \$70 per month for just me and I'm rarely home!!! It's absurd...everytime I drive by their brand new building I think that's where my money goes! I wish there was something that could be done about it! Crooks!

Name: Judy Trotter

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are outrageous! In just a few years they have almost doubled.

Name: Kristi and Kelly Burns

City: Powell

State: TN

Postal Code: 37849

Comment:

I had a house that sat empty while on the market, and the water bill was never less than 60.00, and no one was using any water. that is ridiculous to have to pay that just to keep running water.

Name: Paul Cavanaugh

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My wife and I have lived in quite a few states, and none of them had water bills as high as HPUD.

Name: mark markovich

City: knoxville

State: TN

Postal Code: 37938

Comment:

prices are going up why... fixed income. prices are higher than other water companys.

Name: Joseph Breu

City: Powell

State: TN

Postal Code: 37849

Comment:

Hallsdale Powell rates are extremely high compared to other utilities in this area. My family lives on a budget and every cent counts!



Name: Scott Clark

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My water bill has more than doubled in the last 6 years. It went from \$48 a month to near \$110. HPUD told me that I must have a leak, but getting bills every 6 months stating a 7.5% rate increase on water and sewer is killing us. I have friends on the other side of Clinton Hwy that pay \$40 a month with sewer.

Name: Herbert Holloway

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates have increased too much with very few improvements - which was the stated reason for the needed increases a few years ago. The major improvement is their new offices - not service, maintenance or upgrades as promised.

Name: Clifton Collins

City: Knoxville

State: TN

Postal Code: 37918

Comment:

High prices and very poor customer service.

Name: Martha Klawitter

City: Knoxville,

State: TN

Postal Code: 37938

Comment:

Our communities should not be paying higher fees for water and sewer than other areas nearby. It seems to me like Hallsdale Powell is being unfair.

Name: David Whitt

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Eight years ago my bill was \$12. It has steadily gone up to \$120 a month now. Friends with the same size family living outside this district pay \$60 a month.

Name: Keith Violet

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Bills are too high and keep increasing.

Name: Peter and Karen Danos

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our rates are unbelievably high. It would be nice to get an explanation why they are so much higher than surrounding areas.

Name: Don Dejkunchorn

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Lived here six years and the water bill has increased by 60%



Name: Cassandra Bradley

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because when I moved to Powell over 8yrs ago my bill was \$35.00 dollars at most. In that amount of time it has increased to \$99.00. The amount has tripled. I understand that the cost of things will increase but this is a 300% increase. It is not the communities fault they have mismanaged their finances so they are charging us extra to make up for this.

Name: Kylene Roth

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our rates are one of the highest in the state and have more than tripled in the last few years.  
Outrageous!

Name: Terry & Melanie Wolfenbarger

City: Powell

State: TN

Postal Code: 37849

Comment:

Because these rates are out of hand and no one can tell us why.

Name: Denise Ellison

City: Knox

State: TN

Postal Code: 37918

Comment:

I moved into this home in 2000 and my bill was \$19-23mo. I have slowly watched it progress to being HIGHER than my ELECTRIC/KUB Bill. \$135+ in a tiny 3 person home???? I work in a large real estate firm and have learned that multi million dollar homes with pools and elaborate sprinkler systems have lower bill than I do. Something MUST be done!!!!

Name: Daniel Pruitt

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I have a new home with ALL energy efficient appliances and faucets. It is only my wife and I, and we still get a water bill every month that averages around \$70!!!!

Name: timothy taylor

City: powell

State: TN

Postal Code: 37849

Comment:

bill to high

Name: Lucy Rookard

City: Powell

State: TN

Postal Code: 37849

Comment:

Because I am paying more for my water bill than my electric, we are being robbed.

Name: Ron & Annette Jones

City: Powell

State: TN

Postal Code: 37849

Comment:

I am on a fixed income and this is meaningful to our monthly budget.



Name: Melinda Threet

City: Johnson City

State: TN

Postal Code: 37601

Comment:

The water bills are ridiculous. The company is just taking advantage of their monopoly, because there isn't any competition!

Name: Leah Fox

City: Knoxville

State: TN

Postal Code: 37931

Comment:

Tired of \$65 water bills!

Name: Barbara Bright

City: Knoxville

State: TN

Postal Code: 37938

Comment:

When your water bill is 3X more than co-workers with KUB water, it is a little disturbing.

Name: jessica estes

City: corryton

State: TN

Postal Code: 37721

Comment:

cause we pay not one but TWO water bills and they are to high. And if its not paid the exact date its supposed to be its turned off immediately.

Name: Rebecca Brown

City: Knoxville

State: TN

Postal Code: 37912

Comment:

Enough with GOUGING the consumer!

Name: Lisa Denny

City: Knoxville

State: TN

Postal Code: 37918

Comment:

there are 3 people living in our house and our bill is \$130.00 a month KUB being cheaper than Hallsdale.

Name: Ricky Bradford

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates charged are disproportionate to usage, and are largely unsubstantiated with clear documentation. Simply put, the rates are too high and I'm not convinced the rates are based fairly.

Name: Misty Elliott

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because rates are too high. 18 years ago when I bought my home my bill ran around \$20 per month, now it is around \$100.00 per month.



Name: Kerissa Butcher

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our water rates are too high!!!!

Name: Sarah Hopson

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am a single mom with only one income, I haven't had a raise in 4 years and these rates have been going up EVERY year!

Name: Terry Monroe

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Isn't it obvious the water/ sewer is too high?

Name: Jamie Smith

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Customer who pays too much.

Name: Dana Frantz

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The rates are exorbitant. Why are the sewer rates higher than the actual water consumption???

My family size decreased by two and yet my water bill increased over 50%. How is that possible?? I still cannot wrap my head around why the water company would need a high paid "consultant". What exactly is there to consult about???

I think there might need to be an investigation and perhaps some new management. On a positive note, the employees have always been pleasant to deal with if an issue should arise, although their hands are usually tied.

Name: Vickie Gregory

City: Corryton

State: TN

Postal Code: 37721

Comment:

I do not have Hallsdale Powell water at the current time. However, I do have sewer with them, and it ALWAYS twice what I pay for water. This is ridiculous. Something has to be done.

Name: Jennifer Atkins

City: Heiskell

State: TN

Postal Code: 37754

Comment:

I think they have a monopoly and we should be given a choice!

Name: Darlene Weaver

City: knoxville

State: TN

Postal Code: 37918

Comment:

It is absurd the spike in rates in the last 10 years!



Name: Alice Miller

City: Powell

State: TN

Postal Code: 37849

Comment:

We are a two person household and in comparasion to other bills, this one is out of sight and just keeps increasing. I understand the need to update and repair the infrastructure, but I simply cannot afford to pay anymore!

Name: Kimberly Dison

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I think we have been over billed for years...

Name: clinton weaver

City: powell

State: TN

Postal Code: 37849

Comment:

I also believe the rates of hallsdale are far too high.

Name: Brad Connatser

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Premium prices for mediocre water.

Name: Dorisha Chargualaf

City: Knoxville

State: TN

Postal Code: 37938

Comment:

HPUD rates have always been way too high...we're paying for the new unnecessary HPUD building, salaries that are too inflated, and capital improvements for expansion northward toward Union County. HPUD is a utility monopoly where we have no other choice!

Name: Victor Chargualaf

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The sewer portion of our bill is so much higher than the water portion. Our HPUD bill rivals our electric bill! May have to build a well, and use rain barrels to collect rainwater to cut our costs! Isn't HPUD regulated in any way?

Name: Nathan Bussell Jr.

City: Corryton

State: TN

Postal Code: 37721

Comment:

Because im tired of paying for that new building!!

Name: Amber Cantrell

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I have been with HPUD since 2005 and experienced all of their significant increases. I am currently 8 months pregnant and have had several water leaks over the past year. I have had 2 adjustments according to their policy, but my bill has been over \$200 per month. I live alone and between work/school, I am rarely home. I think that there needs to be something done about the rates in this area. They claim that the rates are due to demand, but there was no demand for the nice new building that was just built for them. (just saying)



Name: Cindy Williams

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because I can't afford to pay this every month.I have cut down on the use of water: we never water the grass,I only do laundry two times a week: we limit our showers:and try not to use much when we cook.We are a family of three and our average bill runs 150 to 170, and ever time we have said anything about it, we get told to look for leaks.....and there are no leaks....

Name: Calvin wyatt

City: knoxville

State: TN

Postal Code: 37918

Comment:

Prices should be more comparable to surrounding utility districts. Our amount we pay monthly isn't justified by our small usage amount

Name: Deborah Smith

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I feel the government needs to get involved and regulate all utilities

Name: Melissa Kear

City: Powell

State: TN

Postal Code: 37849

Comment:

It is absolutely ridiculous that when I moved to Powell in 2003 our water bill was around \$22-26 per month. We are still 4 people washing the same amount of clothes, taking the same amount of showers and now my water bill is (on average) \$91 per month. If I could choose another provider, believe me, I would!

Name: Jennifer Varner

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I understand they have to pay for their employees, but raising these rates have hurt my families budget & cannot use as much water as we need, because of these high rates.

Name: Linda Mase

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because they are robbing us. LCUB rates are not this high. They should not be able to charge any more than other servers.

Name: Jessica Marsh

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because I pay the insanely high bills!

Name: Karen Headrick

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because we are forced to use HDP b/c of our zip code we shouldn't have to put up with price gouging too.



Name: Mrs. Ronald VanDeGriff

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The bill is to high something should be done.

Name: Charles Busler

City: Poerll

State: TN

Postal Code: 37849

Comment:

The rates have more than doubled in the last few years and I see new office buildings, new trucks and cars and I see other areas with less rates and better water.

Name: Debbie Crabtree

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are extremely high!

Name: Jack Ford

City: Corryton

State: TN

Postal Code: 37721

Comment:

How can you charge for sewer and not monitor the useage? I should not be paying sewer rates for watering my lawn or washing my car. I have NEKU for water and glad a do.... crooks

Name: Bryn Richardson

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Hallsdale Powell recently awarded \$4,860,000 stimulus grant from EPA and yet they still need to increase rates. They need to reduce the rates to that of the other local water utility companies. We are paying double to what the other utilities charge.

Name: Kathy Melton

City: Powell

State: TN

Postal Code: 37849

Comment:

I've lived here since '96 and the increases are nearly unmanageable for those of us on limited incomes, let alone with families. Of course, we have no other choice!

Name: Mary Hicks

City: Powell

State: TN

Postal Code: 37849

Comment:

Because I the only one person and I pay for like a four people. It should not go up every few months. Just because they build a new build why I have to pay for it. I didn't tell them to build it.

Name: R & M Campbell

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our water bill is as much as our electric bill. And the water quality is terrible.



Name: Michael Shuemaker

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Water rates are too high - and have experienced questionable billing practices.

Name: Carole Clarke

City: Corryton

State: TN

Postal Code: 37721

Comment:

I also am outraged by the cost of my water bill.

Name: Rebecca Franse

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Our water bill is now more than our electric bill from KUB.

Name: emily lewis

City: powell

State: TN

Postal Code: 37849

Comment:

Our water bills our electric????

Name: Kristy White

City: Powell

State: TN

Postal Code: 37849

Comment:

I have 2 properties on HPUD and when the rental property is vacant it is nearly \$50 per month for no water used. HPUD even changed the meter once because they were concerned it was not working with no use.

Name: George Dionne

City: Knoxville

State: TN

Postal Code: 0

Comment:

Fixed income

Name: Debbie Anderson

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Must reduce our water rates, due to the fact, I soon will be retired and on a fixed income.

Name: Margaret Crawford

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am a senior on. The rates charged are unreasonably high



Name: Laura Cash

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because my water rates have tripled in the last 5 years. There are months when water is higher than gas and electricity

Name: Helen Fowler

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I think the rates are too high based on what my adult children pay out of state with small children. and they don't even have TVA. I believe there should be competition with another water service as HPUD appears to be a tightly guarded family run company not able to give straight, definitive answers to questions.

Name: Stephen Long

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am a HPUD customer and their rates are far higher for equivalent services that I have received from other utility districts. I honestly believe they are price gouging their customers.

Name: Donald Huennekens

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The excessive rates are breaking us. I do not understand why the new building had to come out of our pockets when we were not contacted to approve or refuse the cost.

Name: Marilyn Vaughan

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I pay more for water monthly than any other utility. Water is high enough to cause me to consider moving outside the Halls area.

Name: Elizabeth Eaker

City: Powell

State: TN

Postal Code: 37849

Comment:

Our bill is too high every month for the amount of water we use.

Name: James Caylor

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Outrageous prices .....

Name: Steve Hall

City: Knoxville

State: TN

Postal Code: 37938

Comment:

There has to be some action taken against HPUD. We must live in a dictatorship where a monopoly is allowed to set their own prices and price gouge!



Name: Johnathan Beeler

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We recently purchased our home and was even warned by our realtor that Hallsdale Powell Utility District was higher than KUB. We were also told that if something went wrong that they would charge us outrageous amounts to fix. We've been here 8 months and neither of us have seen anybody reading meters. That's a big concern for a family on a VERY SMALL budget!

Name: Debbie Davis

City: Powell

State: TN

Postal Code: 37849

Comment:

We have a huge water/sewer bill each month and rates seem to go up all the time, just when we are filling up our pool each spring. Wonder why they decide to increase rates when everyone is filling their pools???

Name: Zuann Candler

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The water and sewage rates are far too high.

Name: Sandy Pullin

City: Powell

State: TN

Postal Code: 0

Comment:

Hallsdale Powell rates are out of line with other utility providers in the Knoxville area.

Name: Beverly Nelson

City: Powell

State: TN

Postal Code: 37849

Comment:

We are paying way too much for water and sewer.

Name: Melinda Lunsford

City: powell

State: TN

Postal Code: 37849

Comment:

We are a family of 4 and our water bill is very high. We are struggling to make our bills and having to pay this high of a water bill is not helping us get back on our feet. Not to mention the customer service at the office is lacking. I even had one person tell me that it is a curtesy to send us a bill, not a requirement.

Name: Morgan Carden

City: Powell

State: TN

Postal Code: 37849

Comment:

Every penny saved goes toward our Dave Ramsey Baby Steps to keep our family self-sufficient and off the government payroll.

Name: Robert Chadwell

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We were with KUB in the city & could do what was needed around the house without having to worry about a water bill we couldn't afford.... :(((



Name: James Alley

City: Powell

State: TN

Postal Code: 37849

Comment:

The water utility rates charged by Hallsdale Powell Utilities District are completely outrageous.

Name: Sandy Bab

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We need to unite to stop unfair prices

Name: Kathy Hack

City: Knoxville

State: TN

Postal Code: 37921

Comment:

I hate paying \$150-160 a month for water and sewer. That is ridiculous.

Name: Darlene Fielden

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am 78 yrs old and can't afford to pay this big bill.

Name: John Simpson

City: Corryton

State: TN

Postal Code: 37721

Comment:

Because I've been getting raped by this utility for years and I'm sick of it!!!!

Name: ralph schwarzkopf

City: knoxville

State: TN

Postal Code: 37938

Comment:

fees higher than most other utility companies.

Name: John Simpson

City: Corryton

State: TN

Postal Code: 37721

Comment:

Since moving from Powell to Corryton 3 years ago, I pay more for sewer service with HPUD than I pay NEUD for my water! Someone tell me how that is possible! The folks at NEUD told me that HPUD is a scam and have been for years. I guess they have to keep raising rates to pay for that pretty new building they built a few years ago.

Name: Timothy Edgemon

City: Powell

State: TN

Postal Code: 37849

Comment:

We are a family of 4 and moved here in 2006, our rates are outrageous!!! I pay an average \$180-\$200 a month!! Getting to the point where we have to cut other corners to make ends meet. Every time I open my bill, IT'S GONE UP! I also noticed that the water smells funny, tastes funny...obviously politicians aren't the only dirty people around!!



Name: Michael Mays

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We try to conserve water as much as possible and still pay more than a family double our size with KUB and other districts. Our bills are too high.

Name: Laura Marine

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our rates should be the same as others not double.

Name: eddie haun

City: powell

State: TN

Postal Code: 37849

Comment:

because i think the rates are to high

Name: Toni Harris

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The rates are to HIGH. I pay more for water than my other family members who live in different districts. When I called HPUD in the past to discuss this issue, I was told if I refused to pay they would cut my water off. We have done everything short of putting a well in our yard to cut our water bill and it is always well over \$100.00 per month.

Name: Judy Huggett

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I moved here 21 years ago and paid \$20 a month for years. In the past 5 years I have retired and have a limited income. The amount of my water use has not changed so I feel my water bill has increase to much.

Name: JAMIE BLAINE

City: KNOXVILLE

State: TN

Postal Code: 37938

Comment:

I hate HPUD!

Name: William Gregory

City: Powell

State: TN

Postal Code: 37849

Comment:

Retire and on a fix income and these high rates are hurting all.

Name: Robert L. Sr. Gaddis

City: Powell

State: TN

Postal Code: 37849

Comment:

can't afford the rates



Name: Eric Barnes

City: Powell

State: TN

Postal Code: 37849

Comment:

Paying too much

Name: Shirley Jones

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are to high

Name: Mark Brackney

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The rates are extremely high - too high. Why should sewer cost as much as water?

Name: Scott Kidwell

City: Knoxville

State: TN

Postal Code: 37938

Comment:

our water bills are higher than our gas and electric bills combined. If we move to W. Knox, our water bills will decrease more than 50%. My wife, a Realtor, says many new home Buyers don't choose this area because they "hear that the water bills are unheard of"!

Name: John Boyden

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Most expensive water in County?

Name: Michelle Hubbard

City: Powell

State: TN

Postal Code: 37849

Comment:

Tired of high rates that I'm being charged when other districts aren't as high.

Name: Eddie O'Neil

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I have seen the comparison of the HDPUD rates compared to other Utility Districts and they are way to high.

Name: Dustin Terry

City: Powell

State: TN

Postal Code: 37849

Comment:

The water prices are outrageous. Changes need to be made.



Name: Calvin Lyons

City: Knoxville

State: TN

Postal Code: 0

Comment:

Water Rates here are way too high.

Name: Robert Wildsmith

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Retired from KUB & therefore, on retirement income. Have lived in HPUD's district for +40 years and have paid their water/waste water rates in 3 different homes. BUT, over the last 10 years, their rates have risen to ridiculous levels - higher & faster than any other utility in our area!! They do need an independent rate study and analysis ASAP - sign this petition, please! ..  
RCW

Name: Carrie Kroner

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We have cut back our water a great deal and still pay alot. We have a pool and only used it for 2 moths this past year. We are seriously considering closing it for good. The rates charged are ridiculous!

Name: Jennifer Keith

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My sister in law needs her water bill lowered!! Y'all charge to much!! I'm just lucky I have well water!!

Name: David Bradford

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The cost of Halls/Dale Powell water is the most costly I have ever had to pay in my life and I am 60 years old.

Name: Tammy Merritt

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are ridiculous!!

Name: Stormy Washington

City: Powell

State: TN

Postal Code: 37849

Comment:

The prices are ridiculous. We pay a minimum of \$85 a month.

Name: Lori Wood

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I got one word to describe HDPU water rates, OUTRAGEOUS!!!!



Name: whitney spann

City: knoxville

State: TN

Postal Code: 37938

Comment:

Because the amount charged does not seem to be in line with surrounding areas

Name: Amanda Garrett

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I pay way too much for water. Times are tough. My family needs a break!

Name: Larry Strange

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My water/sewer bill is often larger than my electric bill in the summer. The small break they offer on sewer charges is structured to favor the high volume users that fill swimming pools and water their lawns and plants during the summer.

Name: Jennifer Baysinger

City: Knoxville

State: TN

Postal Code: 37917

Comment:

I feel it is wrong to increase the utility bills. People have a hard time paying normal consumption let alone add to it with increased bills.

Name: Allan Webb

City: Knoxville

State: TN

Postal Code: 37912

Comment:

On a fixed income, the bill is way too high.

Name: Dianne Bradley

City: Fall Branch

State: TN

Postal Code: 37656

Comment:

My family lives in that district

Name: Joel Darnell

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The rates HPUD charge are excessive in comparison to other utility companies in our area. In addition, the bills are very inconsistent. One month it may be \$130, the next \$170. When questioned the representatives always say you used more water when I know we didn't. We've restricted showers and everything we can to reduce water charges.

Name: ann beeler

City: powell

State: TN

Postal Code: 37849

Comment:

its too high



Name: Ronnie Sims

City: Knoxville

State: TN

Postal Code: 37918

Comment:

in june they said we used 17,400 gallons of water, thats almost 600 gallons a day !!! we have 3 people in our house & no pool there is noway we used that much water !!!

Name: Annette Rathbone

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Large increases 24-percent increase in 2007, 17-percent increase in 2008, 7.5 percent increase in 2009, 7-5 percent increase in 2010, 9-percent increase in 2011, and 6.75-percent increase this year 2012.....

Name: Kristi Franklin

City: Grand Rapids

State: TN

Postal Code: 49548

Comment:

The rates are ridiculous.

Name: Tiffany Shelton

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because it is ridiculous what the Halls/Powell community has to pay to have water.

Name: Diane Greve

City: Knoxville

State: TN

Postal Code: 0

Comment:

sometimes my bill runs in the early 70's and I'm just one person. How do families with children afford these rates?

Name: Leslie Moore

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I totally agree. I have been out of town for 3 weeks-to a month, no water was being used and still had a 50 dollar bill! My bill is the same pretty much every month whether i am home or not. I figured they had a base payment that everyone had to pay regardless, but i found it crazy that i could be away from my home and no water being used and still had 50-60 dollar bill! This is water and it's just me and a dog! I know i don't use that much water!

Name: Tiffany Naik

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our water bill is as high as our utility bill.

Name: Stacy Reyes

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My water bill is outrageous! I have also had to replace my low boy water heater twice in 6 years & 3 pop-off valves!! What's the deal??? I am fed up and ready to move from the area!



Name: David Holt

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates for the past 18 yr have more than doubled, using same consumption, Started out \$34 now \$70 +,

Name: Jan Powell

City: Knoxville

State: TN

Postal Code: 37912

Comment:

Mrs Charles A Powell

Name: Jason McKnight

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our rates are at least DOUBLE!

Name: Jeffrey Bronson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

They are the highest in the area and they have no justification around it. However they somehow found the money to build a state of the art facility!

Name: Dusty Wheelles

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our water bill is higher than our electric bill...ridiculous!

Name: Nicole Morrell

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Costs are way too high not just for water and sewer but other utilities as well. Something has to be done to try to get this under control. It's hard enough paying bills as it is for a family of 5.

Name: Allison Oaks

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Hallsdale Powell should be ashamed of their business practice, customer , price gouging, and lack of concern for the Community they service!

Name: Laura Beeler

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My water bill is ridiculous! Paying \$175 each month for water is robbery! This is not a third world country! Water is a resource we have. I wish KUB would offer water to the Halls community! I never paid this much when I had my water through KUB!



Name: donald killion

City: corryton tn

State: TN

Postal Code: 37721

Comment:

The rates are too high

Name: Rena Miller

City: Knoxville

State: TN

Postal Code: 37918

Comment:

High water costs are then doubled by HPUD if you have sewer service resulting in exceptionally high bills, even for a 1 or 2 person household.

Name: Carol Stafford

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am paying twice as much now for water for my home than I was paying when I lived in Hardin Valley a year ago

Name: Jennifer Waldrop

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My KUB bill is consistently lower than my water bill!!!! One utility costs more than electric or gas!

Name: Lyn Jones

City: Powell

State: TN

Postal Code: 37849

Comment:

times are tough, I pay 3 times as much as my brother on another utility route..... I water animals and gardens and wash cars and a big rig, and still have to pay sewer on those gallons that is unbelievable.... my bill is split in half between water and sewer and I know at least a third of my water consumption does not go thru the sewer system...

Name: Alice Orem

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Hello.. have you looked at the cost of your water bill? It is way to high!!

Name: Sandy Beals

City: Knoxville

State: TN

Postal Code: 37918

Comment:

These rates are way out of line as to what others charge for water.

Name: Robin Burchfield

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I moved to this community 20 years ago and my water bill has skyrocketed! Things need to change.



Name: Carolyn Triplett

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We live on a fixed income. Also our bill is higher than a daughter who lives in Southern California and her water comes to her from Boulder Dam.

Name: Sherrie Finstad

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Paid \$30 to \$40 a month for years and now we are paying \$140. and higher with fewer in the household. Ouch!

Name: Harry Hodge

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Since 2004 our rates have doubled. There are two seniors in our condo and we don't use that much water.

Name: Kim Melton

City: Powell

State: TN

Postal Code: 37849

Comment:

My water bill is \$150.00 / month for a family of 3. In talking to some Fountain City friends, I'm finding out that theirs average \$50 - \$60 for 2 people. What's in our water to make it so high dollar? Hoping for the Fountain of Youth!

Name: David Crawford

City: Knoxville

State: TN

Postal Code: 37921

Comment:

In this economy, these rates are just too high.

Name: Christopher ball

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Hallsdale Powell charges way higher than national average. They have a monopoly and abuse it.

Name: Lillie Cooper

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The water rates are ridiculous and way to high. The sewer fees are also too high. An investigation needs to be made on the salaries of the management as I am not sure if they are really qualified for their positions.

Name: Sharon Hayes

City: Powell

State: TN

Postal Code: 37849

Comment:

The water/sewer charges I've every experienced.



Name: sandra price

City: port orange

State: FL

Postal Code: 32129

Comment:

My water bill is about the same as my KUB

Name: MARK & MELLISA WELCH

City: POWELL

State: TN

Postal Code: 37849

Comment:

THEY ARE SIMPLY RIPPING ME OFF !!!!!

Name: Tim Duncan

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My water bill is just too high....last month I paid \$175...when we moved to Powell about 15 years ago, I paid about \$50 a month...I pay almost as much for my water as I do KUB for electric and gas

Name: Sara Sizemore

City: Powell

State: TN

Postal Code: 37849

Comment:

Pay \$70-90 per month for 2 people, family is in it goes to \$120-\$150 easy.

Name: Donald Abell

City: Powell

State: TN

Postal Code: 37849

Comment:

Have had issues w/ high price of water as well as many others.....

Name: Melissa Rose

City: Heiskell

State: TN

Postal Code: 37754

Comment:

It is ridiculous that my water bill has went to \$80 a month. I am on a budget.

Name: Lori Lay

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We have lived where we do for 19 years next month and we started out paying \$20-\$30/month and now it's almost \$100/month with fewer people living there. We never do any outside watering or wash our cars there so I find this ridiculous for a family of 3.

Name: ROBERT SPENCER

City: KNOXVILLE

State: TN

Postal Code: 37938

Comment:

FINANCIAL



Name: NORMAN WHEELER

City: KNOXVILLE

State: TN

Postal Code: 37918

Comment:

OTHER DISTRICTS WATER RATES ARE MUCH LOWER THAN HALLSDALE-POWELL.

Name: Teresa Goldschmitt

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I love the area that we live in but our water bill is more than our KUB which is totally ridiculous. When I complained to HPUD about the price they told me that we are paying for all of the new pipes that they are installing. OK - so when that fee is taken care of are they going to reduce the price - I don't think so. My family and friends that have KUB for their water both usage and waste their bills are more than 50% less than what we are paying. Something has to be done.

Name: William Stooksbury

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Concerened over constant increase in price.

Name: Robin Lieser

City: Heiskell

State: TN

Postal Code: 37754

Comment:

extremely high water bill

Name: Laura Graner

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The rates are way too high!

Name: Sidney Wheler

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are way to high. We need help.

Name: S B

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Tired of the high bills!

Name: mike mayes

City: powell

State: TN

Postal Code: 37849

Comment:

whater and sewer are way to high for two people inone house. I wish i had wes-knox util. water



Name: Clint Brown

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The rates are higher than other utility district and it makes you wonder after seeing the BIG facility they just built.

Name: Juanita Hughes

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The rates are too high and need to be reduced

Name: David Hughes

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are out of control

Name: Michael Dayton

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I work at another Utility and Hallsdale Powell's rates are not in line with the areas rates. Relief or discounts would be welcome to your customers after so many astronomical percentage increases over the past few years.

Name: TAMI O'DELL

City: KNOXVILLE

State: TN

Postal Code: 37938

Comment:

THEY ARE NOT EVEN READING MY METER. ITS CRAZY.

Name: Christine Bultman

City: Knoxville

State: TN

Postal Code: 37938

Comment:

HPUD charges me a monthly \$35 "sewage usage fee" ... my house has a septic tank and has never been connected to sewer lines. When I questioned them about this they told me "well it's a fee that all customers have to pay, it pays to maintain the sewer line". Again...I don't use the sewer line.

Name: Weston Wilson

City: Powell

State: TN

Postal Code: 37849

Comment:

Hallsdale Powell Water District rates are extremely high compared to other utility companies in our area. The rates have been raised an astronomical amount in the 8 years we have lived in Powell. Something needs to be done.

Name: Chris Williams

City: Knoxville

State: TN

Postal Code: 37938

Comment:

To quit having to pay at least twice the price for water that evrywhere else in this country charges



Name: Sheila Rosen

City: Powell

State: TN

Postal Code: 37849

Comment:

because it has more than tripled in price since we started using Halls Dale Powell and i am trying to provide for my family and this is a major expense.

Name: Melinda McBee

City: POWELL

State: TN

Postal Code: 37849

Comment:

53% higher rates than surrounding utilities

Name: Pamela Szymanski

City: Powell

State: TN

Postal Code: 37849

Comment:

Been paying much higher rates than KUB and other local companies for to long

Name: Kevan Ray

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are abysmally high and water quality is shocking low. My water constantly smells of chemicals and often has a strange hue to it. Yet I pay more for water than I do electricity.

Name: LeAnn Lanz

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates don't make sense from a comparative standpoint.

Name: Marlene Thompson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Water bill/sewer bill outrageous and way above the average for our area. We are at 6819 Cardindale Dr, and HPUD provides service for us. Can't believe how many rate hikes we've had.

Name: Timothy Lovvorn

City: Knoxville

State: TN

Postal Code: 37918

Comment:

They have ripped off the consumer too long. It is ridiculous when the water bill on a vacant home is \$45 and NO WATER WAS USED

Name: Ashley Ogan

City: Heiskell

State: TN

Postal Code: 37754

Comment:

Need something done about rates



Name: Dean Wessels

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our water bill is absolutely outrageous and we are continually amazed and disgusted with how much we pay for water! Hallsdale Powell has a monopoly here and can raise their rates anytime they want. This is unfair to all of us!

Name: Charles Vesser

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates need to be reviewed yearly, regardless of prices.

Name: deb rawlings

City: powell

State: TN

Postal Code: 37849

Comment:

because they overcharge compared to knoxville water

Name: Julie Adkins

City: Powell

State: TN

Postal Code: 37849

Comment:

The water prices are wayyyy too high

Name: Ronnie Russell

City: Powell

State: TN

Postal Code: 37849

Comment:

Water bill higher than electric and in summer bills out the roof! Been here 40 years and this is highway robbery!

Name: Kathy Edwards

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I can't afford water. My water bill was higher than my elect. bill last month.

Name: Jeremy Pawelek

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I just moved here, and never have I paid so much per month for a water utility. I don't use much water, but I'm paying upwards of \$100/month - I pay less for my gas and electrical each month!

Name: Christa Shaw

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our water bill is ridiculous!! We never see them read the meter.



Name: grace mcbride

City: powell

State: TN

Postal Code: 37849

Comment:

My water bill has continued to increase over the last year. I am paying 200 to300 dollars a month and it is one adult and one child

Name: carol cooke

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Monthly rate way to high on both water & sewer.

Name: Nancy Dabbs

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I think having an in efficient drive-through helped raise rates. I always thought rates were too high.

Name: Ellen Goodman

City: Heiskell

State: TN

Postal Code: 37754

Comment:

When we moved into our new home in 2001, we received a bill for around \$300. We called them and they said we must have watered the lawn or had a leak...it had just been built so why would there be a leak and we did not water our lawn!!!

Name: Linda Ward

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are too high. We are on a fixed income - need relief!

Name: Michael Haesler

City: Halls crossroads

State: TN

Postal Code: 37918

Comment:

Our household expense for water & sewer is as much, if not more than our gas & electric bill?I

Name: Elaine Turner

City: Knoxville

State: TN

Postal Code: 37914

Comment:

enough is enough!!!

Name: Steve Cunningham

City: knoxville

State: TN

Postal Code: 37938

Comment:

It's outrageous how much a family of 4 pays for water/sewer



Name: linda ballard

City: powell

State: TN

Postal Code: 37849

Comment:

this needs to be fixed!!!!!!

Name: Brian Eppers

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am fed up with the rates as well. There is no reason why our rates should be this high. We are getting charged a rate for liquid gold when it is just water.

Name: Pat Williams

City: Knoxville

State: TN

Postal Code: 37918

Comment:

On a fixed income and it's hard to make ends meet.

Name: jackie hitch

City: knoxville

State: TN

Postal Code: 37918

Comment:

rates are just to high for the service you receive

Name: Gary & Brenda McMahan

City: Corryton

State: TN

Postal Code: 37721

Comment:

To high.

Name: Janet Farrington

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are thru the roof especially compared to KUB water rates. Rates fluctuate without any explanation. HPUD is worthy of a audit.

Name: Guy Morris

City: Knoxville

State: TN

Postal Code: 37938

Comment:

When compared to friends and family in KUB area our bill is much higher and seems to continue to increase every year with little explanation as to why. When does it stop?

Name: Tammy Wood

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The rates are more than ridiculous and it needs to STOP and STOP NOW!!!!



Name: Kelly Burger

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates have increased more than 2 1/2 times over 10 years

Name: Evelyn Gibson

City: Heiskell

State: TN

Postal Code: 37754

Comment:

We had 4 in the household and we thought after one got married that the bill would drop NO it went up higher, tired of this increase each month something needs to be done.

Name: Terry Jones

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The high water rates cause property values to decline.

Name: Jenelle Jones

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Everybody needs water why is someone charging so much for something everyone NEEDS...

Name: tammy vaughn

City: Knoxville

State: TN

Postal Code: 37918

Comment:

this is importate to me because i dont think that i should pay for something that i cant afford or that anyone eles should either

Name: Dale McDonald

City: Powell

State: TN

Postal Code: 37849

Comment:

I live in the affected area.

Name: Roger Scott Frank

City: Powell

State: TN

Postal Code: 37849

Comment:

My bill is excessive. It was \$178 last month and my electric bill was on \$126 (and our home is completely electric). This utility did not need the new office. They stated that the old building was built in the early 1970's and was outdated. My office was built in 1969 and my company would not consider building a new building. This is a good example of the utility not considering their customer base. They just spend and raise rates. This community needs help.

Name: Jim Williamson

City: Powell

State: TN

Postal Code: 37849

Comment:

The rates are way out of line with a standard rate of water and sewer. My bill has more than tripled in the past 4 years. Whoever made the decision for all the rate increases should have been more frugal and considered the impact that these increases has and will have on their customers, particularly those who are on fixed incomes.



Name: william jackson

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Very tired of the outrageous water bills not to mention all of the rate hikes. I have lived in cities where the cost of living was much higher than Halls and my water bill wad much cheaper. This must stop.

Name: Phil Buckles

City: Powell

State: TN

Postal Code: 37849

Comment:

The rates HPUD charge are excessive, Te bills are very inconsistent. I know when I am getting screwed. I assure you that we all are getting screwed big time. We need an independent out of state audit.

Name: David & Gail Dawson

City: Powell

State: TN

Postal Code: 37849

Comment:

#1 \$\$\$\$#2 monopoly#3 home resale desire ability for the area after the potential buyer sees the water bills#4 cannot afford to utilize our property irrigation system because of the high cost of water and sewer (which is not being used in this case)

Name: scott greene

City: powell

State: TN

Postal Code: 37849

Comment:

stop ripping people off

Name: Patti E

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am tired of paying to much. My bill went from 30 a month to over 100

Name: Bobbie McNabb

City: knoxville

State: TN

Postal Code: 37938

Comment:

Something has to be done when your waterbill is more than your monthly utility bill there is a problem.

Name: Lori Meighan

City: heiskell

State: TN

Postal Code: 37754

Comment:

I have no choice where I get my water.I am forced to use these crooks .

Name: Betty Gooch

City: Powell

State: TN

Postal Code: 37849

Comment:

Bill just keeps on going up and up and no pay raises to pay them!!!



Name: Debbie Haga

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My husband and I have been in Halls for over 21 years. We lived in other areas and have always had very low water rates. Our water bill in Knoxville has rivaled our electric bill at times. It just kept getting higher and higher.

Name: Mark Foust

City: Powell

State: TN

Postal Code: 37849

Comment:

because no one else is paying the rates and I am a realtor and i have clients that want to sell and clients that will not move here because of the extreme amounts of their bills. When you have people paying more for the water and sewer than they do for the electric and gas bill there is a severe problem.

Name: Jeannie Martin

City: Powell

State: TN

Postal Code: 37849

Comment:

I am a single mom with two boys. I am the only income in this home and I work as well as go to school. Paying HPUD over a hundred dollars a month each month has put a strain on my already strained resources. They will not work with you to pay either, it is all or nothing!!

Name: sharon harris

City: knoxville

State: TN

Postal Code: 37918

Comment:

I think the cost they charge us is outrageous. Since we moved to the Halls area 12 years ago our bill has quadrupled.

Name: Samantha Knowles

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My KUB bill for two people is \$69 a month. My Hallsdale Powell bill for a month is almost \$90. More than 1/2 of that is sewer. This is unexceptable.

Name: Heather Strader

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our rates are considerably higher than those in surrounding areas.

Name: Curtis Carter

City: knoxville

State: TN

Postal Code: 37918

Comment:

Dont like high water bill when they spend the money on brand new stone work and fountains for show.

Name: Phylliss Payne

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Fee's are too high. Not in line with surrounding area.



Name: Betty Stapleton

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because the prices I am paying for my water bill are extremely too high compared too the other areas around Knoxville. I think I deserve A refund or credit from my past bills due too the inflated price of my Water Bill !

Name: Sherree Smith

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am tired of them constantly raising our rates and then rubbing it in our face with that new building! It's fine if they need a new building, but one the size of the pentagon!?!

Name: Kristy Luallen

City: Powell

State: TN

Postal Code: 37849

Comment:

Our water runs between 70 and 80 a month, just too much.

Name: Dean Phillips

City: knoxville

State: TN

Postal Code: 37918

Comment:

We bought a house, hoping to be clear of HPUD outrageous rates, poor, rude customer service a few years ago. We now have East Knox Utility water, and HPUD SEWER service. The sewer is double what the water is. please explain this, they sure can't.

Name: Douglas Seagroves

City: Knoxville

State: TN

Postal Code: 37918

Comment:

As the owner and receipt of billing from Hallsdale Powell Utility, I am requesting a rate review and explanation of charges. How can a home that is lived in part-time by one individual receive a water bill in excess of \$50 dollars? In addition, for 9 months in the year of 2010 my own was vacant yet I was billed monthly in the amount of \$45 dollars plus?

Name: Barbara Webber

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates have been rising exponentially for several years with no indication HPUD has made any concerted effort to aid its customer base or examine expenses.

Name: Misty Goad

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are ridiculous.

Name: Kevin Riehn

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Simply put- it is not fair to pass a financial burden to customers that are forced to use Hallsdale-Powell Utilities. Hallsdale-Powell continuously makes poor financial decisions. It is time for the State to step in and change the management of this Utility Company.



Name: BECKY MASE

City: KNOXVILLE

State: TN

Postal Code: 37918

Comment:

I LIVE IN THE Area and spend more on water than power

Name: jason wright

City: powell

State: TN

Postal Code: 37849

Comment:

rates

Name: Ashley Carter

City: Powell

State: TN

Postal Code: 37849

Comment:

HPUD has a monopoly. We have no options for what water supply we use and therefore they can charge what they want! It's ridiculous how much they charge for water!

Name: ken foust

City: Powell

State: TN

Postal Code: 37849

Comment:

Since 2000 prices are up 400%

Name: Justin Parker

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because I am a HPUD customer and the rates are too high. Are we paying for that new facility?

Name: Anne Hensley

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because I won't even plant tomatoes due to the high cost of watering them. My same water usage in West Knoxville is 1/3 of the cost here in Halls.

Name: Debbie Martin

City: Corryton

State: TN

Postal Code: 37721

Comment:

My sewer bill is more than my water.

Name: Casey Chittum

City: Powell

State: TN

Postal Code: 37849

Comment:

Ridiculous water and sewer rates that's not comparable to any other in area!



Name: Kimberly B

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My water bill is unbearable. They it is three times the rate of those living in neighboring areas.

Name: Brent Altum

City: Powell

State: TN

Postal Code: 37849

Comment:

These rates are crazy!

Name: George Boling

City: Knoxville

State: TN

Postal Code: 37938

Comment:

They are just like the Oil Companies. a pure rip off. my bill was 32.00 last month, the lowest bill that I have seen in quite sometime. my bill usually runs in the 40's per month. around 42 to 44. but this month they made up the difference by charging me 48.00. I have had a bill sometimes to be 56.00 with no reason. I use no more water from month to month. I live in a single mobile home with 3 of us here. my mother lives in Gibbs and her water bill is around 150 plus a month and she lives alone. it is pure greed and a flat rip off. I have also ask why my bill was higher and was told well you used more water this month and I know I didn't. I was told that the minimum monthly bill for everyone is 42.00 a month. if that is so why is my father n laws bill 28.00 to 30 a month ? good question. it is a hopeless case. they need to be audited. and they need to get rid of these guys that I see out here just driving around. I worked there in 1979 and I know how they screw off. we did the something. get a book out of the

Name: Charles Godfrey

City: knoxville

State: TN

Postal Code: 37918

Comment:

Tired of being over charged and being charged for sewer that they have no way of knowing how much I use the sewer. they assume the water i take in is the same i send out....talking about a rip off!!!! And the water is unfit to drink its cloudy and taste bad

Name: Cindy Godfrey

City: knoxville

State: TN

Postal Code: 37918

Comment:

I do not think we use that much water and the rates for water and sewer is out rageous! Also if you have a leak they do not adjust your bill correctly or fairly. Our rates continue to go up even if you cut back on water usage. We do even drink our tap water because it smells foul and leaves lime or some build up in cooking utensils. Quality of the water is not good at all.

Name: Angela Wilkerson

City: Knoxville

State: TN

Postal Code: 37938

Comment:

From October 2011 till March 2012 there were 4 people living in my house and my water bill stayed around \$130 a month. In March 2012 one person moved out and since May my bill has went up to around \$160 a month. This month my water bill was \$165 and my KUB was \$140. I use my electricity almost all day long everyday, my water does not run all day everyday.

Name: Carol Smith

City: Knoxville

State: TN

Postal Code: 37918

Comment:

WAY over priced!!

Name: Cathy Darnell

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because is way to high for the amount of water that is being used in our home.



Name: Greg Motto

City: Powell

State: TN

Postal Code: 37849

Comment:

HPUD claims they have to pay for upgrades to the system and their bright new shiny building. However, they received ARRA funds for this project and now they pass the costs on to the customers, its double dipping on tax payers.

Name: Deena Monday

City: Powell

State: TN

Postal Code: 37849

Comment:

My water bill has more than doubled in the last 5-6 years yet I do everything I can so save water.

Name: Primo DeAngelo

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Its ridiculous for water bills to double or triple in the last few years.

Name: matt witz

City: powell

State: TN

Postal Code: 37849

Comment:

Investigate these people they are the most crooked business I or my family and friends have ever had to deal with

Name: Gail James

City: Powell

State: TN

Postal Code: 37849

Comment:

Our water bill rates keep going up,I am on a set income . Can't afford this.

Name: Teresa Montgomery

City: Powell

State: TN

Postal Code: 37849

Comment:

Water bill is to high for 2 individuals in our home. I complained to Hallsdale Powell and got a large packet with alot of Paper worth nothing.

Name: Tammy Giles

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The rates keep going up and I am tired of paying these high rates. They did not need a new building and because of that we are paying high water bills.

Name: B.T. KELLY

City: HEISKELL

State: TN

Postal Code: 37754

Comment:

\$\$\$\$\$\$



Name: Phyllis Diehl

City: Powell

State: TN

Postal Code: 37849

Comment:

Because they are crooks.

Name: shauna hunt

City: Powell

State: TN

Postal Code: 37849

Comment:

This water is expensive and it not even what I would consider "great" tap water as it is very cloudy. I have friends on KUB water with an average bill of \$20 or less while I sit back and pay \$80 or more every month for almost the same amount of usage.

Name: Ray Rawlins

City: Powell

State: TN

Postal Code: 37849

Comment:

Charges have become excessive and needs to be regulated to be more accountable to its customers rather. Rate structure is absurd

Name: Lisa Yoder

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are too high!

Name: Adam Yoder

City: Knoxville

State: TN

Postal Code: 37918

Comment:

too high!

Name: Renita Stinnett

City: Powell

State: TN

Postal Code: 37849

Comment:

Cost of living is outrageous. We need to save money somewhere. Everything seems to be going up except salaries for the working class.

Name: Brenda McFarland

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My income has not increased in several years, but this bill increases every year! My mother lives in Maryville and pays \$18.00 a month for the same service I pay \$52.00 a month! No difference in quality either!

Name: Amanda Denton

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Costs are ridiculously high, especially when compared to the surrounding area. We moved to Halls from Concord/Farragut 11 years ago and our first HPUD bill was about 2.5 times more than our LCUB bill. Who would have figured that? We struggle to manage our water usage and try to keep our bill down. However, HPUD does not appear to be managed well and the community suffers for it. HPUD's public appearances have not instilled confidence in area residents. An independent audit of their business, its practices, and finances could be very informative and help begin to build trust with their community...and maybe even find some ways to decrease their rates!



Name: Byrel bible

City: knoxville

State: TN

Postal Code: 37918

Comment:

I am on a limited income and can't afford the high rates.

Name: Jennifer Weaver

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We are paying for years of mismanagement at this utility district. They need to lower their costs and pass the savings to the customers.

Name: Andrew Keys

City: Powell

State: TN

Postal Code: 37849

Comment:

I think an investigation of rates will clear the air if it is needed that is what it will prove if not the company should change the rates

Name: Donna Chrimes

City: Powell

State: TN

Postal Code: 37849

Comment:

Since we moved in approx. 6 years ago our water bill has increased about 3 times what our original monthly charges were. At one we thought we had a leak until we compared the usage on our past bills. of course they now have a very nice new building so I guess we have helped pay for that.

Name: John Curry

City: Knoxville

State: TN

Postal Code: 37938

Comment:

It is absolutely absurd for our community to pay more for water than our neighbors being serviced by other utility companies. Seems that the executives of HUD should look to cut expenses. Why did they spend so much to build new offices? Live within your means and stop leaning on the hard working men and women of this great community!

Name: forrest peffer

City: knoxville

State: TN

Postal Code: 37918

Comment:

water bill is too high.

Name: Linda Sanders

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Paying too much for 2 Adults doing 2-3 loads of laundry/week - no lawn water or car wash.

Name: Gary Treece

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our water bill has become our highest utility bill every month. And over half of it is in sewer fees, whether the water used is inside or outside of the house. Our bill has more than tripled since we first purchased our home 9 years ago.



Name: chris jones

City: knoxville

State: TN

Postal Code: 37918

Comment:

Water bill should not be as much or more than my electric bill!!

Name: Bertha Mayes

City: Powell

State: TN

Postal Code: 37849

Comment:

I live in Powell and hate it when I get a high water bill especially when they charge the same for sewer as water.

Name: wendy gillespie

City: corryton

State: TN

Postal Code: 37721

Comment:

Because my sewer bill is way TOO HIGH !!!

Name: Paulette Martin

City: Powell

State: TN

Postal Code: 37849

Comment:

I am a single household and my rates are out the roof. I am approaching retirement, can't afford these rates. I have lived here all my life, and can't believe how the rates have gone up the last few years. I can't imagine that I am being charged by usage....never see any one reading a meter.

Name: Diane Johnson

City: Powell

State: TN

Postal Code: 37849

Comment:

The rates are out of control. It's to the point where I need to ask myself if I can afford to do anything extra with water like water my plants outside.

Name: Wendy Keener

City: Powell

State: TN

Postal Code: 37849

Comment:

I also feel like the rates are very high. Customer Service has steadily went downhill. But not only that the water quality is very, very POOR!

Name: Cody Carden

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because I am tired of the non-sense corruption and gauging at HPUD.

Name: Susan Treece

City: Knoxville

State: TN

Postal Code: 37938

Comment:

From What I can understand our water bills are higher than some of the other counties



Name: Laura LaRue

City: Powell

State: TN

Postal Code: 37849

Comment:

We pay more for water then Californians do!!!!!!!

Name: Renee Lange

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I live by myself and pay over \$60 a month when I'm only home maybe 30%. Also, I don't understand how my sewage is more than my usage. They never could explain that to me.

Name: Robin Underwood

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I work in Education and have not had a raise in almost 5 years. Needless to say, I am sick to death of financing a new building for HPUD and also paying for previous mistakes of their management team. It is past time for the citizens of North Knoxville to demand a change.

Name: KAREN DAVIS

City: powell

State: TN

Postal Code: 37849

Comment:

rates each month are not the same per #gallons and the rate is a rip off

Name: Misty Hurley

City: Powell

State: TN

Postal Code: 37849

Comment:

My water bill was more than my electric bill this month!!!

Name: NORMA GILLESPIE

City: KNOXVILLE

State: TN

Postal Code: 37912

Comment:

I concurr w/others about the price increase...please lower the cost..

Name: Mark Carter

City: Powell

State: TN

Postal Code: 37849

Comment:

I am sick of paying such high water charges when I live alone.

Name: Mitchell Johnson

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Just cause you build a new building doesn't mean my rates need to double.



Name: Darlene Bolding

City: Knoxville,

State: TN

Postal Code: 37938

Comment:

Because I don't want to pay so much for the use of water!

Name: Wilma Hobby

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Overcharged for water for years - lost several neighbors to other neighborhoods to avoid water cost

Name: Donna Paduano

City: Powell

State: TN

Postal Code: 37849

Comment:

Been fed up with Hallsdale Powell constantly raising water prices for years. Have lived in Powell since 1992.

Name: Jana Neely

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I'm tired of my water bill being as much as my electric bill.

Name: Robert Carter

City: powell

State: TN

Postal Code: 37849

Comment:

Cant stand an increase with things the way they are

Name: Joseph Lee Forgety

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I have lived in Chatt, Cookville and Clinton. Not only are they the most expensive I have ever paid bit the customer service is not very helpful either. There needs to be some changes. It starts with the rates.

Name: William Miller

City: Powell

State: TN

Postal Code: 37849

Comment:

This is a utility that may be private but has no competition. Accountability is need to justify and rate change

Name: Craig Wagoner

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We need good water at an affordable price. At least comparable to surrounding utilities.



Name: Verlin Tidwell

City: Powell

State: TN

Postal Code: 37849

Comment:

Am on fixed income , only two elderly people live here, use NO water 3 mts . out of the year, no sewer service, about 3 loads of laundry per week. Little watering of lawn.

Name: Ron Eng-Szakacs

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We need to have a better understanding of the rate hikes.

Name: Norman Stewart

City: Powell

State: TN

Postal Code: 37849

Comment:

Water has now become a major expense and way out of line with other utilities.

Name: Danny Walls

City: Powell

State: TN

Postal Code: 37849

Comment:

Outrageous rates for my family and this also stifles local development.

Name: Harry Whetsell

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My water bill always ran \$60-\$65 for two people and it has steadily gone up since June to now \$134. My husband and I can not afford this kind of water bill we live on a fixed income as it is. We as concerned customers want something done.

Name: John Overton

City: Powell

State: TN

Postal Code: 37849

Comment:

budget

Name: Clifford Cross

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Tried of the high cost of water. Two people living in home, do not water the lawn. Avg montly water bill is \$80.00.

Name: Angela Clevenger

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am a single mom and payout every cent I get now. I think it kind of strange that these increases started right after the new building was built. My opinion, if the couldn't afford to build the building (and I don't see why the couldn't) the shouldn't have built it. I feel they are making us pay for the their new comfortable office space. This to me is totally unfair. This situation needs to be checked into and taken care of. Wouldn't they hate it if a surrounding county contracted the water business from them? Just something to think about.



Name: Kelly Arnold

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am a victim of the rates.

Name: Vickie McGaha

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Crazy rates to pay for water when KUB's City water is so reasonable ???

Name: Roger Harris

City: Knoxville

State: TN

Postal Code: 37912

Comment:

Because the rates that we're paying isn't comparable to KUB or any other water utility company

Name: Rebecca Hodge

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Honestly, I feel like we the customers are paying for the new building they built. My parents live on a fixed income and help out my sister and two nieces and the water bills are sinking them. It's crazy and needs to be changed. Hallsdale Powell says the increases are due to projects being done, right on the news site. So that right there tells you WE ARE PAYING FOR THEIR BUILDING. They should have had the funds to build it themselves and not throw it on us the customers. Totally uncalled for because we as customers, know they ARE NOT BROKE. They have a huge area of customers. I think maybe a surrounding county should check into taking the contract away from them and bringing water in. Other businesses has competition why not Hallsdale Powell?

Name: Gary Bolduc

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Unbelievable rates and customer service. On several occasions over the past twelve years we have had water heaters and other leakage issues which went undetected for days/months. When we discovered them we called H/P and asked if they would credit anything towards the bill and they outright told us it wasn't their concern and they didn't have any policies towards 'accidents'. Right after we had the first episode with a water heater we noticed they never charged anything less than the outrageous bill from the heater incident. In fact our bill prior was \$30 mo. It hasn't been less than \$100 since and there are just my wife and myself. All our outside water is from an old well and the only thing we use their water is for laundry, bathing and sewage. They are the biggest bunch of thieves I have ever dealt with and they need to have some type of regulations on their company.

Name: James Carter Jr.

City: Powell

State: TN

Postal Code: 37849

Comment:

Our water bill is higher than our KUB bill, our meter has not beed read in months if not years.  
This company is ripping out their customers!!!

Name: sheila kiser

City: powell

State: TN

Postal Code: 37849

Comment:

Our bills are toooooooo HIGH!!!!!!!!!!

Name: Helen Herrell

City: Heiskell

State: TN

Postal Code: 37754

Comment:

I am a 96 years old retired teacher and I don't wash no car, don't have many dishes to wash, one load of laundry a week and my water bill keeps going up. Something is wrong with this and needs investigating. We can't keep paying water bills like this.



Name: Doug Larocque

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are outrageous and the water is so hard it damages appliances where does the money go? Upgrades on sewer is one thing, but the building on cunningham is the worst example of money stewardship.

Name: G Suzanne Koontz

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am a single mom still trying to recover from being laid off. They are so rude to their customers, treating those who struggle to pay their outrageous rates with disrespect and pressure tactics. They close at 4pm and then charge extra fees to pay with a debit card online. I want them to be held accountable to the people they are supposed to serve.

Name: sandra fraser

City: knoxville

State: TN

Postal Code: 37918

Comment:

because i feel that we are overcharge all the time... and is a need that is very expensive to afford!

Name: Amy Smith

City: powell

State: TN

Postal Code: 37849

Comment:

it the most expensive utlility that i have and with two small children i need to save money

Name: Einar Torres

City: powell

State: TN

Postal Code: 37849

Comment:

because I am a single mom that cant afford the higher price of my needs!

Name: Richard Young

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are too high and go up every month

Name: Harry Whetsell

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My wife and I would like to add, that if Mr. Gill, founder of Hallsdale Powell, were still alive; he would not allow this type of thing to go on. Mr. Gill purchased the property for the water tower from my aunt and uncle, which is located down off Mahaffey Rd. Add he was not the type of man that would rob people, I knew him and his family and he would be appalled to know that someone is doing this with the company he founded.

Name: Terri Hagwood

City: Powell

State: TN

Postal Code: 37849

Comment:

Because my water bill is now as big as it was when my children lived at home and both took 2 showers/baths a day



Name: Rebecca Barnes

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My Water bill is higher than my KUB bill

Name: ron sandifer

City: knox

State: TN

Postal Code: 37938

Comment:

i hae a lot to say

Name: Chris Leeson

City: Powell

State: TN

Postal Code: 37849

Comment:

What is increasing faster than healthcare costs? Your HPUD bill!

Name: Brenda kay Jeffers

City: Powell

State: TN

Postal Code: 37849

Comment:

I have two teenage daughter's and have only me the mom for income ! now im laid off and i can hardly feed my children because of the water prices , i don't wash cars or anything but clothes and i can't pay my bills i need help !

Name: Joan Pelle

City: Powell

State: TN

Postal Code: 37849

Comment:

feel ripped off!

Name: Sue Francis

City: Knoxville

State: TN

Postal Code: 37912

Comment:

With todays economy, this is getting just a littlebit ridicullous...Stop the increases and bring the cost back down to earth!

Name: Robert Lowery

City: Maynardville

State: TN

Postal Code: 37807

Comment:

Water bills are higher than they have ever been. I know things are different than they were 10 years ago but this is outrageous. I, myself, think they should have left things the way they were and manually checked the meters and not this solar junk. Something has got to be done about these water bill increases.

Name: debbie webb

City: powell

State: TN

Postal Code: 37849

Comment:

Rates are too high and there is absolutely NO customer service. A neighbor received an \$800 water bill and basically received no help from HPUD. At some point during the month shouldn't the customer have been notified that something maybe be wrong? Now that would be customer service..What a concept?



Name: Gary and Mary Adkins

City: Powell

State: TN

Postal Code: 37849

Comment:

My bill runs anywhere from \$189 to \$266 per month. In 10 years it has doubled. The rates are too high! Water leak in neighborhood went on for over 2 weeks before fixed. We believe we are paying to fix the whole county's water problems!

Name: JAMES WEBB

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are to high and water quality is bad.

Name: Don Cassidy

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Outrageous pricing!!!

Name: Tresa Batson

City: Powell

State: TN

Postal Code: 37849

Comment:

We do all the right things to conserve water and our water bill is still always 3x that of comparable families in other utility districts.

Name: connie kish

City: powell

State: TN

Postal Code: 37849

Comment:

rduced prices

Name: Wes Cassady

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My water bill has increased by 200% in the 7 years I have lived here. We have no other choice for a water company and they know it. I have asked for past water bills to have a record and they claim to no longer have them due to a system upgrade. How do we start a class action lawsuit to have them investigated?

Name: Charity Stomm

City: Knoxville

State: TN

Postal Code: 37922

Comment:

My water bill is almost as much as my electric bill. Ridiculous!

Name: ANDREW FRANSE

City: Knoxville

State: TN

Postal Code: 37921

Comment:

There is something wrong when your water bill is more than your electric bill.



Name: Krindolyn Walton

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because HPUD lied to me told me I had leaks and made me pay the bill only reducing it less than 10% .

Name: Tracy Ellis

City: Powell

State: TN

Postal Code: 37849

Comment:

To reduce water usage rates

Name: Les Carr

City: Knoxville,

State: TN

Postal Code: 37938

Comment:

Reduce the rates of this water district.

Name: Eugene Johnson

City: Heiskell

State: TN

Postal Code: 37754

Comment:

Charge way too much, and the customer service is down right the worst

Name: Deborah Redmond

City: Corryton

State: TN

Postal Code: 37721

Comment:

Why wouldn't it be important to me ?

Name: F. Louise Lynch

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I'm a senior and I have to pay these outrageous rates. It's unfair!

Name: Randy Perry

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The rate's are very high compared to other counties.

Name: charles elam

City: knoxville

State: TN

Postal Code: 37918

Comment:

its bad when your water and sewer is almost as much as you electric bill



Name: Roy Alan

City: Knoxville

State: TN

Postal Code: 37849

Comment:

I am on a fixed income and the rate hike was outrageously high.

Name: Kelli Travis

City: Powell

State: TN

Postal Code: 0

Comment:

My water bill is outrageous. There are 3 of us in the home and my water bill usually runs around \$90. I only do about 4 loads of laundry once a week. It just keeps getting higher and higher!

Name: KARA Bush

City: Oak Ridge

State: TN

Postal Code: 37849

Comment:

THIS UTILITY DISTRICT CHARGES 30-40% MORE THAN ANY SURROUNDING MUNICIPALITY AND CONSTANTLY INCREASES RATES. THERE IS NO JUSTIFICATION FOR THE INCREASED RATES AND EXHUBORANT COSTS.

Name: Chris Dawson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I'm sick of having to pay these high water bill, in some cases my water bill is higher then my electric bill. I was told when I call about my water bill, I was told I have one of two choices, "either pay it or we will cut your water off"

Name: Christina Reynolds

City: Heiskell

State: TN

Postal Code: 37754

Comment:

The utility company can build a new state of the art building, yet we have been having rate increased for the 6 years I have been a customer.

Name: Kayla Lucas

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because I am a new homeowner and need to save every dime I can.

Name: Patrick Doyle

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are not comparable to similar utilities

Name: Tessa Thomas

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am sick of my raising water bill!



Name: Stan Jones

City: Knoxville

State: TN

Postal Code: 37921

Comment:

The cost of the water is higher than any place else around. Ridiculous!

Name: Arrin Zadeh

City: powell

State: TN

Postal Code: 37849

Comment:

Because my rates are through the roof.

Name: Robert Lay

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We moved here in 2001 and at that time our usage of 2200 gallons per month cost around \$23. This month our bill was \$60 for 2200 gallons. Don't tell me excessive rate increases are a cost of doing business when other utilities in the area furnish residential water for much less.

Name: Brandon Cooper

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I've seen my bill more than double in the 8 years I have lived in my home.

Name: Sandra McMillan

City: Clinton

State: TN

Postal Code: 37717

Comment:

it is getting to be too much paying for water that we use when we used to pay cheaper rates in other places..

Name: john lobetti

City: knoxville

State: TN

Postal Code: 37938

Comment:

Because they have the power and use it to their advantage.

Name: Bonnie Romines

City: Knoxville

State: TN

Postal Code: 37918

Comment:

HPUD is gouging people. My last months bill was 134.00 for 2 people. That's not fair. That could be one reason that houses are not selling well in Halls. When people find out what the water rates are, they leave and move elsewhere where it's less expensive.

Name: lee ann cranford

City: knoxville

State: TN

Postal Code: 37918

Comment:

water bill cost



Name: sandra oaks

City: knoxville

State: TN

Postal Code: 37938

Comment:

are we paying for the new building because of the high rate?

Name: Joanna Kirkpatrick

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We are retired and on a fixed income and it is hard enough to make it as without being charged grossly unfair prices.

Name: Wayne Cassady

City: Powell

State: TN

Postal Code: 37849

Comment:

The prices have been outrageous for years! It has effected most of my family.

Name: Donald Chamberlain

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates have always been high even in the early 80's and before.

Name: KAREN HOLM

City: knoxville

State: TN

Postal Code: 37938

Comment:

rates are too high in this area, the area is growing the rates should be lowered

Name: Corey Brewster

City: Knoxville

State: TN

Postal Code: 37938

Comment:

It should be the same rate(s) as those that surround Halls and Powell. It is a crime that it is already as high as it is.

Name: Angela Farmer

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The cost through this utility provider is much higher than any close areas without any additional advantage.

Name: Tina Piatt

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because our rates are the highest around by a long shot and it is ridiculous!



Name: Susan Bolinger

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Paying too high of rates. Not fair.

Name: Amber Cummings

City: knoxville

State: TN

Postal Code: 37938

Comment:

Because the waterbill is usually higher than my electric bill and no ones home from 9am-6pm m-fri, you cant tell me i'm using that much water.

Name: Tonya Anderson

City: Knoxville

State: TN

Postal Code: 37777

Comment:

I can't afford to continue to pay such high water prices.

Name: Terri Cunningham

City: Powell

State: TN

Postal Code: 37849

Comment:

I am sick of paying 100.00 dollars a month for water for 1 person. My water bill is more than my electric

Name: Amanda Widner

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The water bills are outrageous

Name: roni fortner

City: knox

State: TN

Postal Code: 37918

Comment:

My water bill has doubled since we bought our new house in 04

Name: Marguerite Long

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Hallsdale Powell charges more for sewage than for water. That is ridiculous. We fill up our pool or water the yard and have to pay sewage. If you want to get around it they make you just through hoops and it is just not worth the fight.

Name: Anne Ricker

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Water rates are too high. Price should be comparable to local KUB water rates.



Name: JUDY SCOTT

City:

State: TN

Postal Code: 37921

Comment:

My water bill is Ridiculous...almost as high as my Electric Bill!!!

Name: Amy Hubbs

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Hallsdale Powell has the highest water in the state. i dont feel like a household of 2 should have \$100.00 water bill.

Name: Nancy Dayton Dayton

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our rates are 2-3 times higher than other water/sewer providers

Name: William Phelps

City: Powell

State: TN

Postal Code: 37849

Comment:

To ensure fair pricing for services rendered ... not price gouging by the sole source for the service provided! Thank you.

Name: Richard McCrary

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We should not pay double KUB prices for the same product. It is just water

Name: Jennifer Wagner

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Fed up with getting ripped off.

Name: Lucinda Bartolomeo

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I'm tired of paying these rates.

Name: Elizabeth Morrison

City: Knoxville

State: TN

Postal Code: 37938

Comment:

It is absolutely ridiculous that a family of two would have to pay a water bill of \$166 for one month of water,



Name: Mary Jane Bailey

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I live by myself and take most of my showers at the Tennova Fitness Ctr. I know I am not using that much water and sewer.

Name: Tina Foust

City: Powell

State: TN

Postal Code: 37849

Comment:

My water bill is more expensive than my KUB bill! I live alone, have a couple dishes, don't water plants much, don't really water the patch of grass I have, shower every other day for healthy skin and hair, have several clothes so only wash them once a month. I don't use much water compared to most they would love on ave.my \$45-50 water/sewage bill. It's a monopoly. Prices continue to raise. Was a new facility necessary. Esp. With so many unhappy customers, but you know we can't do anythg! Really!

Name: Marsha Carroll

City: Powell

State: TN

Postal Code: 37849

Comment:

I try my best to limit water usage in my home and the rates just keep going up. At this rate, the water bill is about as high as my electricity bill! The water bills in other counties are around 30 dollars, mine is 100!!!

Name: Elizabeth Kornfeld

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Our water bill is SKYROCKETING so much faster than our income!!!!!! It has to be SLOWED DOWN!!!

Name: Mark Keefer

City: knoxville

State: TN

Postal Code: 37938

Comment:

Because wea re being taken. The rates are way out of line.

Name: Dustin Sausedo

City: Knoxville

State: TN

Postal Code: 37918

Comment:

To my Knox friends, sign this, or help spread it please.

Name: Kimberly R. Haun

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I have family that also lives here on our properties, who CANNOT afford the charges for water.

Name: Charles Cox

City: Powell

State: TN

Postal Code: 37849

Comment:

Bills are too high and we have 3 properties on HPUD!



Name: Brandie Arnold

City: Powell

State: TN

Postal Code: 37849

Comment:

price is too high, can't afford it

Name: kristin wallace

City: Powell

State: TN

Postal Code: 37849

Comment:

Ridiculously high bill

Name: janice wood

City: Powell

State: TN

Postal Code: 37849

Comment:

Because each month our bill varies way too much when we haven't changed anything. We have 3 people in our household and work during the day. I just want fair rates and based on other water places, ours is ridiculous rates. I am tired of rates going up so they can have their nice building and bonuses or whatever else we are paying for besides the water!

Name: James Vaughan

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Water bill is often higher than my electricity/gas bill and 5X what it was 10 years ago. If you use no water or sewer the minimum bill is \$52+/- change. HPUD objective as was told to me was to upgrade water plants, sewer plants and piping systems. Years ago commission began talking about expansion and mergers, ie., growing the utility. Example, water plant north of Norris Lake in Union County close to Sunset Bay and condos at boat docks, both new developments in Union County. Coincidentally, Jim Hill is real-estate developer now former chairman of the HPUD commission. Much of the spending is to expand the service of the utility to grow it meeting the ideology dream of Marvin Hammond who has profited handsomely from salary (last salary \$200,000) and consulting fees. Point is our high water fees are being used to grow the HPUD which is not what I agreed to do as a part owner of the utility. All users of HPUD are owners.

Name: Dorothy Foust

City: Powell

State: TN

Postal Code: 37849

Comment:

So expensive just for water, no sewage.

Name: Amy Moon

City: Powell

State: TN

Postal Code: 37849

Comment:

I am over paying a water bill that is the same as my kub or more this is insane a rip off and time to end!!!!

Name: Jeff Ogle

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates have increased tremendously in the last few years while many of our incomes have either gone down or remained stagnant due to the current state of the economy. Several months out of the year my water bill is higher than my electric bill! I look at the big new HPUD building and feel that it planned and built by taking full advantage of the multiple years of double digit rate increases. When I moved to Halls in 1999, my water bill averaged around \$35 per month. Now it averages about \$120 per month!

Name: John James

City: Powell

State: TN

Postal Code: 37849

Comment:

The average water bill should not meet nor exceed a home's electric bill.



Name: Crystal Lawson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Way OVERPRICED! Monopoly

Name: Linda Wyatt

City: Pikeville

State: TN

Postal Code: 37367

Comment:

Reasonable water rates for everyone

Name: Tammy Farrow

City: knoxville

State: TN

Postal Code: 37918

Comment:

I believe that these increase of our water bill is RIDICULOUS ! ! ! Water bill shouldn't be as much as your electric bill.....

Name: Carol Taylor

City: Knoxville

State: TN

Postal Code: 37918

Comment:

It's ridiculous how high my water bill is! There are months when my electric bill is the same as my water w/ no pool???

Name: Mark England

City: Powell

State: TN

Postal Code: 37849

Comment:

Once I asked the HPUD supervisor who was working on my street how my meter reading could be correct when the whole three years I've lived at my current address, the meter hole was never cleared of standing water, leaves, spiderwebs, and dead bugs so that the actual numbers were not readable. He told me that a plane flew over and gathered meter readings via radio signals emitted from the transmitter in my meter! The very next month, HPUD cleaned out my meter hole completely. Do they really have planes flying over head gathering radio signals from sunbersed meters? If so, then we know all our money is being used to purchase air planes.

Name: Sylvia O'Dell

City: Powell

State: TN

Postal Code: 37849

Comment:

My water bill is very high for 2 people in our house. The rates need to be reduced. My Mom is not living in her home in Powell at this time. Her bill is still over \$50.00 a month with no water being used. Please lower the rates.

Name: Charlie Singleton

City: Powell

State: TN

Postal Code: 37849

Comment:

Our bills average \$150 for the last 1 1/2 years with HPUD. While living in Farragut for 9 years; our bills averaged \$50-\$60 a month with FUD! HPUD is grossly overcharging and should be stopped!

Name: Kristina Givens

City: Corryton

State: TN

Postal Code: 37721

Comment:

I am a customer of HPUD.



Name: Christina Baker Smith

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We have lived in this district for 6 years, and have seen our bill steadily increase. I was shocked to see the new facility, which seems out of proportion to the district they serve. I see no attempts to work with the public, and no interest in providing a fair and balanced service.

Name: Lori Booth

City: Knoxville

State: TN

Postal Code: 37938

Comment:

the rates are way too high.

Name: matt stomm

City: powell

State: TN

Postal Code: 37849

Comment:

too high 2 times higher than kub

Name: William James

City: Powell

State: TN

Postal Code: 37849

Comment:

We need to get the attention of Hallsdale Powell . Stop ! Listen to us . This is not right. You are totally out of control. Most of us are on fixed incomes . Why should people have to consider moving because of their utility bills .

Name: Patricia Keck

City: Powell

State: TN

Postal Code: 37849

Comment:

I am a widow. The bill has gone triple. Why?

Name: Gail Shelby

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I cannot continue to pay this outrageous water bills and live. I had a rental house that I kept the water on but it was not lived in for over 2 years but they charged me almost \$50.00 a month using zero gallons of water. If I had it turned off they would have charged me a reconnection fee each time I would need it on. I never used more than 10 gallons a month the whole time and most of the time zero gallons. The rates keep climbing and I have had to cut down on washing in my own house just to be able to survive.

Name: Leah Whitaker

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am thankful for good clean water and the services and think we should pay a reasonable amount...but , for 2 retired people ..it is just so much more than is resonable.

Name: Michael Wilson

City: Knoxville

State: TN

Postal Code: 37921

Comment:

our rates have doubled since 2005 and the quality of the water has declined. The water has a bad smell and taste.



Name: Robert Lee

City: Powell

State: TN

Postal Code: 37849

Comment:

I feel that the reckless spending of the Hallsdale Powell utility board on such things as a new office complex, new vehicles, and salaries is out of control and that there needs to be an adjustment in rates to return that money to the customers.

Name: Mary Treece

City: knoxville

State: TN

Postal Code: 37918

Comment:

I'm on a fixed income and this bill is taking a large percentage of that monthly allotment.

Name: amanda naichols

City: powell

State: TN

Postal Code: 37849

Comment:

for 5 ppl in my house we are paying 185.00 a month for water i fell this way over rated when we have done everything to lower our bill take showers together, use rain barrels to get rain water for out door usage, and many other thing for our bill to just keep going up and up. this extra money could be going to other just as important things like food for our kids not everyone gets food stamps !

Name: Barbara Hall

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are ridiculous! I pay more for water and sewer than electric and gas!

Name: James Corea

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We are on a fixed income and these expenses have soared out of control.

Name: Aaron Cadle

City: Knoxville

State: TN

Postal Code: 37918

Comment:

my water bill is consistently higher than my electricity bill and I don't understand why. I've lived in 3 other medium to major sized cities in the US, including San diego and have never paid water bills this high.

Name: Pamela Lowery

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I think its outrageous!!! It almost makes me want to move to another part of town!!!!!!!!!!

Name: Kaye Sweat

City: Powell

State: TN

Postal Code: 37849

Comment:

Our water bill gets higher every month. Something really needs to be done about this. It is so ridiculous.



Name: Larry Bowling

City: Knoxville

State: TN

Postal Code: 37938

Comment:

It's just my wife and I who live at our house. Our water bill is way to high for just us.

Name: Josh Briscoe

City: Powell

State: TN

Postal Code: 37849

Comment:

Tired of paying over priced water bills.

Name: Elizabeth Pyne

City: knoxville

State: TN

Postal Code: 37938

Comment:

I can hardly afford the water bill now.

Name: Bill W. Burchfield

City: Powell

State: TN

Postal Code: 37849

Comment:

This should be regulated by count rather than the company///

Name: MICHELLE CLABOUGH

City: CORRYTON

State: TN

Postal Code: 37721

Comment:

I am tired of paying high water bills that money could go for other bills

Name: LINDA BARRINGER

City: KNOXVILLE

State: TN

Postal Code: 37918

Comment:

TRIED OF RISING COSTS

Name: James Sweet

City: Powell

State: TN

Postal Code: 37849

Comment:

I am retired and it is just my wife and I living in a condominium. I do not water the lawn, rarely wash our car, and we are very aware of water management in washing clothes and dishes, and in bathing. I have come to expect a water bill near \$90 and it has exceeded \$100. This is excessive when compared with the cost of electricity and natural gas and the cost of living in general.

Name: Jennifer Conkey

City: Powell

State: TN

Postal Code: 37849

Comment:

A lower water bill is of great importance to our family.



Name: harold catlett

City: knoxville

State: TN

Postal Code: 37938

Comment:

We are tired of paying high rates for water.

Name: Phil Savage

City: Powell

State: TN

Postal Code: 37849

Comment:

Our HPUD monthly bill has almost tripled in the past 10 years. We are fed up with these out of control rates!

Name: Barbara Warren

City: Powell

State: TN

Postal Code: 37849

Comment:

The rates keep going up and my income doesn't.

Name: Chris Monday

City: Powell

State: TN

Postal Code: 37849

Comment:

I understand that it takes money to provide the service HPUD is providing for us. However, the price for water that God has given to us for free is just too much. Everytime up-grades are made to better serve us, we pay for it by our rates going up. I'm thinking its time to dig a well.

Name: Darryl Stafford

City: knoxville

State: TN

Postal Code: 37938

Comment:

To much money for water.

Name: Amanda Gerhardt

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Its the most expensive water out there, its horrible!!!!

Name: Ginger Treece

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We have been overcharged for years and we can NOT afford to pay the mortgage on their new building any longer!

Name: Jan Sheibley

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because with the economy the way it is, I can barely afford these water rates. My water bill was more than my utility bill this month.



Name: Heather Ferrando

City: Powell

State: TN

Postal Code: 37918

Comment:

WAY TO EXPENSIVE!!

Name: Lucy Shewmake

City: Powell

State: TN

Postal Code: 37849

Comment:

High water bill

Name: Linda Lovvorn

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The rates are too high and it is sad when a power bill is less than my water bill

Name: Bo Gerhardt

City: knoxville

State: TN

Postal Code: 37921

Comment:

Our family's water bill is outrageous! We pay a premium price for a poor product. The water is extremely hard which creates more expense on top of the all ready expensive water bill.

Name: April Weaver

City: knoxville

State: TN

Postal Code: 37938

Comment:

Because we have also been at our home for 10 years and it started from being 45.00 dollars a month and is now 165.00 No changes actually kids are older and not here as much but be still are paying a high price for water.

Name: Joe Jones

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I currently pay \$70-80/month for water sewer service for 2 person household which is 2-3 times the average national rate. We have installed low flow shower heads and dual level toilet systems. We need an external audit of Hallsdale's business to insure that there is not waste and corruption.

Name: DeLinda Baker

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Enough is enough! jerks!

Name: Beth Burtner

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We are already paying outrageous rates for water. If anything, our rates should be decreased.



Name: Carl Perry

City: Powell

State: TN

Postal Code: 37849

Comment:

We have no choice but to use Hallsdale Powell as our water company. They are taking advantage of that fact! Unfair

Name: Brenda (Bill) Burchfield

City: Powell

State: TN

Postal Code: 37849

Comment:

It is a tough time in this economy to make ends meet, plus our utility district is much higher than other comparable areas.

Name: Brenda Humphrey

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Utilities WAY TOO HIGH!!!

Name: DON BARRINGER

City: Knoxville

State: TN

Postal Code: 347918

Comment:

Tried of rising costs!

Name: Jacqueline Hall

City: Knoxville

State: TN

Postal Code: 37921

Comment:

I am a hard-working mother, and every cent matters.

Name: Jean and Kevin Fox

City: Knoxville

State: TN

Postal Code: 37938

Comment:

These rates have gone up without fail each year. We continually hear it is due to repairs, replacement, etc. It has been difficult to stand by and pay these rates as a wealthy developer (who has always had major projects in Halls) serve on the board of this utility for more than 10 years. What happened to conflict of interest? We are happy to see people pull together to be heard.

Name: Renee Smith

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I have seen rates increase significantly since I have lived in my home. I was not even living in the home for 5 months and the water rate never changed with no usage in the home. They just charge a flat fee and want to increase flat fees with no good explanation or reason for increases. I tried to sell my home and heard that some people do not wish to move into Halls because of the water rates, no regulation, and possible manipulation of rates.

Name: Steve Johnston

City: Powell

State: TN

Postal Code: 37849

Comment:

Water bill tripled in 10 years. TOO HIGH !!!! Period !!!



Name: Randy bradleyRandyBradley

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I think we are all being gouged and you know it

Name: Roger Dale McBee

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are ridiculous!!! ALmost half our bill cannot be explained -- our own usage meter registers much lower than their number of units used each month -- this should be checked -- thanks for doing this!

Name: Kathryn White

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Hallsdale Powell needs to be regulated!!

Name: DINAH SWEET

City: KNOXVILLE

State: TN

Postal Code: 37938

Comment:

My water bill consistantly runs around \$45-\$48 dollars...the past two months it has went to \$80+. I am a single person home and this is ridiculous.

Name: Beth Blair

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are OUTRAGEOUS - there is absolutely NO way our small family uses over \$130 worth of water per month.

Name: Shannon Treece

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Raising capital (which are rates) to pay for improvements? Do like my family does, wait until you can AFFORD improvements BEFORE doing them. Quit robbing from Peter (us) to pay Paul (HPUD).

Name: Gwen Vann

City: Heiskell

State: TN

Postal Code: 37754

Comment:

Hallsdale-Powell is the most expensive water utility around. My bill (in the country) went from \$7 per month to \$65 over the past 10 years. That is ridiculous!

Name: shelly Newton

City: Powell

State: TN

Postal Code: 37849

Comment:

My Bill is overly high with no one ever home.



Name: Robert Bledsoe

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are too high and inconsistant. It doesn't seem like they're even reading the meters.

Name: Nikole Kennedy

City: Powell

State: TN

Postal Code: 37849

Comment:

Because our water bill is always outrageous

Name: Earl Presnell

City: Powell

State: TN

Postal Code: 37849

Comment:

The minimum charge for HallsdalePowell water+sewer is \$45.14/mo for the first 1500 gal.KUB water+sewer for the same 1500 gal. is \$31.50/mo.Sources:<a href="http://www.hpud.org/OurCustomers/WaterandSewerBillingRates.aspx" rel="nofollow">http://www.hpud.org/OurCustomers/WaterandSewerBillingRates.aspx</a><a href="http://www.kub.org/wps/portal/Customers/Home/ResidentialCustomers/ResidentialRates/!ut/p/b1/hZHLCSlwEEW\_xQ-wmUzz6rLF1kZ8VStqNIJFJGh1I\_r7tqCLKiazGzhnLswlhmwpFVKJKGRANsRcq4c9VXd7u1aXddilyueLDVDgME8ARwPVhFPs7xIsQG2DQB\_JgaXL\_Lw7TsAV\_4E3X4LuPyVJ78FOr7C GQfMtKY8DSkkP\_4v4PnfiBi7r4PnoQ4gAKGEkigpk1wyxSKyJqZ7YTImEbCU43KRFgix\_Aa6EZOCegDIAQrxAVwl-2oyvh6m-a0-ktpcsmbU2Wqr-3HvBYzQhNQ!/d14/d5/L2dBISEvZ0FBIS9nQSEh/" rel="nofollow">http://www.kub.org/wps/portal/Customers/Home/ResidentialCustomers/ResidentialRates/!ut/p/b1/hZHLCSlwEEW\_xQ-wmUzz6rLF1kZ8VStqNIJFJGh1I\_r7tqCLKiazGzhnLswlhmwpFVKJKGRANsRcq4c9VXd7u1aXddilyueLDVDgME8ARwPVhFPs7xIsQG2DQB\_JgaXL\_Lw7TsAV\_4E3X4LuPyVJ78FOr7C GQfMtKY8DSkkP\_4v4PnfiBi7r4PnoQ4gAKGEkigpk1wyxS

Name: Richard Myers

City: Powell

State: TN

Postal Code: 37849

Comment:

I think Hallsdale-Powell is way out of line - too expensive!!!!!!

Name: Jean-Pierre Cruze

City: knoxville

State: TN

Postal Code: 37918

Comment:

Because the rates are too high and certainly not comparable to that of KUB as well.

Name: sally grayson

City: knoxville

State: TN

Postal Code: 37938

Comment:

to save money

Name: troy mcgill

City: knoxville

State: TN

Postal Code: 37918

Comment:

The rates are out of line with resonable rates

Name: Rikki Taylor

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I feel that the costs for administration and benefits should be evaluated. An outside audit by an outside source of all expenses and prove the need for such high rates.



Name: Angela Hatmaker

City: Powell

State: TN

Postal Code: 37849

Comment:

Can't afford the rates. Have lived in Powell 20 years. This is ridiculous.

Name: Curtis Rolen

City: Powell

State: TN

Postal Code: 37849

Comment:

HPUD rates are nearly double of the surrounding utilities.

Name: David & Angie Livernois

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We have had growing concern as the bill has progressively went up and up with no new changes on our part. Also, I dont feel we should have had to pay for the HUGE elaborate new building they built.

Name: Tommi Jamison

City: Powell

State: TN

Postal Code: 37849

Comment:

I'm a single (INCOME) mother, with two children...trying to make ends meet each month is more than challenging. Every penny saved is appreciated.

Name: DONNA LEE

City: POWELL

State: TN

Postal Code: 37849

Comment:

RATES ARE OUTRAGEOUS

Name: Derrill Haney

City: Powell

State: TN

Postal Code: 37849

Comment:

The cost of water in Powell is ridiculous!

Name: Christopher Smith

City: Powell

State: TN

Postal Code: 37849

Comment:

For whatever reasons, this utility district has made poor decisions, which have resulted in extremely high water rates. It needs to be corrected!

Name: Steven Collins

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The rates HPUD charge are incredulous. It's like a slap in the face every month!



Name: Carol Estes

City: Powell

State: TN

Postal Code: 37849

Comment:

I am a senior widow on set income and water is necessary for living. My water bill exceeds my power bill.

Name: Thomas Gutridge

City: Powell

State: TN

Postal Code: 37849

Comment:

I've been overpaying for the past 38-plus years. Why?

Name: brenda fann

City: POWELL

State: TN

Postal Code: 37849

Comment:

Cost to much compared to other utitiyy compaaanies.

Name: Cheri Howlett

City: Powell

State: TN

Postal Code: 37849

Comment:

This is very important to me as I feel the water bill is extremely high! Do not feel as though customer service cares at all if you call in about your bill. Disappointed-

Name: Tiffany Brooks

City: Powell

State: TN

Postal Code: 37849

Comment:

Because because they are ripping us off!

Name: Rony Brooks

City: Knoxville

State: TN

Postal Code: 37938

Comment:

On a fixed income and need water to live it's getting too high to pay for it

Name: HOLLY WALDROP

City: KNOXVILLE

State: TN

Postal Code: 37818

Comment:

Can't afford it!!!! Moving to Fountain City when house sales!

Name: Tirina Conner

City: Powell

State: TN

Postal Code: 37849

Comment:

While living in Knoxville, my water bill was never over \$20. My HPUD bill is almost always over \$120.



Name: Tammy Harms

City: Powell

State: TN

Postal Code: 37849

Comment:

It is ridiculous to have the highest water and sewer charges in the area!

Name: Virginia Irwin

City: Heiskell

State: TN

Postal Code: 37754

Comment:

We are on septic and we should not be paying the higher rates. We do not have sewer.

Name: David Morrison

City: Knoxville

State: TN

Postal Code: 37938

Comment:

HPUD has higher rates than any utility in the area. Since HPUD is the only supplier to our area, does that give them the right to establish rates that are not subject to any regulatory review or standards? I feel a refund is entitled to all customers dating back to when excessive rates were established.

Name: Salece Young

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Water/sewer bill is overpriced.

Name: Frances Churchill

City: Knoxville

State: TN

Postal Code: 37918

Comment:

rates are way too high and utility is being mismanaged!

Name: Jim Guinn

City: Knoxville

State: TN

Postal Code: 37918

Comment:

HPUD rates are too high.

Name: Jason Hall

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Cost of living is very high already. We shouldn't have to pay a substantially higher price than our neighboring water customers.

Name: Edith Sartin

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Hallsdale powell Utility has been charging way too much for our water. This month my water bill was 200.00 It is never less than 150.00 When we lived in the city my water bill was no more than 40.00 with kub . My water bill is always more than my kub . We own a 2 story house with 5 bedrooms . There is only 3 people that live here . I can not even wash my cars because iam scared of how much it will cost. Thank you PLEASE HELP US !



Name: Tammy Fox

City: Knoxville

State: TN

Postal Code: 37938

Comment:

With 4 kids and money being so tight it is hard to pay rising water cost and being able to have money to feed your family:(

Name: C S

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Unfair pricing and hurts property owners as well as property values

Name: Tim Webb

City: knoxville

State: TN

Postal Code: 37918

Comment:

\$\$\$\$\$\$

Name: Cynthia Hatchett

City: Knoxville

State: TN

Postal Code: 37918

Comment:

In comparing rates with other utilities, we are paying way too much for the same services.

Name: Terrie Baird

City: Powell

State: TN

Postal Code: 37849

Comment:

Our water bill is way too high.

Name: David Silvus

City: Powell

State: TN

Postal Code: 37849

Comment:

We all need water! We all need reasonably priced water..... even if we have to filter it prior to use!

Name: Jeffrey Heinz

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Water bill is higher than other utility districts.

Name: P M

City: Knoxville

State: TN

Postal Code: 37918

Comment:

excessive cost and completely uncompetitive.



Name: Lori Riley

City: Knoxville

State: TN

Postal Code: 37938

Comment:

As a longtime customer of Hallsdale Powell, I too have seen and felt the financial burden from unethical and greedy decisions made solely by this utility company. While the result of their imposed rate increases has burdened many in the community, we can no longer ignore the management and employment practices of Hallsdale Powell. Offering high paying positions to family members demonstrates a lack of regard to equal employment opportunities and ensuring the best value to the Halls community is constantly achieved. With the management and operation of Hallsdale Powell being allowed to continue as it is today, it can only be assumed that the agency responsible (TRA) for overseeing Hallsdale Powel is potentially receiving some type of kickback at the expense of the Hallsdale customer or is part of the inbred family affair that is affluent in the Hallsdale Utility operations. It's time for a change in Halls.

Name: Stephanie Willis

City: Knoxville

State: TN

Postal Code: 37921

Comment:

The rates are extremely high.

Name: Stephanie newcomv

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Something MUST be done! The economic condition is horrible! To increase our rates is ridiculous! My water bill is more than my light bill!

Name: Alicia Karnes

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am signing because HDPUs water is not made out of GOLD!

Name: Michelle Hurst

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Can you spell Monopoly! Our water bill is higher than our electric bill!

Name: Charles Brown

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We live on a fixed income

Name: Christi Humphrey

City: Powell

State: TN

Postal Code: 37849

Comment:

It really ticks me off that I have no choice about water companies and they know it. They abuse that fact and stick it to all of us. If other companies can provide clean water and sewer for a more fair price then it is obvious there are some greedy people at the top at Hallsdale Powell. Like we (their customers) give a bleepity bleep what their stupid building looks like. They know that ticked everyone off and they don't care. Something has to be done.

Name: B C

City: Powell

State: TN

Postal Code: 37849

Comment:

I am retired and in the summer the water bill is my largest bill. It is hard on people on limited income to pay these ridiculous rates so the big boys can have money to leave a legacy.



Name: Kim Martin

City: Powell

State: TN

Postal Code: 37849

Comment:

Because we have paid way too much money for years with Hallsdale Powell!!!!

Name: bobbie sharp

City: knoxville

State: TN

Postal Code: 37938

Comment:

higher water bills than kub when i moved to halls i was paying 20.00 a month and now i even use less water than then and am paying over 50.00 a month one person and very little laundry done except once or twice a month

Name: James Hill

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are unreasonably high compared to similarly situated utility companies. Seems like price gouging.

Name: Kaye Underwood

City: Powell

State: TN

Postal Code: 37849

Comment:

compared to KUB, Hallsdale Powell is very overpriced. I moved to this water district in 1972 and they were high then but nothing like they have increased in the last 6 yrs or so

Name: RENEE MCMURRY

City: POWELL

State: TN

Postal Code: 37849

Comment:

TO MUCH MONEY GIVEN TO HALLS DALE CROOKS, TO MENTION. I SIMPLY  
COULD'T TYPE FOR THAT LONG.

Name: David Hale

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We have been residents in Halls for 24 years or longer and we are tired of paying overpriced water bills. KUB is half of what Hallsdale Powell is and it's time to stop this outrageous practice

Name: William and Carol Kerr

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I couldn't believe our bill last month. Please do a study.

Name: Charles Shoemaker

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Out of site for most people! Rates are very high in this area.



Name: Malcolm Ernst

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I don't know whether there is a serious problem, but I do know that audits and proper oversight are crucial for any non-profit, non-competitive organization.

Name: Angela Paxton

City: Heiskell

State: TN

Postal Code: 37754

Comment:

It's too expensive for a life necessity and inconsistant billing for approximately the same use every month makes it difficult to form and stick to a budget!

Name: Tina Perry

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our premiums are too high in

Name: Teresa Trentham

City: Heiskell

State: TN

Postal Code: 37754

Comment:

Rates are too high.

Name: William Donaldson

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Management is terrible.

Name: Kim Watson

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because our water bill is outrageous and there are just 2 of us in our household and we both work fulltime and are never home.

Name: David Peterlinz

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I believe that our water bills are to high.

Name: John Temple

City: Knoxville

State: TN

Postal Code: 37938

Comment:

we seem to be paying dearly for the questionable decisions of HPWD



Name: Cheryl White

City: Powell

State: TN

Postal Code: 37849

Comment:

I am the only one at my home and my bill went up over \$10 last month. I use my dish washer ONE time a week, My shower averages at the most 10 minutes, I do not water my lawn, don't have a hot tub or pool and over the past three years have replaced my washing machine, hot water heater and dishwasher with energy efficient/water saving features plus have changed my faucets and toilets that use less water and feel I just wasted my money since my bills have not changed. I feel that a water bill of over \$80 a month is absolutely ridiculous for one person.

Name: Angela Whaley

City: Knoxville

State: TN

Postal Code: 37912

Comment:

Our water rates far exceed the other utility providers in the region.

Name: Lionel Elkins

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Agree with many of the comments. Variation in the bill some months \$130.00 the next \$165.00 - when we know our water usage is aprox. the same. A brand new office building for the water co. when families are struggling to make ends meet with higher grocery bills, gas, etc.

Name: alina rosenberg

City: knoxville

State: TN

Postal Code: 37918

Comment:

They have continually gouged us on rates for years! When they changed their meters a couple of years ago, our bill shot up to over 230 dollars. I am at work all night and school most of the day, my daughter was at school all day, and my husband was gone all day for school. But somehow they claimed our water usage doubled overnight with no one there. When I went to complain, every single person there had the same complaint. The response - "You are all wrong, we don't make mistakes." Ever since then, we have seen our rates jump almost monthly, and we are even charged for abnormally high water use when there is no one here. This needs to be investigated immediately.

Name: Ginger Asquith

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our water rates are completely out of control.

Name: Jeff Sickau

City: Norris

State: TN

Postal Code: 37828

Comment:

My water, sewer, and garbage pick up at a property in another district is \$25 a month less than Hallsdale Powell charges for only water at a property in their district. Same usage rate.

Name: Susan Wallace

City: Knoxville

State: TN

Postal Code: 37918

Comment:

As a single homeowner, my water bill is ridiculous for one person's usage. My friends from other areas are shocked when I tell them what my water bill is.

Name: Robert Hutchison

City: knoxville

State: TN

Postal Code: 37938

Comment:

Water rates and sewer rates are out of control and some oversight needs to be put in place



Name: Linda Hurd

City: Powell

State: TN

Postal Code: 37849

Comment:

because there is two of us and the water bills run close to \$70.00 month and even in the city it is not this high

Name: William (Bill) Jolly

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I would like to see the people at Hallsdale Powell Utility District held accountable to the people they serve for their unfair and unjust pricing practices for the net billing and the ridiculous gross (penalty).

Name: Jerry Moss

City: Knoxville

State: TN

Postal Code: 37938

Comment:

On a fixed income you can't keep getting gouged by everyone who wants to build new buildings when the others would have sufficed. We now have to look at water as an option, highly controlled. It reminds me of Washington just shove it down their throats and they will pay it. It's time to change Washinton and it's time to change Hallsdale Powell

Name: Vicki Clair

City: Knoxville

State: TN

Postal Code: 379148

Comment:

I am a widow on a fixed income. My water bills are between 75-85 per month. I am the only one in my household. This is also stopping me from selling my house as people in the area looking know about the high water bills. Do something. Did you really need that new building?

Name: Howard Scharf

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The water rates have to high for to long we need them to be lowered

Name: Larry Kitts

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The water bill is crazy! My bill runs about \$130 a month. When I moved to Halls in 1995 my bill was \$40 dollars a month.

Name: Terry & John Douglas

City: Powell

State: TN

Postal Code: 37849

Comment:

Why i this important to you?extremely

Name: sherry ball

City: knoxville

State: TN

Postal Code: 37918

Comment:

This is very important to me because I am the only one in my househod and am gone 80 % of the time and I think my water bill is too high !!!!!!!!!!!!!!!!!!!!!1



Name: James Higgins

City: Powell

State: TN

Postal Code: 37849

Comment:

Our water bill has increased way too much in the last years. We are using "liquid gold" to bathe in, water our gardens, and drink. And it sure doesn't taste all that great!

Name: Vernon Tasse

City: Powell

State: TN

Postal Code: 37849

Comment:

extremely

Name: S S

City: Powell

State: TN

Postal Code: 37849

Comment:

extremely

Name: Dennis Lynch

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are excessive.

Name: Vicki Nelson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

No one can afford to pay what we pay for water in this area. It is much higher than surrounding areas

Name: Karen Davis

City: Powell

State: TN

Postal Code: 37849

Comment:

113.89 is to high for 2 people, we water nothing outside this is just everyday use...laundry once a week ,showers & cooking.We would like to retire but will not be able to afford our water & eat too.

Name: Myra Hollingsworth

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The price is totally out of line.

Name: Harry Wood III

City: Knoxville

State: TN

Postal Code: 37938

Comment:

because I pay for all utilities[including water]at this address



Name: DAVID BAKER

City: KNOXVILLE

State: TN

Postal Code: 37918

Comment:

TOO HIGH AND STRUGGLING AS IT IS.

Name: Denise Bales

City: Knoxville

State: TN

Postal Code: 37914

Comment:

J & S Coin Laundry is a small business that is finding it difficult to pay the bills due to the high utility bills. Businesses that use water as their main income are suffering due to being overcharged.

Name: William Martin

City: Corryton

State: TN

Postal Code: 37721

Comment:

I have my sewer thru Hallsdale Powell and it is to expensive.

Name: Nicole Foster

City: pOWELL

State: TN

Postal Code: 37849

Comment:

When we moved to Tn. a little over a year ago water bill ran \$70. Now it is \$120. This is ridiculous. Our water bill is more than our electric bill.

Name: Mary Rochat

City: Powell

State: TN

Postal Code: 37849

Comment:

Hallsdale-Powell's rates are way too high. They have increased a lot since we have been in Powell for the last 14 years.

Name: doug hunt

City: powell

State: TN

Postal Code: 37849

Comment:

crazy

Name: Dan David

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Ridiculously high water/sewer rates. Customers donot trust this utility.

Name: Lucille Shreve

City: Powell

State: TN

Postal Code: 37849

Comment:

As a long 50 year user of HP water I have been pained to see increase after increase while we still have to filter the water to get a taste we can live with. If the high prices actually improved the water maybe it would not hurt quite ao much.



Name: Brad Flynn

City: knoxville

State: TN

Postal Code: 37918

Comment:

I work too hard for my money.

Name: Scott Humphrey

City: KNOXVILLE

State: TN

Postal Code: 37938

Comment:

We have a family of four and NO LEAKS. Our water bill should not be \$140 a month.

Name: Tony Shults

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our rates in the past 14 years have gone from less than \$30.00 per month to more than \$70.00 per month. I have changed all appliances to low flow including sinks, toilets and showers. If you check Hallsdall Powell has gone from one of the most reasonable utilities to the most expensive in our area. Not only do they have Marvin Hammond as president emeritus, at more than his retirement salary and benefits, his son-in-law Darren Caldwell is president. They have hired several people from KUB at 6 figure salaries. Almost all equipment is new and if you drive by the shop you see not 1 but 3 track hoes 2 dozers and other various machinery. Yet when you see what has been paid out it shows money paid to sub-contractors for line installation.?????

Name: Karen Samples

City: Powell

State: TN

Postal Code: 37849

Comment:

Rate increase are way out of control and have been significant each and every year for the past 12 years that I've had to use them. There is no reason for these excessive increases. Just because you are the only option available doesn't give you the authority to gouge customers...

Name: Brian Hobock

City: Knoxville

State: TN

Postal Code: 37938

Comment:

This water company has for years been charging it's customers HIGHER water and sewer charges for years ! I think if unfairness is found that there should be some kind of money back to the ones CHEATED and OVERCHARGED. By the way Hallsdale Powell nice looking new building. Don't miss understand, I have no problem with a company making a profit and growing it's business. But if you are the only water company to choose from and use that to take advantage of it's some 29,000 customers than that is what I have a BIG problem with. Bet if you had just a small bit of competition your prices would drop down 25%+ the first month !!! Brian

Name: Jim Hall

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I feel the expense is not commensurate with area water companies. It makes me seriously question the business acumen and the competence of the company management, or even the integrity.

Name: Shannon Gribble

City: Knoxville

State: TN

Postal Code: 37918

Comment:

This is important to me as we are trying to make it in this economy. My water bill has now managed to become higher than my KUB bill. We have done nothing different in our lives that would cause our water to average around \$150 for 4 people.

Name: Ellie Howe

City: xxxx

State: TN

Postal Code: 37849

Comment:

I am a Single Widowed Mom and its very tough to make Ends meet, it has been so high for years!!!!



Name: lisa judd

City: powell

State: TN

Postal Code: 37849

Comment:

I am a single mother trying to make ends meet.my water bill has doubled in the two years that i have been at the same home.

Name: Cole Harris

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Way too expensive! Rates go up every quarter!! Nice new building.

Name: David & Vickie Kelley

City: Powell

State: TN

Postal Code: 37849

Comment:

They say they are not making any money, yet our bills are extremely high. Did the excessive rates pay for the new building? Since it is complete, can we look for a reduction in rates now?????

Name: Joseph Ellis

City: Maynardville

State: TN

Postal Code: 37807

Comment:

Water bill is excessive

Name: Linda Ellis

City: Maynardville

State: TN

Postal Code: 37807

Comment:

Water bill too high

Name: Janet Stansberry

City: Powell

State: TN

Postal Code: 37849

Comment:

Because alot of people are hurting.The sewer charges are crazy..50% of water bill!!!!

Name: Mike Batista

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Water bills are far too high. The new office that was built ( if one was actually needed to be built) should have been a tiny bare-bones metal shed.. A water feature in the front? A portion of my bill goes to pay for that? unbelievable.....

Name: Elaine Benson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

this is definitely a no brainer! Escalating prices in everything from food to gas make it increasingly more difficult to even afford the necessities. The sewage improvements made several years ago have more than been paid for I'd say. Gouging customers at such a time as this is unconscionable.



Name: Deborah Grindstaff

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The bill hikes

Name: PAUL ROACH

City: KNOXVILLE

State: TN

Postal Code: 37938

Comment:

There could be more progress in this area but high utility bills stifle that.

Name: CONNIE BRADY

City: powell

State: TN

Postal Code: 37849

Comment:

i live alone an can not afford high water bills when i moved into my house the first mounth was \$169.00 an i only lived in house one half of mounth just me no pool or any thing else they would not talk to me about it. an in the summer i had high water bills all summer they keep going up. we need somthing done. i had east knox water co. for over 20 yrs they never did this,we need help

Name: anna jennings

City: knoxville

State: TN

Postal Code: 37918

Comment:

too high

Name: Mary Hobock

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I;am Disabled & on fixed Income

Name: Linda Ensor

City: Knoxville

State: TN

Postal Code: 37938

Comment:

A whole new culture is needed at HPUD--one of conservation and integrity rather than reckless expansion. At a time when families, the ratepayers, are struggling to balance household budgets, HPUD has undertaken new building projects and acquisitions and continuously raised rates to pay for them. HPUD has perpetuated nepotism and paid high, unjustified salaries to these family members. Seemingly, no oversight of this quasi-government monopoly has been exercised in many years.

Name: Shawn Nicholson

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Tires of paying 5 times more than other areas of the county for pitiful service.

Name: Troy Wheeler

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Over priced compared to surrounding areas



Name: Wade/Fina Sherritize

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Cost higher than surrounding areas

Name: Benny Sherritze

City: Powell

State: TN

Postal Code: 37849

Comment:

Prices cheaper arround surrounding areas

Name: Bill/Vicky Hodges

City: Powell

State: TN

Postal Code: 37849

Comment:

Cost are cheaper in the surrounding areas around the region

Name: robert & cheryl hill

City: powell

State: TN

Postal Code: 37849

Comment:

Water bill is to high for 2 poeplecompaired to KUB

Name: Ron Smiddy

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I also pay a sewer charge and I am not even hooked up to the sewer.

Name: Carroll Cox

City: knoxville

State: TN

Postal Code: 37921

Comment:

My sewer bill is always higher than my water bill...most times by more than half...uncalled for...

Name: Sam Ensor

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My wife and I both are retired, on fixed incomes, and HPUD costs are almost \$100 per month...  
for two people!

Name: Roger Morgan

City: Powell

State: TN

Postal Code: 37849

Comment:

Monthly charges continue to grow whether we consume less water. We are a family of two and our water bill ranges from \$48 - \$79 with no explanation for the inconsistent changes.



Name: Hal Emitt Sr

City: powell

State: TN

Postal Code: 37849

Comment:

SEEMS TO ME THAT WE NEED SOME NEW- CLEAR THINKING COMMISIOMERS TO  
OVERSEE WHAT IS HAPPENING WITHIN THIS COMPANY !!!

Name: Tracy Humphrey

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My water bill just keeps going up and up, I have even turned my water off while I was out of town for 2wks and still had a high bill, check to see if I had a leak and none can be found....think their rates are very excessive!!!

Name: Sharon Smith

City: Powell

State: TN

Postal Code: 37849

Comment:

I've lived in Powell 30+ years and my water bill is higher than a family 3 w/KUB water.

Name: Jeff Sartin

City: knoxville

State: TN

Postal Code: 37938

Comment:

We are getting RAPED by hallsdale powell . My Water bill is MORE THAN MY KUB . When we were on kubs water is was less than 30.00 . THIS IS WRONG

Name: Karen Hellmund

City: Powell

State: TN

Postal Code: 37849

Comment:

Doesn't seem fair that we have to pay higher water bills than all surrounding areas.

Name: Violet Etters

City: Knoxville

State: TN

Postal Code: 37938

Comment:

\$\$\$\$\$\$

Name: Lloyd Plankey

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I have lived here for 2 years and noticed a significant increase and I do not water my lawn or wash my car and am extremely mindful of waste. It appears that the district has consistently been increasing the rates to not only pay for the new building. I would like to see some stability for several years in rates and fair rates in comparison with surrounding districts where there is a considerably large rate gap. I am sure we do not use anymore the surrounding districts so why the large difference. Some of us don't get 5 and 6 percent raises to accomodate all increases in rates of utilities of all aspects.

Name: Ralph Pollard

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am a senior and have a limited income.



Name: William Loring

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Something is wrong when our rates have skyrocketed like they have. This needs to be looked into and soon.

Name: Mary Miller

City: Powell

State: TN

Postal Code: 37849

Comment:

I live on a limited income and the rates for this area are continually going up for no reason.

Name: Greg Draine

City: Powell

State: TN

Postal Code: 37849

Comment:

tired of being ripped off

Name: Tracy Harris

City: Powell

State: TN

Postal Code: 37849

Comment:

It is crazy to fill up my pool each summer it cost almost 300.00. There is no sense in it costing that much.

Name: Valetta Miller

City: Powell

State: TN

Postal Code: 37849

Comment:

Im tired of paying high water bills for a family of 4

Name: neil harris

City: powell

State: TN

Postal Code: 37849

Comment:

I feel as though they are charging us to do improvements such as their new building. Why do we have to pay for that?

Name: Nathan Miller

City: powell

State: TN

Postal Code: 37849

Comment:

Tired of feeling ripped off

Name: Theresa Clevenger

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I have felt like Hallsdale Powell Utility District has been raping me for the past 11 years. The water bill shouldn't be higher than the electric but mine has always been. No leaks either.



Name: Cathy & Wes Needham

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Absurd prices for water.

Name: Don Parker

City: KNOXVILLE

State: TN

Postal Code: 37938

Comment:

Water way to high here in Halls. I would like to leave my son some money but, at these rates it looks slim.

Name: Abby Payne

City: Powell

State: TN

Postal Code: 37849

Comment:

Water Bill rates are too high affects me at my home and business address

Name: Daniel Evans

City: Powell

State: TN

Postal Code: 37849

Comment:

Because Hallsdale powell is ridiculous and needs to smell the coffee and change there prices!!!!!!!

Name: Julie BIEdsoe

City: Powell

State: TN

Postal Code: 37849

Comment:

We pay way more then all the surrounding counties and for what? We don't get anymore. We are just throwing money away and we don't even know where it's going. Crazy

Name: JOHN VANDERGRIFF

City: KNOXVILLE

State: TN

Postal Code: 37938

Comment:

Water rates are way to high, No water rates are this high in TN.

Name: diana hills

City: powell

State: TN

Postal Code: 37849

Comment:

I hate to even get my bill! There is no possible way that we have more sewage usage than water usage. Don't understand their reasoning behind their billing!! What do the elderly or less fortunate do who live on a fixed income? My heart goes out to them!!!!!! Something has got to change!!!!!!

Name: James Strange

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The cost of water & sewer is causing the loss of house sales,new business, because of poor management @ greed.



Name: Donna Jardret

City: Powell

State: TN

Postal Code: 37849

Comment:

Need cheaper payments monthly

Name: Jim and Susan Courtney

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Reduce monthly bills!

Name: Ann Ditmore

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Ridiculously high water and sewer rates.

Name: Myrtle Booker

City: Corryton

State: TN

Postal Code: 37721

Comment:

cause I suffer the consequences of their high rates.

Name: Brooke Comer

City: Knoxville

State: TN

Postal Code: 37918

Comment:

This is important because it's apparent HPUD has been poorly managing OUR funds for its purposes, and has not been responsible. It's unacceptable that our water costs are over TWICE those of other local companies!

Name: Anthony Hosack

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The rates are ridiculous and change on a monthly basis, with no notice from HDPUD!

Name: Cristina Underwood

City: Powell

State: TN

Postal Code: 37849

Comment:

Talk to other people with different water company's and there water is not as high as our's something is wrong !!!!

Name: Steve Fox

City: Powell

State: TN

Postal Code: 37849

Comment:

People in surrounding areas are paying almost 50% less with different water companies and my water bill is the same price as my electric bill. Something is wrong with that picture.



Name: Lisa Cosse

City: Powell

State: TN

Postal Code: 37849

Comment:

Because I have been paying these idiots an outrageous amount for 22 years and it's time it STOPPED!

Name: Tina Carpenter

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because the rates are outrageous!!!

Name: Milton Bolton

City: Knoxville

State: TN

Postal Code: 37938

Comment:

It is difficult to pay these outrageous prices on a set income. Let's get them in line with other utility districts

Name: Rhonda Rutherford

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because I have been fighting them for 5 years. I have called them with complaints and proof that they were overcharging us and they did not care to assist me. They actually asked me where I got my info in such an accusing manner. I and our whole neighborhood am fed up!

Name: Thomas Duke

City: Powell

State: TN

Postal Code: 37849

Comment:

My water bill should not be more than my gas & electric.

Name: John & Jennifer Mayes

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our bill has gone up over 200% since we bought our home in 2004 .

Name: Justin Bailey

City: Powell

State: TN

Postal Code: 37849

Comment:

Because I pay to much for water and sewer.

Name: Marty Gamble

City: Knoxville

State: TN

Postal Code: 37921

Comment:

This is a poorly run utility which focuses on personal gain of its board members over providing cost-effective service to the community.



Name: Terri Hansen

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates jump all the time. When you call and question them, they simply say you must have washed more clothes or something. Even when you purposefully don't use as much, it goes up! Even we were away for two months our water bill was over \$60.00 both months.

Name: Karen Guynes

City: knox

State: TN

Postal Code: 37938

Comment:

To save money..

Name: Linda Meyer

City: Powell

State: TN

Postal Code: 37849

Comment:

They are way to high and keep getting more expensive every year. Its getting harded to make ends meet with the high water rates.

Name: karen fryar

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are outrageous!

Name: Nathan Dunn

City: Powell

State: TN

Postal Code: 37849

Comment:

Having moved into the area within the past 6 years, I experienced a severe hike in utility bills as compared to my prior Knoxville address.

Name: Thomas Williams

City: Powell

State: TN

Postal Code: 37849

Comment:

My mother is the person billed in our household, but I hear her complain every month about how high her utility bills are. Money is always tight around our household and theres no reason we should be charged anymore than anyone else.

Name: Gene Sapp

City: POWELL

State: TN

Postal Code: 37849

Comment:

My water bill and sewage go higher and higher with no apparent reason except for salaries for the executives and retired "consultants".

Name: Jessica Cross

City: Knoxville

State: TN

Postal Code: 37918

Comment:

In a family of four, we simply cannot afford to pay double what KUB customers pay for water and wastewater.



Name: Tracy Amanns

City: Powell

State: TN

Postal Code: 37849

Comment:

The utilitie districts around us are charging considerably less.

Name: Betsy Allison

City: Knoxville

State: TN

Postal Code: 37918

Comment:

As a single parent, it is difficult to continue paying enormous water bills for my family. When compared to other people in other utility districts, some as close as 3 miles away, my water bill is 3-5 times higher. For approximately 4 months earlier this year, my water bill was around \$45.00 for just myself. Right now it's myself & my 2 children, and my most recent water bill was \$112. I think it is time to take ACTION!!

Name: Justin Sauder

City: knoxville

State: TN

Postal Code: 37938

Comment:

the rates are ridiculous

Name: Richard J. Murmann

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Reduce our rates

Name: Robert Bean

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Unreasonable rates.

Name: Stacy Walton

City: Powell

State: TN

Postal Code: 37849

Comment:

I feel that the rates are too high. I pay almost as much for my water as I do on my electricity bill.

Name: Gina Cox

City: Powell

State: TN

Postal Code: 37849

Comment:

Prices are wayyyyy too high, how are we suppose to live with high cost of water??

Name: Randall Owens

City: Knoxville

State: TN

Postal Code: 37918

Comment:

A number of reasons including inconsistent billing and unreasonable pricing. Oh, and the staff is never friendly. There is a certain arrogance when you walk through the door. I prefer to pay online just to avoid the place.



Name: Lee Miller

City: Powell

State: TN

Postal Code: 37849

Comment:

Because our water bill continuously goes up when there is nothing different going on at our home.

Name: Mark Shaddix

City: knoxville

State: TN

Postal Code: 37912

Comment:

Simply stated "water and sewer prices are outragous" that's why I have 8 rain barrels located around my house. I'm working on doing whatever it takes to limit how much water we consume. But you know what the prices just keep going up anyway. They have the surrounding communities by the wallet.

Name: claude akers

City: powell

State: TN

Postal Code: 37849

Comment:

Because there taking all my money

Name: Horace Lane

City: Powell

State: TN

Postal Code: 37849

Comment:

I've lived here my entire life. When I see my water bill triple over the last 10 yrs you would think it was oil. My water has been more than my electric several times. I've had friends live the area with one reason being the rates at HallsDale and then tell me what West Knox cost them makes me sick. An audit of the heads of this utility need to be looked into. We are locked in with no other option and than know they can charge what they won't.

Name: ANTHONY BREWER

City: KNOXVILLE

State: TN

Postal Code: 37938

Comment:

TIRED OF PAYING SUCH HIGH PRICES

Name: Charles Tharpe

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Their rates are absolutely ridiculous. No other utility in the area are as high. Thanks for the outlet

Name: Jeff Varnon

City: knoxvilleKnoxville

State: TN

Postal Code: 37918

Comment:

It is outrageous, we have 5 kids and have been customers for 10 years and prices have tripled.

Name: Susan Tharpe

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are entirely too high, Surrounding utilities are much more reasonable.



Name: Alan McClancy

City: Powell

State: TN

Postal Code: 37849

Comment:

Because it is ridiculous to pay that much for water. When my water bill is more than my electric, there is a problem. Should never have to pay over 100 for water on a monthly basis. That is just my sewer charge! Ridiculous! So why the higher ups are getting big fat paychecks, I'm struggling to meet my bills due to the water being so high.

Name: Kendra Jennings

City: Powell

State: TN

Postal Code: 37849

Comment:

because it is outrageous what we pay for water compared to other utility districts in Knox County. It is a rip off!!!

Name: Wayne Forkum

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates keep rising and no reason given.

Name: Joseph Gilvin

City: Powell

State: TN

Postal Code: 37849

Comment:

The rates. I moved to Powell in 2000, my monthly bill was approx. \$20.00 monthly. I live alone do not water the lawn, 1 or 2 loads of laundry weekly, and I do not cook. My bills are not ranging

Name: James McBee

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates 50% higher then surrounding areas!

Name: Owen K. Neely

City: Powell

State: TN

Postal Code: 37849

Comment:

Too many issues for way too long.

Name: D. & L DAVIS

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The management of HPUD is out of control they need to answer to the people of this community and be audited. There is a real problem here HPUD is effecting the real estate market.

Name: JEFF BAYLESS

City: KNOXVILLE

State: TN

Postal Code: 37921

Comment:

RATES ARE NOT COMPETITIVE.



Name: Don Cameron

City: Powell

State: TN

Postal Code: 37849

Comment:

Been paying to much to long

Name: Carl Leese

City: Corryton

State: TN

Postal Code: 37721

Comment:

We are a 5 member family and our youngest is disabled and its very expensive and our water bill going up all the time doesn't help! There is only 1 income in this house and it's getting hard to afford it. This is ridiculous and it needs to stop!

Name: josh brummerstedt

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are high

Name: Mary Mease

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Retired and live on strict budget monthly and can't afford to pay more than what a single person should have to pay for water.

Name: Betsy Dykes

City: Powell

State: TN

Postal Code: 37849

Comment:

our rates are way too high

Name: David Hill

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I just went back and calculated my payments to HPUD for the previous 12 months. The average was \$97.85 per month. That is for a two-person household that does not wash cars or water the lawn and has no leaks. My bill one month when we were on vacation for two weeks was \$92.78. How do you explain that? I am fed up with cronyism and unaccountability from these "good ole boys." Go pick someone else's pocket.

Name: Rhonda Johnson Caldwell Lett

City: KNoxville

State: TN

Postal Code: 37918

Comment:

Because when I OWNED Bushwood house, the water bill was \$110 a MONTH--for a 1371sqft home. I sold it & bought a 3300sqft home in the NE Knox district and pay \$30 PER MONTH! For the SAME number of people using the SAME amount of WATER!! I had NO LEAKS--had the house checked on NUMEROUS occasions!

Name: STACY AMANNS

City: corryton

State: TN

Postal Code: 37721

Comment:

Reduce the rates .Way to high



Name: Lynne young

City: knoxville

State: TN

Postal Code: 37938

Comment:

it cost me a fortune!

Name: kristi Mitchell

City: knoxville

State: TN

Postal Code: 37938

Comment:

It is a monopoly!

Name: Gary Crawford

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The bills we receive are insanely expensive plus the water is terrible. We still have to buy bottled water as the tap water has a very strong odor of chlorine. With the rates we are paying the water should at least be decent enough to drink !!

Name: Vickie Price

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Fairness not only for me but others that may not be able to afford as much as I can.

Name: Dennis Koontz

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Something has to be done. Adding Bob Crye to the Board is a step in the right direction, but the past action of HPUD must be addressed.

Name: tish condra

City: powell

State: TN

Postal Code: 37849

Comment:

The rates are excessive compared to other utility boards for water and sewage. Are we paying for the new building?

Name: Amanda Parrott

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The HPUD rates are excessive! Compare rates to other utility boards and Hallsdale Powell FAR exceeds water and sewage rates. How have they gotten away with this for so long?

Name: Kristy Huber

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We do not have sewer so I am thankful for that but we still spend, on average, \$85 a month for water. We do not water our yard, restrict shower times, and anything else we can to reduce water usage. I have a cousin that only pays \$40 for water each month and doesn't even try to reduce her usage. No one should have to struggle to try to pay their water bill.



Name: Bettie Kurtz

City: Powell

State: TN

Postal Code: 37849

Comment:

This is a large portion of my fixed income.

Name: Samantha Lambert

City: Powell

State: TN

Postal Code: 37849

Comment:

Their rates are more than triple what the surrounding districts pay. It's outrageous how expensive they are!

Name: Stephanie Gentry

City: Powell

State: TN

Postal Code: 37849

Comment:

We are tired of rate increases every few months and paying almost as much for our water bill as we do for our electric. We have cut back drastically on how much water we use and I only see a few dollars difference in our bill. Just 5 years ago, we were paying around \$50 a month for water and sewer. Today it's right around \$95 every month. That's a huge increase in such a short amount of time. HPUD needs to be held accountable for what they're doing.

Name: Patricia Bowlin

City: Jefferson City

State: TN

Postal Code: 37760

Comment:

We recently moved from the Halls area and our water bill is less than half what it was in Halls. I still have family living in Halls and it really affects their cost of living. It is price gouging. Their water should not cost 2-3 times what every one else pays in Knoxville area!

Name: Ginger Fisher

City: Heiskell

State: TN

Postal Code: 37754

Comment:

They have raised our prices steady for 3 years!!

Name: Millard Ramsey

City: Powell

State: TN

Postal Code: 37849

Comment:

This is important to me because these rates compared to KUB are rather outrageous. My bill nears \$80-90 per month and we don't water the yard, very rarely wash the cars, and we're a three person household at present, with one being just over a year old. It's not that I want to raise a stink, it's just that this is getting unaffordable, and it's EXTREMELY hard not to notice the luxurious top of the line building that HPUD just recently built when the old one appeared efficient.

Name: Jennifer Allred

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are to high in comparison with other utility boards. OUTRAGEOUS!!!!

Name: Barbara Spradlen

City: Powell

State: TN

Postal Code: 37849

Comment:

I just don't want to be over charged.



Name: Brooke Lakin

City: Powell

State: TN

Postal Code: 37849

Comment:

The water quality is terrible and the prices are so high! It is outrageous to charge that much for water that is terrible and to drive to pay your bill and see their two water fountains and plush offices!

Name: Aaron Frank

City: Powell

State: TN

Postal Code: 37849

Comment:

I live right across the street from Hallsdale Powell and my family pays to much

Name: cheri wilson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I have lived in my home 42yrs.Our Hallsdale Powell Utility bill has risen over 100% during those yrs.It is now way more than our electric bill.We started out wilth 6 people in our household,now it is just us 2.Ridiculous

Name: Tammy Robbins

City: Powell

State: TN

Postal Code: 37849

Comment:

These must be the highest rates in the state with the worst water quality.

Name: Sherry Walker

City: Powell

State: TN

Postal Code: 37849

Comment:

Rate's are too high. My Hallsdale-Powell is more than double my KUB. I have 3 adults in my home.

Name: Randall Patterson

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are out of control with no accountability.

Name: Roger Bates

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My average water bill is 230% higher than any water bill in any location I have ever lived. There is obviously something wrong with HPUD. Please lower rates to a much lower, reasonable level.

Name: Lorrie Graves

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates have tripled in ten years.



Name: Randall Morgan

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates have become exorbitant. All the while, a posh new Taj Mahal of an office complex has been built in our faces. Generous salaries and nepotism are making the local news. We need some help here.

Name: Tammy Johnson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My water bill has doubled in the past eight years with no additional increase in water consumption. It is ridiculous to pay almost as much for water as you do for your electricity!

Name: Saundra Burkey

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I have actually received a water bill that said "0" gallons used. My bill was still almost \$50!! I despise that they continue to get by with this nonsense. I try to conserve and save anyway possible since I am on a fixed income. When I said something to the man who works there, he told me to quit conserving water because I was going to be charged for it whether I used it or not. So much for conserving our resources!! Why is this important to you? (Optional)

Name: Brooke Goodman

City: Heiskell

State: TN

Postal Code: 37754

Comment:

Rates are too high

Name: tina norris

City: knoxville

State: TN

Postal Code: 37849

Comment:

I feel like I am paying way more than I should be. And they keep going up on the bill.

Name: Cathy Guthrie

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My rates still keep going up--I don't wash cars,there are only two of us at this residence  
important to you? (Optional)

Name: Mike Gentry

City: Powell

State: TN

Postal Code: 37849

Comment:

New building, higher rates. Coincidence? I think not.

Name: david lay

City: knoxville

State: TN

Postal Code: 37938

Comment:

Rates have almost tripled in last three years or so, no excuse for, always say expansion, new customers should pay for this expense.



Name: Wesley Baker

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Their rates have continued to go up with astronomically without our usage correlating. Their prices are more than most districts already.

Name: Wendy Cagle

City: Powell

State: TN

Postal Code: 37849

Comment:

This is ridiculous!

Name: Donna Mitchell

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Im tired of the high prices and the sewer is way more than the water!! ridiculous!

Name: Jewel Chin

City: Powell

State: TN

Postal Code: 37849

Comment:

I am a widow and the rates are too much for one person household.

Name: Bruce Schlittler

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We moved in about 6 months ago. Our water bill has NEVER been as high as it is with HPUD. So much so we were wondering if we had a water leak, until we started talking with our neighbors. This is crazy when we are paying as much if not more than our electric bill.

Name: James Wright

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Wasteful spending! Insanely high bills!

Name: Tina Clevenger

City: Powell

State: TN

Postal Code: 37849

Comment:

Prices are too high!!

Name: Samantha bartolomeo

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I can no longer afford my bill.



Name: Kimberly Hurst

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I moved to Halls last year and was shocked at how much more my water bill was. I am currently trying to sell my home and people that I have talked with that are looking to buy have told me they like the house but won't buy anything in the Hallsdale Powell water district. I understand, because when I find a new house I would also like to be out of this district and in one where the water/sewage prices are reasonable.

Name: Debbie Denton

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am a single mother of two children, and I cannot afford to pay this much for water.

Name: danny spears

City: knoxville

State: TN

Postal Code: 37938

Comment:

loss of job disabled vet unemployable illness bills to high 58% above average

Name: Bryan Helveston

City: Powell

State: TN

Postal Code: 37849

Comment:

When comparing rates to family and friends who reside outside of the Hallsdale Powell Water District, there seems to be a significant disparity when comparing rates, with Hallsdale Powell rates always being much higher.

Name: Bill Morrow

City: Knoxville

State: TN

Postal Code: 37950

Comment:

I was told by employee that old supervisor "lost funds"

Name: William Underwood

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are ridiclous. On a fixed income and can't afford this. Overpaid staff at HPUD!

Name: Jerry House

City: Powell

State: TN

Postal Code: 37849

Comment:

Because we shouldn't have to pay \$150 per month for water and sewage. These are among the highest rates in the whole country.

Name: Kim House

City: Powell

State: TN

Postal Code: 37849

Comment:

We paid about \$12 for water a month when we lived in Farragut, and have been completely shocked at what the water company is allowed to charge the people of Powell, since we moved here 5 years ago. Something needs to be done about it !



Name: Jennifer Tipton

City: Powell

State: TN

Postal Code: 37849

Comment:

I have a family of 4 and it is hard enough to provide for them as it is.

Name: Erin Presley-Dupler

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Water is a necessity, not a luxury. It should not be so over priced!!!

Name: charles weaver

City: knoxville

State: TN

Postal Code: 37918

Comment:

water is to expensive

Name: Sharon Jones

City: Knoxville

State: TN

Postal Code: 37938

Comment:

There definitely something wrong with these rates when our water bill is about 95% the amt of our KUB electric bill. When I lived in Knoxville the electric/water ratio was about 70%/30%. There are only two people in our household and we pay as much as friends with a family of 4-6 in their household. Not fair rates.

Name: Lori Lennon

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our neighbors have a great description of water from Hallsdale Powell.....liquid gold. I am tired of paying significantly more for this service than all my friends who live in other areas

Name: James Mebane

City: Powell

State: TN

Postal Code: 37849

Comment:

Hard to afford

Name: Stacey Brandau

City: Powell

State: TN

Postal Code: 37849

Comment:

My water and sewer bill has increased from \$30/mo to \$175/mo in 6 years. My HPUD is now more than my KUB. We are being taken advantage of and it needs to stop!

Name: Darlene Hensley

City: Knoxville

State: TN

Postal Code: 37918

Comment:

This is a hugh rip-off!!!! When I moved to Hall's 11 yrs. ago, my bill was around \$50.00 a month with 6 people, now there's just 2 people and it's over \$100.00!!!! Totally unacceptable!!



Name: Brooke Barker

City: Powell

State: TN

Postal Code: 37849

Comment:

Increasing rates

Name: Amy Willis

City: Powell

State: TN

Postal Code: 37849

Comment:

In the 4 years I have been in my house, my water bill has doubled, but my water usage has stayed the same. I have a brand new house with new, energy-efficient appliances, faucets, and toilets. Why the cost increase when my water consumption has stayed the same?

Name: Bill Overton

City: Powell

State: TN

Postal Code: 37849

Comment:

HPUD has had a free range for years, since the 1960's. Did not buy a house in Broadacre back then because of HPUD.

Name: Robert Bennet

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The bill is rising out of control for no apparent reason. The response is there must be a leak.  
There is no leak!!!!Rob

Name: Keith Wyatt

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The rates are way too high for both water and sewer, and it is time for true change in the board and management of HPUD

Name: Jonathan White

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The constant barrage of rate increases in the fourteen years we have lived here has been absolutely ridiculous. No company except a utility with a monopoly could hope to keep its customers with the pattern of price jumps that Hallsdale-Powell has thrust upon the people it is supposed to serve.

Name: Graham Christie

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We pay way too much for our water and these people don't care. When you call and inquire, they are rude and inconsiderate.

Name: Ryan Frost

City: Powell

State: TN

Postal Code: 37849

Comment:

HPUD has awful customer service and the highest rates I have ever seen. Our water was cut off from 9am - 5 pm because they made an error on paperwork. I had to call 3 separate times and talk to several different people that all gave me different reasons why it was cut off. No one knows what is going on over there.



Name: Marvin Woods

City: Powell

State: TN

Postal Code: 37849

Comment:

The utility rate is too much out of line with other utility companies.

Name: Jack R. Bohanan

City: Powell

State: TN

Postal Code: 37849

Comment:

retired and on fixed income

Name: Jack R. Bohanan

City: Powell,

State: TN

Postal Code: 37849

Comment:

RETIRED AND ON FIXED INCOME

Name: Ronnie Cody

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because everybody else pays like 15.00 and we pay 100.00 for the same amount of water use there is something wrong and look at that building they built come on.

Name: Joe Anderson

City: Powell

State: TN

Postal Code: 37849

Comment:

Why are my electric bill and water bill almost equal? If I had a pool I could understand!  
Ridiculous!

Name: Carolyn Shular

City: Powell

State: TN

Postal Code: 37849

Comment:

I have to use Hallsdale Powell Utility District and water cost is outrageous. No way it should cost 60 to 90 dollars for 2 people.

Name: Vickie Walker

City: 733 E. Beaver Creek Dr.

State: TN

Postal Code: 37918

Comment:

I have lived in powell for 26 years and uring the past years, I have seen my charges for water increase at an alarming rate. When others outside of our district has remained extremely low, I didnt understand then or now why.

Name: Rex Gose

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Listen to the realtors! This is affecting the desirability of this area and, therefore, resale values. This is likely contributing the retail blight in Halls. Business owners should be up in arms. This is money that their customer base spends on water unlike their competitor's customers elsewhere.



Name: Frances Johnson

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates too high

Name: Brian Christopher

City: Knoxville

State: TN

Postal Code: 37938

Comment:

It's an awfully nice building that Hallsdale Powell operates from now days and I do understand that capitol improvements are sometimes necessary to better serve the customers however I saw not one thing wrong with the old facility. It was warm and dry and had plenty of folks working there that made you feel as though you were there to serve them. I hope the study finds out what I already know. Were getting fleeced.

Name: shawn blevins

City: knoxville

State: TN

Postal Code: 37918

Comment:

My last bill was \$245!! When I first moved in it was \$40!!! My bill runs \$180ish every mounth!!  
When I call they tell me to check my toilets every time!! I am so feed up!! Help us!!!

Name: Michael Burkey

City: Knoxville

State: TN

Postal Code: 37912

Comment:

My rates have skyrocketed over the last few years -- and as a public utility Hallsdale-Powell needs to be held accountable for boondoggles like the new building and the water line across the lake to Sharps Chapel (which was primarily based on personal gain and nepotism).

Name: Rich Ross

City: Knoxville

State: TN

Postal Code: 37849

Comment:

Bill Keeps Going Up and is way out of line with other areas

Name: James and Melissa Watson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because we are overpaying and want to save money!

Name: Kim Strunk

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I have a daughter that is handicap. I also am a teacher and a teachers pay is not increasing but 1% a year if we are lucky.

Name: meghan wood

City: Knoxville

State: TN

Postal Code: 37938

Comment:

water bill is too high! Company is difficult to work with!



Name: Sharon Zahnen

City: Powell

State: TN

Postal Code: 37849

Comment:

My wate bill has tripled in the last year. I am concerned because of the new facility built and the extra ammenities they now are charging more to their customers. If there were another water company I would try to switch; or I guess I could just move out of Powell.

Name: George Atkins

City: Powell

State: TN

Postal Code: 37849

Comment:

These rates are astronomical

Name: Heather King

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are unreasonably high

Name: Jay Stokes

City: Powell

State: TN

Postal Code: 37849

Comment:

Others in our area pay less than half of what we do for water service. I would gladly switch to a differently company, but Hallsdale is the only one available. They are a monopoly taking advantage of their customers in order to pay for a new office building they reciently constructed.

Name: Cathy Sharp

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I paid a bill of \$222.00 this month. This is ridiculous! My bill is never below \$100. This seems awfully high, since 2 of our 4 family members are out of town 4 days of each week.

Name: Vernon Sansom

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Water and sewer rates are way too high, must be to pay for that fancy new building that they just built.

Name: Amy Williams

City: Powell

State: TN

Postal Code: 37849

Comment:

I pay this bill.

Name: David Carden

City: Knoxville

State: TN

Postal Code: 37918

Comment:

cost !



Name: Darrell Wright

City: Powell

State: TN

Postal Code: 37849

Comment:

I think it is ridiculous that I went from paying \$50 a month with WKUD to over \$120 a month with HPUD when we moved last year. Just doesn't seem like there should be that much disparity between the 2 utilities.

Name: Ben Williams

City: Powell

State: TN

Postal Code: 37849

Comment:

Ridiculous rates that have quadrupled in 5 yrs!

Name: Joseph Batchik

City: Knoxville

State: TN

Postal Code: 37928

Comment:

It's about what is "right". Not one other surrounding area has rates as high as ours and our service & water is absolutely the same! COME ON - who is stuffing their pockets with our \$\$?

Name: sarah rhule

City: heiskell

State: TN

Postal Code: 37754

Comment:

First time home buyer can not afford these prices its horrible.

Name: Jamie Wilson

City: Powell

State: TN

Postal Code: 37849

Comment:

My water and sewer bill is as large as my utility bill

Name: Pamela Quick

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We are being punished because they did not manage their money properly for years

Name: Herbert Hall

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We live on a fixed income and our water bill is between \$85-\$95 per month. This is terrible for just 2 people.

Name: Cynthia Webb

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am on a limited income and no matter how many water-saving strategies I use, my bill is still way too high. Sometimes it surpasses my electric bill. These rates are just too high. They tell me that they have these rates to be able to make improvements. However, they didn't tell me the improvement was a big new spacious, elaborately landscaped office building.



Name: Joseph Gomes

City: Knoxville

State: TN

Postal Code: 37922

Comment:

water and service are important but so are reasonable rates... since moving here in June my water bills have been higher than any other in the Knoxville and Athens, TN areas I lived. Why? Are my water bills as much as my electric bills? Is there such a large fluctuation from Month to month? Is there no communication from HP explaining the fluctuation or increases?

Name: Steve Dyer

City: Knoxville

State: TN

Postal Code: 37918

Comment:

(1) The cost is clearly excessive and representative of inefficiency of operation and planning.(2) The quality of taste of the water, particularly in the summer, is extremely poor.(3) KUB, which supplies water to my city address is by far the better value and quality.

Name: Wayne James

City: Knoxville

State: TN

Postal Code: 37938

Comment:

To lower the very high rates of the working people of this community which have been taking advantage of for many years.

Name: Mary Anen

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I feel like I have been over paying for years.

Name: Robert Henderson

City: Knoxville

State: TN

Postal Code: 37938

Comment:

monopolies unchecked are illegal. Also, my water bill has gone up with two less in my house?

Name: David Cantonwine

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because it is to high !

Name: Joan Brantley

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because our water rates are too high compared to KUB

Name: Sandra Beckley

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Price too high especially sewer portion



Name: Brian Sheldon

City: Clinton

State: TN

Postal Code: 37849

Comment:

We are tired of paying so much for our water!

Name: Karen Harrell

City: Knoxville

State: TN

Postal Code: 37939

Comment:

Our water bill is \$200.00 a month, that is more than our electric bill.

Name: Scott Kidwell

City: Knoxville

State: TN

Postal Code: 37938

Comment:

our water and sewer cost more than our electric and gas. This is insane!

Name: michael hayes

City: knoxville

State: TN

Postal Code: 37918

Comment:

rates too high

Name: Robin Mason

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I feel the rates are too high and keep increasing.

Name: Doug Bakehorn

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Costs are too high

Name: Linda Middleton

City: Knoxville

State: TN

Postal Code: 37912

Comment:

My bill is typically \$90.00-\$100.00 every month which I believe is outrageous for a 3 person household.

Name: Angela Whitley

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I absolutely can't afford these rates! I am paying double rates compared to what i was paying with KUB!!!



Name: James Yanniello

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Bills are too high for two senior citizens....

Name: Richard Coppock

City: Powell

State: TN

Postal Code: 37849

Comment:

bill is too high

Name: RONALD SEAGLE

City: KNOXVILLE

State: TN

Postal Code: 37921

Comment:

WATER RATES ARE MUCH TOO HIGH, SOME MONTHS MORE THAN MY UTILITY  
BILL

Name: Phillip Lonas

City: knoxville

State: TN

Postal Code: 37918

Comment:

With the economy in it's present condition , companies and government are having to cut cost and expenses. The utilities monoplies shoul be looking for ways to reduce rates or at least maintain them instead of the high % increases of the last few years.

Name: Christine Cassio

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our water bill is frequently higher than our KUB bill. Our meter does not even seem to be read consistently

Name: Sharon Harris

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our bill has tripled in the last 5 years.

Name: Billie Jean Plummer

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am 65 years old and live on a VERY fixed income. \$50-\$67 per month is way too high for only one person in my household.

Name: Elizabeth Pemberton-Lockhart

City: Knoxville

State: TN

Postal Code: 37938

Comment:

HUD rates are outrageous compared to utility co. In our surrounding areas.



Name: Barbara Browning

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I'm tired of paying ridiculous prices for water from Hallsdale Powell Utility District I lived in West Knoxville for years before moving here and my water bill never was over 15.00 here the least I pay is approximately 55.00 and more and I live ALONE!!! It's crazy that I still live in the same city and yet the difference in the water bills are way too much!!

Name: Pat Van Dyke

City: Powell

State: TN

Postal Code: 37849

Comment:

Retired/ Fixed income

Name: Karen Richards

City: Corryton

State: TN

Postal Code: 37721

Comment:

Our water & sewer increases have been exhorbitant- over 100% increased in the 9 years we have lived here. We have seen Hallsdale Powell have rate increases of 17 and 20+% with no real justification of why....

Name: John Stair

City: Powell

State: TN

Postal Code: 37849

Comment:

Because I live there and pay the toll month to month.

Name: Janice Keen

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I'm on a fixed income an I can't afford the high price of water with this company, just for a basic the past yr it keeps increasing. My eletric bill isn't much different then my water bill, this is crazy.....

Name: h.dwayne weaver

City: knoxville

State: TN

Postal Code: 37938

Comment:

Paying way too much for water.

Name: Jennifer Kirby

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The water rate is way to high. I only have one bathroom and my water bill averages almost \$150 a month. Each bill I get each month also says that next month there will be an increase in price. Really?! Something needs to be done about this place it is not our responsibility to pay for there new building, there was nothing wrong with their old building.

Name: michael morton

City: knoxville

State: TN

Postal Code: 37938

Comment:

prices are way to high here



Name: Evelyn Harold

City: Powell

State: TN

Postal Code: 37849

Comment:

Why did they need a new building again? With an entrance that reflects the mental capacity of those in the building...

Name: James Robertson

City: Knoxville

State: TN

Postal Code: 0

Comment:

reasonable prices

Name: adam crawford

City: knoxville

State: TN

Postal Code: 37938

Comment:

Because HPUD has been taking far too much money, from far too many people, for far too long.

Name: James & Brenda Waddell

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Poor planning on HPUD part doesn't equal rate increases for it's customers. I understand that upgrades to the whole system is necessary but HPUD should have allowed funds for this years ago.

Name: Scott Haynes

City: Powell

State: TN

Postal Code: 37849

Comment:

Please reconsider why we're paying so much more than any other district in the state....there is no good explanation, is there?

Name: Carol Yates

City: Corryton

State: TN

Postal Code: 37721

Comment:

Rates have increased to fast over the past several years.

Name: Brent Carter

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our bills our outrageous and we are a very conservative family. Something has to change.

Name: Kim tippens

City: knoxville

State: TN

Postal Code: 37938

Comment:

water bills are outrageous in this area.



Name: David Fuerst

City: Corryton

State: TN

Postal Code: 37721

Comment:

Fair rates!

Name: Carl Zack

City: Corryton

State: TN

Postal Code: 37721

Comment:

I'm on Social Security

Name: Henry Edmons

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The raits are way ti high for people especially for those on a fixed income

Name: Jerry & Judy Kelley

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We are retired and on a very low budget.

Name: Freeman Dalton

City: Powell

State: TN

Postal Code: 37849

Comment:

Our water bill is half the amount of our utility bill each month - that's crazy!

Name: tony Chellino

City: Knoxville

State: TN

Postal Code: 37938

Comment:

there is no way they can justify the cost outrageous

Name: Robert Underwood

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are outrageously high

Name: Tammy Turner

City: Powell

State: TN

Postal Code: 37849

Comment:

Very upset and tired of my water bill being more than my electric bill..Something is very wrong  
-Something needs to be done!!



Name: Ronald E Kelley

City: Powell

State: TN

Postal Code: 37849

Comment:

I am tired of paying such a higher price for water than everyone else in the country. My extended family that does not live in Knox county pays on average \$25 to \$45 a month while we usually pay over \$100 a month!

Name: BETTYE MCNEIL

City: KNOXVILLE

State: TN

Postal Code: 37918

Comment:

I have lived on Amberfield for 5 years and the water rates have been horrendous. That I don't understand.

Name: Al Webber

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I think HDP Utility has been a poor steward of their customers money. Exampe; new facility OK, but what is the centerpiece, the big glass room used for? What is it's function? How much is it used? What are the utilities on this room with all the glass? Poor decision in the design process.

Name: william tateo

City: knoxville

State: TN

Postal Code: 37938

Comment:

rates,are to high as it is!

Name: Andrew Ward

City: Powell

State: TN

Postal Code: 37849

Comment:

When your electric is cheaper than your water you need to sign.

Name: jerry Jenkins

City: Knoxville

State: TN

Postal Code: 37921

Comment:

water and sewer bills are unreasonably high

Name: Kenneth Fowkes

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I must partially fill a pool every year.

Name: David Franklin

City: Knoxville

State:

Postal Code: 37918

Comment:

Water bills ate too high



Name: Norman Frantz

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am a customer and the rates are too high

Name: David Rutledge

City: Powell

State: TN

Postal Code: 37849

Comment:

I pay far too much

Name: JASON MUSICK

City: Powell

State: TN

Postal Code: 37849

Comment:

We live in a one bed 2 bath condo and our bill is NEVER UNDER \$100.00 per month.

Name: T J

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My mother lives here and is on a fixed income. Charging \$50 monthly for one person is ridiculous.

Name: Connie Rogers

City: Knoxville

State: TN

Postal Code: 37938

Comment:

rates on water and sewer are way to high. And the water leaves your skin WHITE like salt, from the salt flats in Utah...Somethings got to change...With Quality of water and these rates. Thank you Jesse Rogers

Name: Edward Templeton

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates too high

Name: Paula McManus

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are to high PERIOD! We sacrifice so HP executives have enormous pay increases and better working facility.

Name: John Bradley

City: Powell

State: TN

Postal Code: 37849

Comment:

I am a customer of HPUD and pay far too much for water.



Name: Benjamin Gibson

City: Heiskell

State: TN

Postal Code: 37754

Comment:

It just doesn't make sense that the price of water would go up because you build a new building.

Name: June Smith

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I'm on a fixed income

Name: Felicia Hawkins

City: Powell

State: TN

Postal Code: 37849

Comment:

I understand that costs are higher these days, but when my water bill is the same as my electric and gas, something is terribly wrong.

Name: Ellen Roddy

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The rates have increase at least 4 times in the last four years and I would like to know where the money is going.

Name: James Spiller

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My wife and I are retired and are on a fixed income. For just two people our water/sewer bill is awful and if we have company we almost have to take out a loan to pay it.

Name: Ashley Phillips

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Water usage to bathe, be clean, have clean dishes, etc should be affordable. I believe HPUD charges way too much and it's a bill that puts a strain on our family.

Name: jerry shumate

City: knoxville

State: TN

Postal Code: 37918

Comment:

cut cost

Name: James Deckard

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Retired. Fixed Annuity. On Social Security.



Name: mary holland

City: knoxville

State: TN

Postal Code: 37921

Comment:

It is outrageous that we pay so much for water. Other water utilities in our area are more in line with their fees. Families need that money for other uses.

Name: Marlene Wanzer

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We were away from Knoxville for three months and with not a drop of water being used and no toilets being flushed our bill was \$48.00 each month. And now that we are home our bill will be over \$100. Something is wrong here!

Name: Bob Sherrod

City: Knoxville

State: TN

Postal Code: 37921

Comment:

These rates are ridiculous!

Name: steven johnson

City: powell

State: TN

Postal Code: 37849

Comment:

my water bill has more than doubled with less people in home

Name: Bob Collins

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because the rates are way too high.

Name: Marilyn Seby

City: Powell

State: TN

Postal Code: 37849

Comment:

Single, widowed, rates keep rising!

Name: Courtney Collins

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our water bill is higher than our other utilities.

Name: Matthew Jobe

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I have always thought the rates were higher with HPUD than what I paid at KUB.



Name: Joel Hopson

City: Powell

State: TN

Postal Code: 37849

Comment:

I feel that I have been overcharged over the years. A household of two should not cost \$180.00 a month.

Name: Rebecca Davis

City: Powell

State: TN

Postal Code: 37849

Comment:

The bills for this district are higher than any others in Knox County and Knoxville. We never use the minimum amount of water, but we still pay over \$49.00 a month for water and sewer. (This does include the tax also).

Name: roy and geraldine beeler

City: knoxville

State: TN

Postal Code: 37938

Comment:

live on fixed income cant afford the increases

Name: Hugh Newsom

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates have been raised to much

Name: Amanda Martin

City: CORRYTON

State: TN

Postal Code: 37721

Comment:

Each month my sewer bill is higher and higher!

Name: Beverly Provonsha

City: Powell

State: TN

Postal Code: 37849

Comment:

I've lived all over the country and this is the highest rate I've ever had.

Name: Thomas Hollenbeck

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I believe an HPUD rate review is in order.

Name: Alvin See

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Reducing rates



Name: diana holland

City: Knoxville

State: TN

Postal Code: 37921

Comment:

I have lived in many jurisdictions, even in deserts in NM, AZ and CA where water cost was a fraction of what Hallsdale Powell charges. It is outrageous.

Name: Cynthia Neely

City: Powell

State: TN

Postal Code: 37849

Comment:

Our water & sewer bill is almost as much as our electric bill.

Name: Nancy Heald

City: Knoxville,

State: TN

Postal Code: 37918

Comment:

I am willing to pay my share but there is no reason to have the highest water bill in the area.

Name: Marty Widner

City: Powell

State: TN

Postal Code: 37849

Comment:

Water bill is as much as electric and gas combined in a 2 person household. It's outrageous.

Name: Kathy Chesney

City: Maynardville

State: TN

Postal Code: 37807

Comment:

Senior Citizen on a fixed income

Name: Greg Powell

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because it's too damn high!

Name: Nancy Trammell

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My bill is too high for one person

Name: Marty Wynn

City: knoxville

State: TN

Postal Code: 37938

Comment:

My power bill is more than my electric bill is and there are only two people living in our house. Some has to give because this is just ridiculous!



Name: Gayle Barker

City: Powell

State: TN

Postal Code: 37849

Comment:

Our rates are probably the highest in Knox County and I want to know why. Also, I think there is nepotism in how the CEO was chosen. That needs to be investigated also.

Name: Young Kathy

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are rediculous!!

Name: KERMIT SETZER

City: POWELL.

State: TN

Postal Code: 37849

Comment:

TO BE AFFORDABLE AND COMPETITIVE WITH OTHER UTILITY DISTRICTS.

Name: Carlie R. Cinnamon

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Our water/sewer bill is about four times highr than it was 10 years ago. The new buildings and surroundings seem excessive. There seerms to be a good ole boy network hiring relatives and paying a consultant what seems to be a very generous fee.

Name: Imogene Wright

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Retiring on a fixed budget. Too much money for this utility.

Name: Mildred Hill

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Mildred Hill

Name: Thomas Barker

City: Powell

State: TN

Postal Code: 37849

Comment:

HDPU rates are ridiculous!

Name: Betsy Thomas

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My water bill is too high



Name: Jason Shipley

City: Knoxville

State: TN

Postal Code: 37918

Comment:

It's getting out of hand, the water bill at my residence has went up around 50% in the past 10 years which is just unacceptable

Name: Aaron Pettitt

City: Powell

State: TN

Postal Code: 37849

Comment:

It costs way to much for water in Halls and Powell. We moved from Seymour which was much cheaper.

Name: Jason Ritchie

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The rates are too high. There is something wrong when our HPUD bill is higher than our electric bill! Something is not right. We are frustrated & angry at the insane increases over the past years.

Name: NANCY LAYTON-OWNBY

City: KNOXVILLE

State: TN

Postal Code: 37918

Comment:

I AM PAYING A WATER BILL FOR A HOUSE THAT IS ON THE MARKET. NO ONE IS LIVING IN THE HOUSE NOW & NO WATER IS BEING USED AND I PAY OUT 45-50 DOLLARS A MONTH, I JUST BELIEVE THAT IS ALL WRONG. THINK THERE IS SOMETHING WRONG WITH THIS PICTURE.

Name: Margaret Reese

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Tooo high

Name: Eddie Allen

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are way to high

Name: John Sylvester

City: corryton

State: TN

Postal Code: 37721

Comment:

The rates HPUD charge are excessive in comparison to the surrounding utility companies. They are out of control and need to be held accountable!

Name: K S

City: knoxville

State: TN

Postal Code: 37938

Comment:

Rates have increased dramatically, customer service refuses to work with customers even if only a 2 day extension is needed. We are over paying for the same water and horrible customer service. It's a joke!



Name: William Steele

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our bill has increased to the point we pay more for water than we do electricity and natural gas.

Name: robert tobey

City: powell

State: TN

Postal Code: 37849

Comment:

rates too high

Name: Janice Burnette

City: Knoxville

State: TN

Postal Code: 37818

Comment:

If I had a large family I could see paying these rates. But for two people they are too HIGH!!!!!!

Name: Stephan Pappas

City: Whiting

State: NJ

Postal Code:

Comment:

I have been trying to find a place to complain about the rates and the way this utility raises their rates with no one to answer to. There are hundreds of people I have found who hate Hallsdale Powell but don't do anything. Thank you for starting this. If I can help, let me know. We were told by the Utilities Commission that there is nothing they can do. This is wrong and probably illegal, Thanks again

Name: Diane Lyle

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My water bill is higher than my electric bill and that's just not right. We are being charged way too much and in this economy it is killing us.

Name: Stephan Pappas

City: Whiting

State: NJ

Postal Code:

Comment:

I have been trying to find a place to complain about the rates for seven years and the way this utility raises their rates with no one to answer to is illegal. There are hundreds of people I have found who hate Hallsdale Powell and their practices but don't do anything. Thank you for starting this. If I can help, let me know. We were told by the Utilities Commission that there is nothing they can do. This is wrong and probably illegal, Thanks again

Name: James Randolph

City: Powell

State: TN

Postal Code: 37849

Comment:

Outrageous rates! Talk to friends who live in WKUD district-their water/sewer bills are half of mine. Wondering how long get they can get by gouging us.

Name: Rick Bertou

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I pay over \$150 per month for a family of 6. Its ridiculous. If I had known when we moved here 4-yrs ago, I would have avoided the HPUD area.



Name: Bud Ford

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Lived in Halls for 42 years and witnessed the water rates rise at an excessive rate.

Name: Daniel Goleach

City: Powell

State: TN

Postal Code: 37849

Comment:

I have seen my water and sewer rates go up over 100 % in the past few years.

Name: Fran Nicole

City: Powell

State: TN

Postal Code: 37849

Comment:

I feel I am being overcharged for water service for a 2 person household.

Name: Constance Fowler

City: Powell

State: TN

Postal Code: 37849

Comment:

to many of our people are paying much to high rate for the number of people in their household

Name: Melissa Dills

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I live in Halls and it is just ridiculous when my water bill is higher then my power bill.

Name: Bryan Moore

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are running WAY to high for the services we recieve.

Name: Truman Sweet

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Water bill is ALWAYS, ALWAYS to HIGH.... Truman Sweet

Name: Gregory Davis

City: Knoxville

State: TN

Postal Code: 37918

Comment:

water bill too high for 1 person!!!!



Name: Edward Butsch

City: Powell

State: TN

Postal Code: 0

Comment:

Rates seem to be exhorbitant. Our water bill is almost as much as our other utilities combined, and there is only my wife and myself in the home.

Name: Brett Bilbrey

City: Knoxville

State: TN

Postal Code: 37938

Comment:

End the excessive bills. Everyone would sign this petition if they knew it existed.

Name: chris miszkiel

City: heiskell

State: TN

Postal Code: 37756

Comment:

rates too high

Name: davida henderson

City: knoxville

State: TN

Postal Code: 37938

Comment:

why does it need to be so expensive when everyone has to have it to drink thats just wrong.

Name: Fred West

City: Powell

State: TN

Postal Code: 37849

Comment:

The cost of living just seem to go up.

Name: Mary McCoy

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Need to lower the price.

Name: Heather Kooch

City: Knoxville

State: TN

Postal Code: 37938

Comment:

prices ridiculous!!!!

Name: Lisa King

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The charges for sewer are ridiculous, more than the cost of water. Also, if you check you pay a "minimum amount" even if you don't use that much water. They are billing you for 15 (whatever they call them) whether you use that much are not, that is simply exploitation of the consumer.



Name: Eric Lingerfelt

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am a customer of HPUD. We pay 3 times as much for water and sewer than we did in Jonesborough, TN just a year ago.

Name: Walter Russell

City: Powell

State: TN

Postal Code: 0

Comment:

Because my water bills is between \$105.00 and \$120.00 every month for two people. The rates just keep gong up and up. I don't know how people on a fixed income is going to continue to pay these high rates.

Name: Donald Brown

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I talking with people outside the HPUD our rates much higher.

Name: Jennifer Bennett

City: Powell

State: TN

Postal Code: 37849

Comment:

Lowering Rates

Name: Susan Rust

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The rates have gotten ridiculously expensive!

Name: Lesley Hackworth

City: Powell

State: TN

Postal Code: 37849

Comment:

Something needs to be done-no one pays rates like this!

Name: Beth Fisher

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Water bill is too too high

Name: Lisa Jones

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because the rates are ridiculously high.



Name: Bobby Moore

City: Knox

State: TN

Postal Code: 37918

Comment:

We refer to the water in our house as liquid gold that says it all.

Name: Andrew Jurbergs

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am a rate payer to this utility.

Name: TERESA CUNNINGHAM

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are too high

Name: John Rosas

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I used to live in Knoxville city limits and complained about my KUB bill being so high. But after moving to Halls, I'd have to say I welcome KUB for water anytime. Thinking i would save money living just in the county limits, I instead have been paying higher water bills from HPUD than I did for KUB electric and water combined in the city limits in certain months and my HPUD water bill is higher than my KUB electric bill I currently receive. Something is seriously wrong with that! These people running HPUD laugh at us as they take advantage of the people in their own community. They should be ashamed of themselves.

Name: floyd shown

City: knoxville

State: TN

Postal Code: 37912

Comment:

It's justm too high

Name: Linda Eastwood

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because I cannot afford this!!!! I am a single mother. When we moved in our water bill was \$30.00. It has tripled to between 90.00 - 100.00 a month.. MORE than my electric BILL!! They are robbing us. I use less water and sewage now than I did ever before, and the bill does NOT change, never goes down. I don't believe they even check the meters if the truth be known! If there is any shred of decency within this company they really need to do something about this for the community. West Knoxville is lower. Halls has the HIGHEST water and sewage bill..

Name: Roger Lawson

City: Powell

State: TN

Postal Code: 37849

Comment:

We are paying extremely too much for water for 2 retired people!

Name: Marvin Chapman

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Lower rates



Name: John Evans

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Lower the rates. Way to high for Water @ Sewer

Name: william & Anita Crawford Crawford

City: Knoxville

State: TN

Postal Code: 37918

Comment:

On fixed income. Tired of paying high prices for water.

Name: richard and jacqueline edmonds

City: knocville

State: TN

Postal Code: 37921

Comment:

we need to be in line with other water services in our area. our rates are way too high.

Name: Kathy Newberry

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because it's highway robbery!!! They know we don't have a choice!!!

Name: Jaron Dishner

City: knoxville

State: TN

Postal Code: 37918

Comment:

Rates should be similar to KUB, we are just now moving to this area and find the water and sewer rates are unbelievable. After speaking with a rep I find it crazy that they base your sewer on how much water is being used. My questions is the summer months when I use water outside???? Will i really be charged for sewer???

Name: Anita Loveday

City: Powell

State: TN

Postal Code: 37849

Comment:

Extremely to high

Name: Robert J. & Mary L. Crail

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Retiree on a fixed income

Name: wayne keck

City: knoxville

State: TN

Postal Code: 37918

Comment:

hallsdalepowell has no rules they do what they want one time they just stoped sending out late notices and cut alot of peoples warter off just to get the cut on fee i think id like to have the money they made on that said they could not afford to send the notices out anymore thats a bunch of bull my warter bill is allways very close to the same no matter how many people are at my house i dought they even read the meter someone needs to start selling a meter dial that the home owner can install but the home owner had better buy about three and put them at the meter at the house ect to cover all the excuses someone needs to do something with hallsdale powell my warter bill and electric bill are about the same



Name: Kenneth Harrell

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Living on a fixed income and the rates are twice other local utilities providers. Obviously they have a total lack of control toward operating expenses or something much more problematic within the organization.

Name: Stacy Anderson-Dishner

City: knoxville

State: TN

Postal Code: 37917

Comment:

Moving into this area and cannot believe how expensive these rates are for hpud compared to KUB

Name: Donald Myrick

City: knoxville

State: TN

Postal Code: 37938

Comment:

No one should have to pay 130.00 a month for water.

Name: Doug Kose

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our raters are incredibly high. Please look into.

Name: Janice Edington

City: Knoxville

State: TN

Postal Code: 37921

Comment:

The water rates are too high.

Name: eddie humphrey

City: corryton

State: TN

Postal Code: 37721

Comment:

HPUD IS JUST GREEDY!!!! Maybe putting customers on the board so we all can see where the money is really going. STOP CHARGING SO MUCH ON THE SEWER THAT WE CAN NOT EVEN SEE!!! THAT STINKS!!!

Name: eddie humphrey

City: corryton

State: TN

Postal Code: 37721

Comment:

HPUD IS JUST GREEDY!!!! Why charge so much for water and sewer??? The sewer prices STINK!!!! Maybe there should be some customers on the board and that way we can see where the money is going and cut crazy spending!!!

Name: Bobby & Judy Walker

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Would like to see rates reduced



Name: April Robinson

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am paying WAY too much for water! If I would have known that I would not be able to afford KUB and Hallsdale-powel utility when I first moved here 3years ago, I would not have bought a house in this area! It is sad to say that I am a registered nurse that can not keep up with her bills because of a \$150 + water bill each month along with a \$150 + KUB bill. Unfortunately I am glad to hear that I am not alone. I am in hopes that something can be done!

Name: Raeburn / Barbara Tackett / Hickman

City: knoxville

State: TN

Postal Code: 37918

Comment:

I received \$158 bill last due to broken water line,which took three days to respond after I called three times. water line repaired by plumber. This month \$328,called Brad @HPUD for adjustment .He stated he would call me back. This has not occured. I have spoke with Will Varner and Brad. Last month adjustment was \$40.00, I still have this months hugh bill.I am widowed have SS of \$750.00 and cannot pay this bill. no return calls.

Name: melanie meisheid

City: knoxville

State: TN

Postal Code: 37918

Comment:

Because they are taking advantage of people.

Name: james belcher

City: powell

State: TN

Postal Code: 37849

Comment:

because it is hard to pay that much if you are on a budget and i know everyone is but i just dont see why it is so much my bill went from \$87-90 to \$150 that is awful

Name: Julie Tallent

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am a single mom and with all the money going towards water which by the way runs almost twice as much as my utilities, could go towards groceries and other necessities. Just believe that there has got to be a more efficient way for this water company to function.

Name: Barry Collins

City: POWELL

State: TN

Postal Code: 0

Comment:

I found a bill from the summer of 2004. It was \$38 total and my most recent bill is \$89 but I'm using 800 gallons less. I'd pay 125% of KUB's current price if they would be my provider. KUB if you are listening it may be time to expand your operator north. I'm sure it would be profitable.

Name: teresa chandler

City: knoxville

State: TN

Postal Code: 37938

Comment:

only one person in home.terminally ill & baths every other day to save money on this bill.

Name: Don and Kim McClanahan

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Tired of paying the highest water and sewer rates in Knoxville. The customer services, when there is a problem, are terrible. They don't do things right the first time and hire subcontractors who don't care your property and how they leave it after the work is done.



Name: Alice Moyers

City: Knoxville

State: TN

Postal Code: 37918

Comment:

their prices are ridiculous and its a monopoly

Name: jimmy dickenson

City: knoxville

State: TN

Postal Code: 37918

Comment:

most times my water/sewer bill is higher than my electric-help!!!!

Name: Danielle Lay

City: Corryton

State: TN

Postal Code: 37721

Comment:

I have sewage only through Hallsdale Powell and my water through a different company, it makes no sense to me that my sewage bill is more than double my water bill.

Name: Christopher Lay

City: corryton

State: TN

Postal Code: 37721

Comment:

We should not have to pay for thier millon dollar building.

Name: Sherry Barber

City: Knoxville

State: TN

Postal Code: 37918

Comment:

It seems like HPUD raises their rates every year between 6 and 9%! That's more price increases than any other business that I know of. They can do that only because we have no other options. Why can't KUB take over HPUD?

Name: margaret ferschweiler

City: Powell tn

State: TN

Postal Code: 37849

Comment:

The price of water and sewer has prevented me from growing my garden. The prices they charge for water, It should be delivered in nice new shiny bottles.

Name: Matthew Beard

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am over paying them for the new building that they built. This is crazy!

Name: Betty Mason

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates to high for 2 people in household.



Name: Donna Kerr

City: Powell

State: TN

Postal Code: 37849

Comment:

Because the rates are outrageously high.

Name: Shannon Wyatt

City: Rogersville

State: TN

Postal Code: 37857

Comment:

I was going to purchase a home near Beaver Creek until I checked on average utilities costs... There's just no way a single mom can afford to pay for water that costs a third to half of what her mortgage would have. I'm signing this petition on behalf of the people in the community I had so hoped to be part of.

Name: Jean Helton

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My husband is disabled and we live on Social security. This is not right to charge the people what you charge. Anyone over the age of 65 shouldn't have to pay anything and besides the water is not fit to drink

Name: Sanford Kreider

City: Knoxville

State: TN

Postal Code: 37918

Comment:

no clear responsibility is apparent to ensure rates are kept competitive or reasonable

Name: Connie Thomas

City: Heiskell

State: TN

Postal Code: 37754

Comment:

I live at above address and the bill is super high! I have kids and work hrs have been cut, every dollars count

Name: elizabeth geames

City: hiskell

State: TN

Postal Code: 37754

Comment:

i am on a fixed income

Name: Erin Moehlen

City: Powell

State: TN

Postal Code: 37849

Comment:

The rates are too high and should be reviewed.

Name: Tina Reed

City: Powell

State: TN

Postal Code: 37849

Comment:

I am paying just as much or more for water/sewer as electricity. I have even reduced my water usage, but the bill remains high - although I have consistently cut down.



Name: william hoff

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Retired on fixed income can't afford 65 dollars a month when not even using water, like months I am out of town.

Name: chandra rickman

City: Knoxville

State: TN

Postal Code: 37918

Comment:

because its ridiculous i just had to pay \$110. deposit cuz i moved and they dont transfer servixes and ive had thwm for 11 yrs.. absolutly absurd. plus they are rapist with my money and there is nothibg we can do, due to the fact we have NO other choice so they get away with it

Name: Michelle Sloan

City: Knoxville

State: TN

Postal Code: 37921

Comment:

To high the sewer is more then the water I live in a two bedroom townhouse and my bill is \$112  
never under \$100

Name: Fred powell

City: Knoxville

State: TN

Postal Code: 37918

Comment:

\$242 for a month is ridiculous!

Name: shirley barker

City: knoxville

State: TN

Postal Code: 37918

Comment:

This is rental property. I have had renters move because of high water bills and have also had potential renters decline because of the property being in Hallsdale Powell Utility District.

Name: Jeanne Forsythe

City: Knoxville

State: TN

Postal Code: 37938

Comment:

water bill too high.Wanting to relocate because of this outrageous charge

Name: Lara Upchurch

City: Powell

State: TN

Postal Code: 0

Comment:

I am being gouged on my water bill each and every month! Something has to be done with this utility company!

Name: April Harbin

City: Powell

State: TN

Postal Code: 37849

Comment:

Our water bill is outrageous for 3 people



Name: Adam Hill

City: Heiskell

State: TN

Postal Code: 37754

Comment:

The water rate is too high. Higher than any other water provider

Name: Jennifer DePew

City: Powell

State: TN

Postal Code: 37849

Comment:

The cost is ridiculous!!!

Name: Trever Stowell

City: Powell

State: TN

Postal Code: 37849

Comment:

Outrageous rates

Name: Chris Thompson

City: Powell

State: TN

Postal Code: 37849

Comment:

The rates are significantly way too high!

Name: Corrine Minock

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My bill is always 120.00 ! 2 people in the household. I'm planning on moving out of the area due to this.

Name: Chase Lorenz

City: Oak Ridge

State: TN

Postal Code: 37830

Comment:

Crazy water bill. 232 dollars!

Name: Wendy Guardino

City: Knoxville

State: TN

Postal Code: 37938

Comment:

These rates are ludicrous

Name: Oliver Keeling

City: Rockwood

State: TN

Postal Code: 37854

Comment:

Rates are out of sight. Water has too much chemicals in it.



Name: Mark Brown

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Using less water, bought more efficient appliances and bill is still over \$200 and rising. Seriously considering moving and don't want to do that.

Name: Andrea Divine

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My water bill continues to keep going up!

Name: alina rosenberg

City: knoxville

State: TN

Postal Code: 37918

Comment:

I reduced usage, have efficient appliances, and we weren't even home for 2 weeks, but somehow our usage went up. And no, there are no leaks

Name: carolyn keck

City: Knoxville

State: TN

Postal Code: 37938

Comment:

my water bill continue to go up

Name: Judy Gribble

City: Knox

State: TN

Postal Code: 37918

Comment:

Water rates here are very high compared everybody else I know

Name: Kandis Kernan

City: Knoxville

State: TN

Postal Code: 37919

Comment:

It's too high for the area and the middle class families

Name: Lauren Rader

City: Knoxville

State: TN

Postal Code: 37919

Comment:

We recently moved and these rates are ridiculous! Plus for two days our entire neighborhood had yellow water and HPUD said it was just mineral build up. I've never seen that in other areas in Knoxville that I've lived. I'm concerned about rates and our water safety.

Name: Eric Barnes

City: Powell

State: TN

Postal Code: 37849

Comment:

Residents are paying way to much. An investigation into HPUD is required



Name: Missy Hall

City: Powder Springs

State: TN

Postal Code: 37848

Comment:

Rates are ridiculous!!!!

Name: Faye Heydasch

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are too high.

Name: Kim Winters

City:

State: TN

Postal Code:

Comment:

Too much for water simple and true fact...

Name: Cyndi Butler

City: Knoxville

State: TN

Postal Code: 37931

Comment:

It's unfair to charge people for services they aren't receiving.

Name: Linda Edington

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Simply outrageous!

Name: Christy Sellars

City: Powell

State: TN

Postal Code: 37849

Comment:

I want to! It makes sense!

Name: susan england

City: Powell

State: TN

Postal Code: 0

Comment:

We are moving out of the area and one of the main reasons is because we cant continue to pay the astronomical rates for sewer and water. Bill is always over \$100.00 there is just 2 of us and we are both retired and travel a lot. We have energy efficient appliances and washer uses the miniscule amount of water! When you are forced to pay these rates in order to have a BASIC NECESSITY to sustain life then something is terribly wrong! My gas and electric bill is consistently lower than my water.

Name: Treva Castleberry

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I have just gotten off the phone with Hallsdale Powell Utilities office. The meeting is Wednesday, April 25th. They do not expect many people to attend???? If you are a customer of Hallsdale Powell Utilities, then you should make your plans now & mark your calendar to attend, to let them hear your thoughts on our rates currently and future rates. I plan on attending, do you?



Name: Mary West

City: Halls Crossroads

State: TN

Postal Code: 37938

Comment:

W

Name: Jennifer Burnette

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Personally \$87.00 a month for a 1 person residential home is ridiculous, plus a looming increase in their rate in the works. I would be very interested in what kind of bonus's/or salaries their officers/chair people receive or even other compensations like travel, food etc. must be an enormous amount.

Name: Chad Collins

City: Knoxville

State: TN

Postal Code: 37938

Comment:

THE PRICES NEVER STOP GOING UP. QUIT BEING GREEDY

Name: Leonard and Ellie LaRue

City: Maynardville

State: TN

Postal Code: 37807

Comment:

we are retired and live on a fix income

Name: Ashley Norman

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Outrageous! 

Name: Ashley Norman

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Outrageous prices!

Name: Linda Jensen

City: Cabot

State: AR

Postal Code: 72023

Comment:

I have recently moved to this water district. I used much more water in my previous area and paid \$60 a month. Now I am paying \$270. or more a month and actually limit showers and outdoor watering.

Name: Dennis & Kimberly Wood

City: Knoxville

State: TN

Postal Code: 37938

Comment:

our water bills are high



Name: Roger Giland

City: Knoxville

State: TN

Postal Code: 37918

Comment:

These rates have gotten out of hand.

Name: Sarah Nance

City: knoxville

State: TN

Postal Code: 37938

Comment:

Extreamly high utilities bills

Name: Robert Marshall

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because I'm tired of paying inflated water bills.

Name: Jody Chianelli

City: Knoxville

State: TN

Postal Code: 37921

Comment:

I used to live in New Orleans. The water bill was \$15, including sewerage. What am I paying for?

Name: Mark Durfee

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are extremely high (much higher than other suppliers of water... City of Knoxville).

Name: EILEEN MASON

City: KNOXVILE

State: TN

Postal Code: 37918

Comment:

my water bill is 60 a month for 2 people and we just cook wash dishes and clothes shower and flush comode

Name: rita sands

City: knoxville

State: TN

Postal Code: 37918

Comment:

because ther r just 2 of us

Name: a.j. Baker

City: powell

State: TN

Postal Code: 37849

Comment:

Tired of paying high bills when I am on a fixed income.



Name: Jim Hackworth

City: Knoxville

State: TN

Postal Code: 37912

Comment:

It is hard to pay such a high water bill when I am on a fixed income.

Name: Carol Hackworth

City: Knoxville

State: TN

Postal Code: 37912

Comment:

Ridiculous to pay high water bill.

Name: Mr & Mrs James Shill

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are far too high.

Name: Patrick Simpson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Cost has risen far faster than inflation.

Name: Maranda Hughes

City: Powell

State: TN

Postal Code: 37849

Comment:

Our water bill is just as much as our utility bill every month. Too much for a 3 person household only home and awake for less than 8 hours a day. It is almost double what our water bill was with KUB and LCUB.

Name: Donna LaVier

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because the water is way too high, I think it needs to be tested. It has a terrible smell and taste. I refuse to drink it, and have a chlorine filter on my shower, it has more chlorine than my pool does.

Name: scott wooten

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Not only is the price ridiculous compared to other places, but the quality is substandard. Hallsdale water leaves deposits on fixtures, causes faucets to leak, leaves mineral deposits on cars, causes mold in toilets.

Name: charles thomas

City: knoxville

State: TN

Postal Code: 37938

Comment:

bill is to high some months it is higher than our kub bill



Name: Chris boler

City: powell

State: TN

Postal Code: 37849

Comment:

Last time I checked, running a monopoly is illegal! Shame on HPUD!

Name: George Foshee

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our water bill is almost as high as our electric bill. We have no choice for water providers, so, they can charge what they want. Maybe they should be regulated.

Name: Stefani Clowers

City: Knoxville

State: TN

Postal Code: 37938

Comment:

This is important to me because I feel that HDPUD charges unreasonably high rates compared to the surrounding areas.

Name: peggy crawford

City: knoxville

State: TN

Postal Code: 37918

Comment:

i think we are paying to much now and i am just fed up i can't pay any more .

Name: elizabeth hamilton

City: powell

State: TN

Postal Code: 37849

Comment:

tired of paying high water bills.

Name: Christina Dennison

City: Powell

State: TN

Postal Code: 37849

Comment:

TOO HIGH \$\$

Name: Lori Lawson-Jones

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I think it is crazy that my water bill costs almost as much as my electric bill. When I hear of others who dont live in this district and how low their water bill is (for a 4 person family) when just for me and my husband we are paying more is crazy.

Name: Roderick Raab

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The price of my water & sewer has doubled over the past 10 years



Name: Gaines Bruce

City: Powell

State: TN

Postal Code: 37849

Comment:

Getting harder and harder to make ends meet with constantly rising utility bills.

Name: Witt Posey

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because my bill is to high and im retired

Name: Brandon Easterday

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Its way to high...in 8 yrs its went up 500%

Name: Jason Howerton

City: Powell

State: TN

Postal Code: 37849

Comment:

Water bill is to High

Name: Linda Douglas

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I pay more for water than i do for electricity come on people this is not right!!!!

Name: Joy Bray

City: Knoxville

State: TN

Postal Code: 37938

Comment:

tired of paying high water bill

Name: edward brooks

City: knoxville

State: TN

Postal Code: 37938

Comment:

rates have way too high for last 25 years

Name: TJ Williams

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am on a fixed income and can not afford this! It is ridiculous, outrageous, and just plain immoral and greedy! They should be ashamed of their lousy business practices!



Name: Margaret Patton

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Water prices are outrageously high.

Name: Chris Wilson

City: Powell

State: TN

Postal Code: 37849

Comment:

The water rates are outrageous and I do not believe the HPUD commissioners are doing their job well.

Name: Teona McCormick

City: Powell

State: TN

Postal Code: 37849

Comment:

I have had more trouble with my water service recently than I have overall in 33 yrs I've lived here. I have been late to work because of the service, alot! The water service is not worth what I pay a month!

Name: Larry Davis

City: knoxville

State: TN

Postal Code: 37938

Comment:

rates have tripled,only 2 people

Name: Will Dunlap

City: Knoxville

State: TN

Postal Code: 37918

Comment:

\$\$\$

Name: Barry Jones

City: Powell

State: TN

Postal Code: 37849

Comment:

It is not right that the water bill for 2 people in a house to be more than gas and electricity combined. Halls Dale Powell rates are a great deal higher than all the districts in our area and the state. This shouldn't be.

Name: Patricia Coker

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Water rates are too high!

Name: Chris Cohn

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Halls Dale Powell is overpriced, its about time they had to answer for the outragous rate they charge for water and sewer.



Name: Travis Reagan

City: Powell

State: TN

Postal Code: 37849

Comment:

We are getting hosed on our water bill.

Name: Eric & Jennifer Raley

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Lower the water and sewer prices.

Name: donna proffitt

City: powell

State: TN

Postal Code: 37849

Comment:

water bills to high

Name: Debbie Hartman

City: Heiskell

State: TN

Postal Code: 37754

Comment:

Want lower rates

Name: Sarah Emmanuel

City: Powell

State: TN

Postal Code: 37849

Comment:

My water bill is going up faster than my pay rate. If this keeps going I will not be able to continue to live here in Powell a place that has been my home since I moved to East Tennessee. My water bill in the state of Michigan was about \$100.00 for three months, I pay more than that for one month with only two people in my home.

Name: Patrice Bartel

City: Powell

State: TN

Postal Code: 37849

Comment:

My water bill is ridiculous.

Name: trish hickey

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I feel its poor business practice that a subdivision has varying rates from one customer to another.

Name: John Evans

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Please lower our water and sewer bill these bills are way to high



Name: Walter Adams

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I get angry everytime I drive by that fancy new building, especially when the landscaping went in - what a waste of our money!!!

Name: Roy Whetsell

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Water bill is too high. Lived in Halls for 40+ years.

Name: Bessie Majors

City: Knoxville

State: TN

Postal Code: 37918

Comment:

to not be over charged for water and sewer, pay for just the service not for the million dollar income the the ceo and others

Name: Bruce Schlittler

City: Knoxville

State: TN

Postal Code: 37918

Comment:

This is the highest rate that I have ever paid for water and have lived in numerous states and numerous counties. I am paying as much for water as I am for electricity and it is simply unexceptable!

Name: DANIEL CASSADY

City: KNOXVILLE

State: TN

Postal Code: 37918

Comment:

The rates are to high compared to the surrouding areas.

Name: Jim Molnar

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My family budget can't keep paying \$100-\$150/month for our water bill.

Name: Susan Sylvestet

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My fily lives in this community and the entire community is adversely economically effected by these absurdly ridiculous WATER rates!!

Name: Nathan Parker

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our water bill is only 25% less than our electric and gas bill combined. That is absurd. Why can't I find a mission or vision statement for HDPU on their website with clear objectives to help the public understand what their real goals are? If it doesn't exist, they should work on one. After creating their mission objectives, they should be held accountable to meeting them. The objectives should be clear, measurable and focused on providing value to the customer, stability to the system, and a positive economic development impact to the community at large. They should also provide transparency by allowing the public to view the results of the measured objectives annually. Take KUB for example, their mission statement is as follows: "As a public utility, KUB's mission is about more than just pipes and wires. It's about being good stewards of vitally important community resources: customer dollars, existing utility assets, community growth, and the environment. We work to safeguard those resour



Name: Frank Treece

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Need better management!Better Controls!

Name: rachel fox

City: corryton

State: TN

Postal Code: 37721

Comment:

This bothers me because I cant understand how my 89 yr old grandma(who lives in Powell) pays triple what North East Knox charges for five people. She pays around 88\$/mth we pay at most \$21/mth...Can some one explain this..

Name: John Cox

City: Knoxville

State: TN

Postal Code: 37938

Comment:

my water bill is sky high and need some relief from the high bill i get every month

Name: James Powers

City: Powell

State: TN

Postal Code: 37849

Comment:

Customers should be considered "stockholders" and should be able to review and vote on all operational and financial issues

Name: William Hillard

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We moved here from metro Nashville area and assumed our water bills would be about the same. However, our bill is triple what it was when we lived in Nashville. Also, it is double or triple what others in Knoxville are paying with KUB or other services. Why is water in Halls so expensive? My wife and I feel that the rates are extreme and need to be reduced.

Name: tammy tipton

City: powell

State: TN

Postal Code: 37849

Comment:

I have been paying an average of \$125.00 per month for a family of 3. We do not water our lawn or own a pool. This is the unbelievable cost for daily usage. I am contemplating moving out of the Hallsdale Powell district because of these ridiculous water and sewer rates. I have paid more on some months for water than I have for KUB utilities. It is time that this travesty is addressed and the good customers in the Halls Powell area are rescued from the clutches of our utility district.

Name: Billy Staggs

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are too high.

Name: Beverly Shontz

City: Powell

State: TN

Postal Code: 37849

Comment:

My monthly invoice from HUPD is greater than my KUB gas & electric bill. This is just too much.



Name: mary e scott

City: knoxville

State: TN

Postal Code: 37938

Comment:

not fair

Name: Ann Hartsock

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My water rates are so high I have a lot of trouble paying them. It's come to the point that I'm actually considering moving into KUB's district for water service. I cannot afford to pay this bill! It started out at \$63.00 a year and a half ago and has risen to \$119.00 on a monthly basis! Ridiculous! I don't use any more water now than I did a year and a half ago. There needs to be a rate DEcrease.

Name: michael e mayfield

City: knoxville

State: TN

Postal Code: 37918

Comment:

WATER IS TO HIGH

Name: Jeff Jaccard

City: Powell

State: TN

Postal Code: 37849

Comment:

The cost is ridiculous! My parents own a home in w. knox that is 3 times the size of mine and have 3-5 more people flushing toilets, taking showers, washing dishes and doing much more laundry than I do (I am the only one in my house). Yet their water bill is less than half of mine! How is that even possible? Hallsdale Powell must not even be legitimate with the way they bill us? This is not fair and should be illegal!

Name: Barbara Wolfenbarger

City: Corryton

State: TN

Postal Code: 37721

Comment:

Our sewer bill is way to high!!!!

Name: Eric Arnold

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The rates are just too high.

Name: Valarie Arnold

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are too high

Name: Berle Arnold

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are too high



Name: Eugene Yingling

City: Knoxville

State: TN

Postal Code: 37918

Comment:

It's not right to pay such high rates for also having to buy a watersoftner.

Name: Deborah Cupp

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because it is hard to pay all the bills each month.

Name: Charles Thompson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

water bill is way too high

Name: Bart Owen

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We have lived in the HPUD district for 30 years. The rates were high to begin with and now they have continued to increase substantially. HPUD management needs to be changed.

Name: Nancy Owen

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are too high and keep rising.

Name: Tabitha Owen

City: Powell

State: TN

Postal Code: 37849

Comment:

My water bill is higher than my electric bill. My water bill has recently increased and my usage has not increased. Also, the bill is confusing the way they put the two amounts on the bill. For 5 years I paid the extra \$3.00 so when I called and asked if I was owed a credit the Customer Service Rep was very rude and said no. I do not know how that would be possible? I have paid at least \$180 extra? The same issue happened to a friend of mine.

Name: Michael Copeland

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because every dollar counts in my budget.

Name: Tucker Lee

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Good service, low rates



Name: NORM HUBER

City: KNOXVILLE

State: TN

Postal Code: 37918

Comment:

LOWER RATES

Name: Darlene Martin

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because the rates are ridiculously high!

Name: Dean Thompson

City: Powell

State: TN

Postal Code: 37849

Comment:

I've said for over 10 years of rate increases, "there is something rotten in ....."

Name: Gary K Evans

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I'm tired of paying for high priced water and for water that is so hard it leaves hard water a crusty film anywhere it comes in or goes out of my home.

Name: Jael Mann

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because our water bill is ridiculous. We pay more than anyone we know. I also think it's ridiculous, because we receive notices in our mail all the time stating that our water is not even safe to drink.

Name: Bonni Conley

City: Powell

State: TN

Postal Code: 37849

Comment:

I have paid over 2000 dollars to HPUD this year due to 2 running toilets that I attempted twice to fix. Both times were unsuccessful so my parents replaced both of my toilets for me. Every penny counts in my household and there was no way I could afford new toilets when I was paying between 250 and 320 a month all year for water. I had been in contact with HPUD all year explaining my situation. I was told to let them know when I fixed the leak and I would receive a credit. I was given 50 dollars!!!! My first water bill after the leak was fixed was 84 dollars. That means over half of my bill was water we were not actually using.

Name: Holmes Kim

City: Powell

State: TN

Postal Code: 37849

Comment:

Too expensive!

Name: axson minhinnett

City: knoxville

State: TN

Postal Code: 37938

Comment:

rates are much to high. \$ 100.00 for two people,,wow



Name: cleve anderson

City: powell

State: TN

Postal Code: 37849

Comment:

i have been complaining about these water nazi's for years. I find it ridiculous that we pay twice as much as another household just a few miles away! If this isnt price gouging then what is?

Name: Teresa Taylor

City: Powell

State: TN

Postal Code: 37489

Comment:

My water and sewer has increased until my water bill runs about the same as my electric bill. Most KUB water customers are paying less than half what we pay for water. It is out of hand and something needs to be done to stop the madness.

Name: Jessica Woofter

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I think the rates on my water bill went up and I know my usage hasn't.

Name: ROBERT M. PETERS SR.

City: knoxville, tennessee

State: TN

Postal Code: 37918

Comment:

outrageous bills

Name: Valerie Owenby

City: Powell

State: TN

Postal Code: 37849

Comment:

Because this is where I live and my water bill is ridiculous.

Name: Larry Jones

City: Powell

State: TN

Postal Code: 37849

Comment:

I have lived in 4 states and rates in this district are 40% higher than I have EVER paid elsewhere. They were a shock to me when I retired here in the summer of 2012. I question why these rates are necessary as I recently moved from a newer, growing area with a newer waste treatment plant and several new 1 mg gravity tanks for additional water storage capacity. Those rates were only 60% of my rate here. I cannot afford to use the yard irrigation system, and I was warned by neighbors when I started to use it and quit, thankfully before I got the \$500 welcome bill that some of them were hit with before they learned about the rates. I thank them for that. I just wish the Realtor had mentioned this before I bought. Water and sewer are basic needs and its supply is a monopoly, unfortunately.

Name: Thomas Dever

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Feeding my family!

Name: Stephen Major

City: Powell

State: TN

Postal Code: 37849

Comment:

These rates have been to high for to long.



Name: sheila walker

City: powell

State: TN

Postal Code: 37849

Comment:

they are robbing the consumer. my water bill is more than my electric bill most months.

Name: Tim Lay

City: Knoxville

State: TN

Postal Code: 37918

Comment:

rates are too high

Name: Bob & Margaret Brewer

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We are within a couple of years to retirement. We may have to sell our home because of these outrageous water/sewer bills and our retirement income will be less than our present income!!! We had so many plans for our home, but seems like they have gone down the drain also. We absolutely agree with everyone's reasons for supporting and signing this Petition!!!!

Name: Janice Edington

City: Knoxville

State: TN

Postal Code: 37921

Comment:

bill is to high

Name: Lynn Lethcoe

City: Powell

State:

Postal Code: 37849

Comment:

Prices are way too high and have been for a number of years.

Name: Robin Lowe

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I live alone & my bill for this month was over \$54. That is way to high for one person. Every month for a year & half the bill said estimated. This month it had a number of units/gallons used but could not have been right. I can't afford these bills.

Name: Dan Amanns Sr

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are much higher than other local utility districts. There's no reason for it. Also the taste is not even comparable to the better taste of other districts in our area.

Name: Joseph Everhart

City: Knoxville

State: TN

Postal Code: 37938

Comment:

When my water bill passed by electric bill I knew there must be a problem.



Name: j tampas

City: Powell

State: TN

Postal Code: 37849

Comment:

Hallsdale Powell Rates or more than any other utility district that I have encountered. There needs to be review of management and practices.

Name: David Smith

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I used to live in a semi-arid city in California where rates were LESS than rain-soaked Tennessee. It's not like they need 150 ft wells here or hundreds of miles of aqueducts from the mountains, do they?

Name: Ellen Honeycutt

City: Corryton

State: TN

Postal Code: 37721

Comment:

I believe that HPUD has been gouging its customers for long enough. I lived in the desert Southwest for many years and never paid this much for water!

Name: Howard Garcia

City: knoxville

State: TN

Postal Code: 37938

Comment:

water bill is just ridiculous more then our electric

Name: Marvin House

City: Knoxville

State: TN

Postal Code: 37918

Comment:

If something doesn't change I am going to have a well put in. There should be some kind of rate limit that these monopoly companies are allowed to charge for life necessities.

Name: Sheila & Barry Emerton

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Moved for "Northeast Knox Utility District" and our water bill has TRIPLED!

Name: Rodney Booth

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Water bill highest in the area.

Name: Faith Williams

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I agree with everyone else my water bill is always between 130.00 - 170.00 also you just can not afford it anymore. What can you do they know you need water so you have to pay it and just complain about it. I did not hear of this petition until it was on the news. And still did not know where I could sign it at. Until now i just happened to be checking out my facebook page. There are a lot of people out there that do not like HPUD Rates. We just need to find a better way of getting the message out there to everyone. I am right there with you I hate the prices . I hope somebody does something soon. I totally agree with William Murphy.



Name: Todd Summers

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Being a landscape and irrigation contractor in this district is difficult due to the extremely high water and sewer rates. The rates seem completely out of control!

Name: Ronald Davis

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I feel this water has always been higher than it should be, more so since we have retired. If we could afford to move my wife would move today.

Name: Brad Stafford

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Water and waste seems to cost more here than other parts of knox county and other surrounding counties.

Name: Wendy Woodward

City: Corryton

State: TN

Postal Code: 37721

Comment:

I am an advocate for the equality in fair pricing of services. The facts are clear. This company is making profit. It is ridiculous that states like TX have companies that compete for your business and here we have companies that have strongholds on the market so they can charge whatever they feel. I hope this petition changes the price to a fair price. It is clearly ridiculous; especially for those of us who have 3 separate bills: One for Sewer which averages 65-70 for 2 people. Then water that averages 35-45 and KUB that averages 118-225 per month. That is almost 200-250 per month is water alone! REDICULOUS!

Name: chuck jones

City: knoxville

State: TN

Postal Code: 37918

Comment:

Rates charged are disproportionate to usage, and are largely unsubstantiated with clear documentation.

Name: Karen Spence

City: Heiskell

State: TN

Postal Code: 37754

Comment:

I am on a fixed income, and my rates continue to increase even though I have minimal usage and only 2 adults in the home!

Name: Vito Parisi

City: knoxville

State: TN

Postal Code: 37938

Comment:

can't afford it

Name: William Lockett

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My family and I are HPUD customers and the rates are exorbitant.



Name: kelly kalish

City: knoxville

State: TN

Postal Code: 37938

Comment:

Because my bill doubled

Name: Drew Kalish

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My daughter lives a mile down the road and her water bill went doubled from last month. I always thought water use and sewage was the same suppose to be the same---my sewer was higher than water use how does that happen??

Name: Pamela Crane

City: Powell

State: TN

Postal Code: 37849

Comment:

No documented water usage. Numerous rate increases. Little to no customer service.

Name: Benjamin Buckner

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My bill went from 80 in NOV. to 142 in DEC gouged enough already

Name: SANDY BARNARD

City: HEISKELL

State: TN

Postal Code: 37754

Comment:

AFTER MR. GILL LEFT THIS COMPANY OUT RATES HAVE GONE OUT OF SIGHT.  
WE NEED A LOCAL MAN IN THERE WHO CARES ABOUT OUR AREA AND THE  
PEOPLE NOT JUST MAKING MONEY.

Name: CHARLOTTE WALSH

City: KNOXVILLE

State: TN

Postal Code: 37918

Comment:

BECAUSE IT IS OUTRAGIOUSLY HIGH - SEWER IS MORE THAN THE WATER BILL.

Name: Robert & Regina Harmon

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates seem to go up for no reason. Just received the latest bill with no outside watering like we do in the summer months and it is higher than summer months.

Name: Trever Stowell

City: Powell

State: TN

Postal Code: 37849

Comment:

Outrageously high water bills EVERY month.



Name: Whitney Hunthrop

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The charge whatever. They don't ever check the meters.

Name: Michelle Martin

City: Knoxville

State: TN

Postal Code: 37931

Comment:

Our KUB water bill with an extra family member was \$80 less per month!!

Name: Jack Fargo

City: Powell

State: TN

Postal Code: 37849

Comment:

Hallsdale Powell acts more like a mafia than a utility. Their rates are ridiculous and seniors and those on disability just can't afford them. They also time their due dates so that they automatically require a late fee from their customers as if their rates are not high enough already. They are well aware that seniors and those on disability receive their checks around the 3rd of the month which is already a late date for them. Something needs to be done about this runaway company. They will plainly tell you on the phone "if you don't like it, to bad!"

Name: Milton & Christie Steele

City: Knoxville

State: TN

Postal Code: 37918

Comment:

There's no "true" sufficient reason for water to be this high.

Name: Joe & Tonya Hairston

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Ridiculously outrageously high!! For NO reason.....

Name: Jason Jeansonne

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our water bill is ridiculously high compared to our KUB friends.

Name: stephanie isbel

City: powell

State: TN

Postal Code: 37849

Comment:

These rates are outright ridiculous!

Name: Melissa Kolak

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The water bill is ridiculously high. It's highway robbery!



Name: kevin rodewald

City: knoxville

State: TN

Postal Code: 37918

Comment:

our water/sewer rates are the highest in the country

Name: Joshua Arnold

City: Powell

State: TN

Postal Code: 37849

Comment:

My bill has doubled since I moved into my home in 2004. This has put a major strain on my finances. 3 to 4 months of the year my electric bill is cheaper!! That is just not right.

Name: michael brasuell

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Our water bill is outrageous! Someone needs to do something. Let me know if I can help bring these guys down

Name: Diane Fox

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am so tired of paying what they want to charge. It is just me and mu Husband there is no way we use that much. Plus they are all rude and insensitive. My 22 yr. old son was killed and I had to shut off his water they shrugged their shoulders at me and wanted me to pay his bill. I showed them the death certificate and he lived by himself. They shrugged their shoulders again. Horrible people. Their trying to pay for their new huge building, they only have what 4 employees, probably all family.

Name: Sherry Chandler

City: Knoxville

State: TN

Postal Code: 37938

Comment:

They are crooks and should be held accountable.

Name: Kimberley Martin

City: Powell

State: TN

Postal Code: 37849

Comment:

Their rates are ridiculous. We have been out of the house for 3 weeks before and the bill was \$60 more than it was the month before. Our water bill is more than our electric bill. A friend who lives a few miles away with 2 more family members have a water bill that is \$80 less.

Name: Kris Emery

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates excessively high; mismanagement of funds; lack of concern for customers.

Name: Sandra Emery

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are way too high and should be looked into.



Name: vince Littrell

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Beacuse its hard enough getting by these days without hallsdale - powell taking advantage of its customers .

Name: Dona Garrett

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I dont have a large income. And it seems outrageous that my water bill for the majority of the year is almost as high as my power bill. I struggle to make ends meet as it is. Any reduction would be an improvement.

Name: David Osborn

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Lower rates, they are way to high

Name: Cynthia Eldridge

City: Powell

State: TN

Postal Code: 37849

Comment:

It is criminal

Name: Casandra Fields

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I think we are paying to much.

Name: George Osborn

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The rates are to high compared to other Knoxville areas

Name: Tracy Rainey

City: Powell

State: TN

Postal Code: 37849

Comment:

I live in Powell and manage a large physician practice in West Knox. We have 27 sinks and 6 toilets and see an average of 2000 patients a month. I have managed the practice for 15 yrs and I have never had a water bill at my office over 150.00! My water bill in Powell is 60.00 per month regardless of the number of people that are living in my home. Several years ago I lived in a condo in Powell and the bill was 30.00 a month, I bought a house that had no additional bathrooms or any additional forms of water usage and my water bill doubled.....?? When I moved in my house the first bill was 90.00 when I received my bill I looked at the meter and the reading of the water usage was no where near what the bill reflected. When I brought it to their attention they adjusted the reading but would not adjust the bill.

Name: EDWARD OSBORN

City: KNOXVILLE

State: TN

Postal Code: 37921

Comment:

TO REDUCE THE POWER OF MONOPOLY UTILITIES.



Name: Richard Clark

City: Powell

State: TN

Postal Code: 37849

Comment:

I moved from Roane County to find that HPUD is twice to three times higher than Kingston water. As note of interest the people in Chattanooga had to get the Attorney General , Robert Cooper, and with Tennessee Regulatory Agency to intervene to help them with their fight against Tennessee American Water Company. They reduced their rates. Check this website [www.state.tn.us/tra/dockets/1000189.htm](http://www.state.tn.us/tra/dockets/1000189.htm) to find ALL documents and testimony against their water company. As note, for 5000 gallons of water: Memphis \$8.73; Nashville \$13.41; Jackson \$19.63; Knoxville \$18.85 and Murfreesboro \$22.41 and Chattanooga now after TRA and Attorney General approx. \$19.82. Now for HPUD we pay \$20.78 for first 1500 gallons and \$7.65 for each 1000 gallons above the 1500 gallons. That would make a HPUD rate for 5000 gallons to be approx. \$47.56 which is 2.5 times of neighbor Knoxville! We need to join forces and force HPUD to refund and lower their rates to be in line with the rest of the areas. They are badly managed. If I

Name: heather dean

City: knoxville

State: TN

Postal Code: 37918

Comment:

my water has been turned off twice since moving to this area, I love living in the powell area but find myself wanting to move because i can not afford my water bill. My bill anymore is never lower than \$200 which is crazy for water my power bill is cheaper. I am a small family with two children, living on a budget like most families.

Name: heather dean

City: knoxville

State: TN

Postal Code: 37918

Comment:

The proce for water is outrageous!! My water has been turned off twice due to high bills. My bill is never lower than 200 a month cheaper than my power bill. When I speak to people in other areas with bigger families and use more water then my famly of three and their bill is barely 100 a month I wonder. It seems to go up every month my last bill was over \$200, and the one coming up is like 130 thats beforre the reconnect notice. Not to metion the hospitality from them is not up to par. I understand yes my water has been shut off a few times but with no notice on door or any kind of chance to work with this company. I am totally dissatisfied and if was able to move to another water company I would but cant and need water to live so this company owns the monoply and we all go broke.

Name: Mark Herren

City: Powell

State: TN

Postal Code: 37849

Comment:

I am originally from Cookeville, TN. My water bill on a high usage month might be 25 dollars. My last water bill was 130 dollars. This is criminal. I believe it is unlawful to charge such rates. There is no competition to regulate this. Due to this, I also believe the CEO should be charged with price gouging.

Name: Tonya McGill

City: Powell

State: TN

Postal Code: 37849

Comment:

We are a family of 7. By the time my kids are teenagers I can't afford these rates for all the water and sewer we will use.

Name: Jacquelyn Keenan

City: Knoxville

State: TN

Postal Code: 37918

Comment:

This is important to me because I am paying a water bill for one person that my friends who have families of 4, 5 and 6 people are not even paying or they are paying the same amount as I am. I have also been told that a board member's father retired and was then rehired as a consultant making somewhere in the neighborhood of \$400,000.00 a year plus he is getting his retirement. Not sure that is true but if it is someone needs to be held accountable for that HUGE mistake. Consultants can be hired at a most lower cost. Also, I reported a water leak one Thursday or Friday evening and was told unless it was an emergency they would look at it on Monday.....three or four weeks later I had to call back and make the comment that my water bill was way too high to keep seeing my money flowing across the street from an unfixed water leak that I reported weeks ago. The 48% increase that was needed to pay for improvements has never stopped and I have never seen any improvements personally. These rates are

Name: James Thompson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

After reviewing utility bills across the country and seeing that despite the fact that I use less water than the average household, I am paying almost 2x what most people pay. I feel like HPUD has been ripping me off for years!

Name: Cindy Cole

City: Knoxville

State: TN

Postal Code: 3728

Comment:

I'm tired of a water bill that is as high as my electric bill.



Name: Deborah Daniels

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I ve lived in Halls since 2001 and my rates for water have always been way over the rates of family and friends in other parts of this region.

Name: Chuck Dockery

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My water and sewer bill was so out of line I had to drill a well.

Name: Tamara Blanchette

City: Knoxville

State: TN

Postal Code: 37918

Comment:

They are charging way to much for water .. it is outrageous!

Name: cindy siewert

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates need to be lower, and all of us in this area need a refund , for paying to much for water and sewer.

Name: David Williams

City: knoxville

State: TN

Postal Code: 37918

Comment:

The rate increase is outrageous, but further more after moving and having my house up for sale I was told to keep service on, not using it, just on I would have to pay 47.87 a month as a minimum fee that HPUD charges everyone. That is the most outrageous thing I have ever heard from a utility company.

Name: MARY RIECHERT

City: POWELL

State: TN

Postal Code: 37849

Comment:

Every time they change the meter--the rates go up--also, changed deposit from \$25.00 to \$90.00--total rip off

Name: Pamela Teeters

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The rates just keep going up, but the service keeps going down. We've had sewer overflow in our yard for over 5 years, they come out put up a hazardous waste sign and drive off. Nothing ever gets done about the problem. They have a brand new building in Halls, very old infra structure that is in need of repair, and now want to move into Maynardville to dupe those people!!!

Name: Russell Nicely

City: Powell

State: TN

Postal Code: 37849

Comment:

Tired of high bills. Especially when they jump \$50+ dollars in a month. It is wrong.



Name: Penny Clark

City: knoxville

State: TN

Postal Code: 37918

Comment:

Constant increases, I am paying as much for my water as my electricity.

Name: Casey Bridgman

City: Knoxville

State: TN

Postal Code: 37918

Comment:

BECAUSE THIS IS RIDICULOUS! I LIVE IN THIS AREA AND IM OVER IT!

Name: NICOLE SLATER

City: clinton

State: TN

Postal Code: 37716

Comment:

I HAVE MANY FRIENDS THAT HAVE HALLSDALE POWELL WATER AND THE DIFFERENCE IN OUR WATER BILL PRICE IS RIDICULOUS.

Name: Charles Goldsmith

City: Tazewell

State: TN

Postal Code: 37879

Comment:

Because I think utilities should lower ther rates so the unemployeed and low income people don't have to struggle just to have the necessities

Name: Noel Childress

City: Clinton

State: TN

Postal Code: 37716

Comment:

I'm being unjustly over charged from HPUD and I'm tired of i

Name: Ralph Caldwell

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Please listen to the community population that you serve and re-elevate your charges.

Name: Mary McKee

City: Knoxville

State: TN

Postal Code: 37938

Comment:

yes, the rates are ridiculous.they have gone up 300%.I sure hope the petition will help reduce the rate.I am sure they will have another excuse.

Name: Kenneth Grahamm

City: knoxville

State: TN

Postal Code: 37918

Comment:

rates a double if not triple of what they should be



Name: lillian taylor

City: knoxville

State: TN

Postal Code: 37918

Comment:

rates too high

Name: Jill Moorr

City: Powell

State: TN

Postal Code: 37849

Comment:

You do not have the right to charge what you want, just because we can't choose another water company. The customers should not have to pay for the new HPUD facility.

Name: John Preston

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Retired on fixed income and water/sewer is disproportionate to other utility costs.

Name: Virginia M Wagner

City: Powell

State: TN

Postal Code: 37849

Comment:

Because our current water bill is too high!!!!

Name: Joshua Kelley

City: Knoxville

State: TN

Postal Code: 37938

Comment:

HPUD rates are WAY too high!

Name: William Bishop

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because the water prices are outrageous!

Name: Victoria Jones

City: Powell

State: TN

Postal Code: 37849

Comment:

It is pathetic how much we are getting charged. We are getting completely robbed and something needs to happen!

Name: Cathy Bell

City: Powell

State: TN

Postal Code: 37849

Comment:

I feel our rates are higher than other utility districts in our area and DO NOT need to be increased but reduced!!



Name: Donna Jenkins

City: Knoxville

State: TN

Postal Code: 37912

Comment:

We pay way too much too! And no water pressure to boot!

Name: Renee Black

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Rates are absolutey ridiculous. I know several 2 person homes that use another utility board for water, use roughly the same amount and pay at least 60% less each month. I don't understand why HallsDale Powell is allowed to conduct business in this way.

Name: Alysia Lewelling

City: Heiskell

State: TN

Postal Code: 37754

Comment:

It is ridiculous how high the water bill is each month,even when my family cuts back on use it is still high.We can't win for losing!

Name: Kenny Loveday

City: Powell

State: TN

Postal Code: 37849

Comment:

Because I have a pool.

Name: Wayne Davis

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My monthly charges have risen over 200% in the past four years with no significant changes in our household. The monthly charges are simply too high.

Name: J.C. Parrott

City: Powell

State: TN

Postal Code: 37849

Comment:

Because It's The HIGHEST IN THE STATE OF TENNESSEE. It is too MUCH compared to other utility companies.

Name: Jack Parrott

City: Knoxville

State: TN

Postal Code: 37938

Comment:

This is the highest in the State of Tn. This water district should be held accountable for overcharging residents!

Name: Debbie Banks

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Because my bill is WAY to high!



Name: GARY BLOOMER

City: KNOXVILLE

State: TN

Postal Code: 37918

Comment:

RETIRED LIMITED INCOME

Name: Rodney Parks

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I moved from the city to the HPUD area and my water and sewage was a lot cheaper with KUB and with KUB, the water was a better quality. I have an in home filtration system and still gets this red deposit around the drains not to mention that the water is extremely hard and takes extra chemicals for cleaning all the water fixture areas. I feel I am paying a lot for less quality.

Name: Megan Bradley

City: Powell

State: TN

Postal Code: 37849

Comment:

Hallsdale Powell has had high rates since I can remember. I have lived in Powell for about 7 years. They spent a ridiculous amount of money on their new office... for what?? I definitely do not have to see a giant decorative water fountain when I come to pay my bill, nor should I be charged \$2 to use a credit or debit card! Checks are not common anymore! I think they misuse our money and I think the staff is very rude.

Name: Randall Hornsby

City: Powell

State: TN

Postal Code: 37849

Comment:

Only two of us in the house and my water bill for last month was \$99.00

Name: Ramona Logan

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I feel that I am paying a ridiculously high water bill

Name: theron woodward

City: knoxville

State: TN

Postal Code: 37918

Comment:

rates are too high..

Name: Larry Lee

City: Knoxville

State: TN

Postal Code: 37915

Comment:

Bills are too high. I don't make enough money to pay these bills.

Name: F P

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Bills to high! Need to be lowered especially the minimum useage!



Name: Raymond & Kimberly Pruitt

City: Powell

State: TN

Postal Code: 37849

Comment:

Because compared to others in the Knoxville community we are billing a considerably higher amount for our water bill and it makes living on a budget challenging

Name: Joel Corum

City: KNoxville

State: TN

Postal Code: 37918

Comment:

rates are unbelievable

Name: Rachel Barrett

City: knoxville

State: TN

Postal Code: 37921

Comment:

Being a monopoly should not exclude you from being fair priced. You remember at&t in the 80's right? And the fact that you know charging people that much is damn outrageous. Keep it up and an alternative will be sought. By all of us.

Name: Tonya Hairston

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My water bill is outrageous!!!!!!!!!!!!!!!!!!!!

Name: rae reichenbach

City: powell

State: TN

Postal Code: 37849

Comment:

bill is way to high and the water smells like chlorine.

Name: David James

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Water bill is way to high and HPUD will only say you have a leak when you don't.

Name: Michael Mowery

City: Knoxville

State: TN

Postal Code: 37938

Comment:

HDPU has been ripping us off for too many years. They need to be held accountable.

Name: Kim Bishop

City: Powell

State: TN

Postal Code: 37849

Comment:

I have been paying for sewer and sewer fees for 20 years even though I don't have sewer, we have a septic tank. The sewer fees are more than my water is.



Name: Marie Lane

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Try living on a ss check and you would understand. This minimum water fee is set up for single persons living alone that uses a low amount like I do (11-12th gal) we end up paying for something we do not use. And family's of four their bill is outrageous, more than kub. We need our bills lowered.

Name: Jon Raleigh

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My June bill was \$189.00 that why I am signing to get rid of this overpriced monopoly compay

Name: dennis palmer

City: Knoxville

State: TN

Postal Code: 37938

Comment:

DUH ?

Name: spencer warren

City: powell

State: TN

Postal Code: 37849

Comment:

the water bill is redicouls. my bill is always over 100 bucks with two adults living at our home. i used to have kub in west knoxville for 6 years and our water was never over 25 dollars. this last month my bill was 147 dollars. i have had plummers check for leaks and we dont have any. they charge a flat 48 dollars even if you use no water at this company. this is outrageous. this monopoly has to stop it is against the consitution of the usa. please lets join together to stop this price rapeing.

Name: Leticia Ridinger

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Cost way to much, cant afford it.

Name: Kristi Cornwell

City: Powell

State: TN

Postal Code: 37849

Comment:

I am tired of being ripped off by unregulated hpud.

Name: Amber Webb

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Because the rates are ridiculous and not everyone can afford these high water bills!!!

Name: Stephanie Cline

City: Heiskell

State: TN

Postal Code: 37754

Comment:

Because I live in their district and I pay TOO MUCH for water!!!!



Name: William Ellis

City: Powell

State: TN

Postal Code: 37849

Comment:

We just moved here from Maryland and are in complete shock with our water bill... A family of 6 consumes a good amount of water but over \$300 a month? We did not refill a pool or even wash a car? We came from a very expensive water area in MD and it was about \$150 a month... I move here and think I am going to get a break on water only to pay over twice as much... someone is getting rich on hurting people. KUB is 75% cheaper and it is right down the street... please stop this nonsense...

Name: Matthew Dawson

City: Powell

State: TN

Postal Code: 37849

Comment:

After moving to this district from West Knoxville, I was amazed by how much higher our water bill was! These rates are ridiculously high! They need to be more in line with our surrounding areas.

Name: Terry Beeler

City: Powell

State: TN

Postal Code: 37849

Comment:

I have compared my water bill with my parents that have a swimming pool and my water bill is still sometimes double the price of theirs. What's up with that?They live in Knoxville.

Name: Jennifer Burnette

City: Knoxville

State: TN

Postal Code: 37918

Comment:

My water & sewer bill from HPUD sometimes is as much as my KUB bill, I feel the sewer charge is out of line.

Name: Benjamin Hardy

City: Oak Ridge

State: TN

Postal Code: 37830

Comment:

Because corrupt officials should be brought to justice.

Name: michael e mayfield

City: knoxville

State: TN

Postal Code: 37918

Comment:

bill is to high

Name: Keith Woods

City: Powell

State: TN

Postal Code: 37849

Comment:

Because I know that there was a billion dollars raised in the last 50 years for upgrades at TVA, yet instead of using this money they are raising our bills and raising their salaries and bonuses. I have an uncle who is a big wig at KUB and told me this and that it is sickening to him knowing the truth of their blatant monopolizing When will it stop!!!!

Name: Sue Frazier

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Can Not Afford the high price



Name: Deborah Smith

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My Water bill is higher than Electric as well. I contacted Gov. Haslam about this very issue and his response was that he has no control over local government! Really? The governor has no say over local government, or does he just not want to be bothered with it, because maybe he gets a kick back from HPUD? Just wondering....

Name: heather botts

City: powell

State: TN

Postal Code: 37849

Comment:

saved money

Name: Terry Ford

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I am a Realtor representing buyers in the Hallsdale Powell Utility District

Name: Christine McInerney

City: Knoxville

State: TN

Postal Code: 37922

Comment:

I am a Realtor and I have seen first hand the impact the ridiculously high bills set forth by HPUD has on home owners and resale values of homes in the HPUD service area.

Name: Jennifer Neal

City: Knoxville

State: TN

Postal Code: 37918

Comment:

It effects my budget

Name: chris Hauck

City: knoxville

State: TN

Postal Code: 37919

Comment:

I have buyers who refuse to consider properties in the Hallsdale Powell service area due to the cost of water & sewer. This has a negative impact on the market and impacts property values.

Name: David Bell

City: Powell

State: TN

Postal Code: 37849

Comment:

Water rates have increased exponentially in the lat 17 years that I have lived in Powell. This is unacceptable.

Name: Kelli Hensley

City: Powell

State: TN

Postal Code: 37849

Comment:

The rates are too high and it isn't even good water there is way too much chlorine and it is too hard. It builds up on the tub and sinks



Name: Jennifer Kirby

City: Knoxville

State: TN

Postal Code: 37918

Comment:

We moved into our house in 2004 our water bill has since tripled. It is ridiculous.

Name: richard dykeman

City: knoxville

State: TN

Postal Code: 37917

Comment:

It's a shame that small companies can run over the consumer because the company has no competition, and probably never will. I'm upset with KUB, but this seems to be even worse than that monopoly. Paying more for water/sewage than power? Ridiculous!!! This isn't California or Arizona.

Name: Tracy Weber

City: Andersonville

State: TN

Postal Code: 37705

Comment:

I recently purchased a home that is serviced by Hallsdale Powell. We moved here from a home that was about 2 miles away that was serviced by KUB. I have one LESS adult living in my home here, yet my water bill is DOUBLE what it was two miles away. Outrageous. I'd be interested in seeing an attorney to see if there are grounds to file a class action suit against them.

Name: Chris Turley

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Because I am services by Halls Dale Powell and would like to see the rates be corrected to b more inline with other local utilities. We should not have to pay for their mismanagement.

Name: Emma Bright

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Why is it important? Because this community pays the highest utility bills in this half of the state - over Nashville and Chattanooga. We need for the state to look into the greed that is going on. You should see the homes of the people on the board of HallsDale - Powel Utility Company. We, the small people are paying outrageous prices for water - just water - not electricity - and they are living like Kings and Queens. It is obvious that the extra money is not going for water improvements. They refuse to come out and assist with locating a water leakage problem! go figure!

Name: Emma Bright

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Since we have lived in the HPUD coverage area, we have seen our utility prices sky rocket and surpass those of KUB - which is more than outrageous. They hold no accountability and when answers for their practices, the usual song and dance of : Well it cost money for us to maintain the wonderful services that we currently provide and continue to improve water/sewer maintenance services. BULL! The company spent millions of our dollars on a building that looks like a cross between a military barracks and a prison, their employees do not make great amounts of money, unless they are on the "BOARD" or have holdings in the company. Most of the "Counter" people I have encountered over the past few years are hateful, have a canned presentation, or cant get past the words, Ummmm, Welllllll um, etc. Its time to get real people. This is just another monopoly controlling and holding people of this area hostage to their outrageous and exorbitant fees and rates. Check out the homes the owners of the company live in.....Typ

Name: Joshua Smith

City: Powell

State: TN

Postal Code: 37849

Comment:

Can't afford to watch my money keep going down the drain.

Name: Nikki Bradley

City: Powell

State: TN

Postal Code: 37849

Comment:

I am a single woman living alone and I feel like my water/sewer bill a) is too much for one person b)has significantly increased in the 5 years I've lived in my house.



Name: Nancy apgar

City: powell

State: TN

Postal Code: 37849

Comment:

Costs are extremely high and unmerited.

Name: Brant Boehmann

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are insane and rising.

Name: Joshua Smith

City: Powell

State: TN

Postal Code: 37849

Comment:

Can we resurrect this?

Name: Keith Prevost

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Lower rates will leave money in residents pocket to spend in the community, helping out local business.

Name: susan england

City: Powell

State: TN

Postal Code: 0

Comment:

We moved into a very small condo (less than 1000 sq ft) after living in a 25000 sq ft house in Broadacres for 20+ yrs. We raised 2 boys and several dogs there and water usage was 'normal' with an average bill of \$60.00. We called it 'liquid gold'. I took up residence here in 10/01/12 and from the start my bills were higher than on Lancashire!!! I was single and the water usage was approximately was HIGHER than at my previous address, I was single and rarely used my dishwasher and only did wash 1x a week on a Fri. and only 2 small loads then. I spoke with neighbors and out of the 10 homes on this street 8 out of 10 only paid the minimum allowed. My bill was TWICE what theirs was!!!! I call almost every month (just ask Jennifer) and they have done 'studies' re-set meters, etc. My water bill is higher than my electric bill no matter WHAT I do!!! Something must be done as now my water bill is over 100.00 for ME!! I am disabled and only get around 700.00 per month. That only leaves 600 for food, utilities, med

Name: Kimmie Moore

City: Corryton

State: TN

Postal Code: 37721

Comment:

It's not right Hv to budget for your sewer bill 3x the water bill should be at least about the same as tbe water bill

Name: William Ragsdale

City: Powell

State: TN

Postal Code: 37849

Comment:

I'm signing this because of the unreasonably high rates for the water.

Name: Amanda Suarez

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Hallsdale Powell should not have an unreasonable profit margin.



Name: Karen Sullivan

City: Powell

State: TN

Postal Code: 37849

Comment:

Don't think water should be so expensive. KUB customers don't pay these prices for water

Name: Claudia Janzen

City: Powell

State: TN

Postal Code: 37849

Comment:

My Hallsdale Powell Utility bill has a usual monthly balance of \$130 at the most. They are now saying that I owe them \$400.00 by the next paying period. These are not late fees, this is my February bill. They suggested that perhaps I have a leak somewhere, I call it a scam. I am getting ready to go legal on them! Apparently I am not alone. I will go all the way if I have to. This is a crime, is outrageous and crazy!!

Name: Linda Morgan

City: Powell

State: TN

Postal Code: 37849

Comment:

Water costs are too high!

Name: Brenda Culver

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The rates keep going up that's crazy

Name: Ruth Williams

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Water rates are highest I've ever paid anywhere across the USA. Higher than rates I paid in CA. This Organization is taking advantage of customers that have no other option. Why isn't some type of legal action being taken against them? Cannot believe Hallsdale Powell can use funds to build an expensive new Facility when that money should have been used to lower rates.

Name: Chani Mitchell

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I'm being robbed..every single..in increasing increments of \$5-\$10. How the f\*\*\* is this legal???

Name: Brett Turner

City: Knoxville

State: TN

Postal Code: 37938

Comment:

They rip off their customers. Their rates are double of other water companies in the area. I pay as much for water as a part time Single Dad as I do for my electric and gas combined and it's only for showering, washing clothes and dishes and toilets - no watering outside or car washing.

Name: Joey Morrell

City: Knoxville

State: TN

Postal Code: 37931

Comment:

We moved about 8 miles 4 months ago from West Knox Utility District area to Hallsdale Powell Utility District. I've found that for comparable usage, HPUD rates are about 50% higher. We are averaging around \$145/ month versus \$90/month with WKUBD.



Name: teia morell

City: powell

State: TN

Postal Code: 37849

Comment:

I'm tired of \$90 a month for water

Name: Eileen Darden

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Since I have lived at my house, the water bill has increased 300 %

Name: Richard E. Passmore

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are way to high!!

Name: Jessica Harvey

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The rates are EXTREMELY expensive!!!!!!

Name: John Vandergriff

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Rates are over the Top!!!Higher than anyplace in TN!!!

Name: Amy Perry

City: Knoxville

State: TN

Postal Code: 37938

Comment:

They are forcing me to pay for sewer when I am connected to a septic. Said, I'm paying for the "possibility" I MIGHT connect to the sewer system!

Name: Sharon Grubbs

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The rates for the water are off the wall in my opinion.

Name: Tammy Gallaher

City: Knoxville

State: TN

Postal Code: 37909

Comment:

The rates are outrageous. I pay more most months for water and sewage than I do for electricity. This is not my first home but this is the highest I have ever paid for water. How much longer do we have to pay for the new building. When are they going to provide the proof of costs; or are just not them lining their pocket with profits.



Name: Frances Brock

City: Knoxville

State: TN

Postal Code: 37918

Comment:

The water is way to expensive

Name: Stacey Cowie

City: Knoxville

State: TN

Postal Code: 37912

Comment:

we will be moving from Knoxville to Powell and I cannot believe how much this outrageous water bill will be. Quite possibly will be the reason we don't move to Powell.

Name: Stephanie Helton

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Something needs to be done about Hallsdale Powell and excessive rate increases.

Name: April Vittetoe

City: Knoxville

State: TN

Postal Code: 37921

Comment:

I am signing because I am a single mom and struggle to make ends meet and finally have my bills to where I can afford to put food on the table and now I get slapped with a water bill that has MORE than doubled!!! WE as a community have to come together and do something

Name: Michael Whitemore

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Im tired of being ripped off

Name: Brenda Fann

City: Powell

State: TN

Postal Code: 37849

Comment:

Very hard for a lot of us to pay these ridiculous high rates

Name: Brandi Welch

City: Knoxville

State: TN

Postal Code: 37912

Comment:

prices are ridiculous

Name: David Hodson

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Da



Name: Linda Shanton

City: Powell

State: TN

Postal Code: 37849

Comment:

Water rates are incredibly high compared to other utilities in the area. I think management needs to budget better. New fleet of trucks, new main building, new treatment plant... Way too many capital improvements too fast. They should budget like homeowners have to. I can't replace everything at one time, why did they?

Name: Susan needham

City: Powell

State: TN

Postal Code: 37849

Comment:

i am a single woman...please help me manage these HIGH bills for basic water usage...

Name: John Edmonds

City: Maynardville

State: TN

Postal Code: 37807

Comment:

The rates are to high and water quality is not the best.

Name: Dana Brosan

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I have been a customer for over 25 years. My bill was never more than 60.00 a month. My bill is close to 200.00 a month now. There was another rate increase when I opened my bill today!

Name: samantha cook

City: Powell

State: TN

Postal Code: 37849

Comment:

I'm signing because Hallsdale Powell has the highest rate for water and sewer in Knoxville and surrounding counties.. why because there is no competition

Name: Alescia Leinart

City: Heiskell

State: TN

Postal Code: 37754

Comment:

Our rates are outrageous!!!!!!

Name: greg byrd

City: Powell

State: TN

Postal Code: 37849

Comment:

tired of high cost of water

Name: Ann Henry

City: Powell

State: TN

Postal Code: 37849

Comment:

I use little water. I run the dishwasher maybe once a week, never wash my car, don't have a garden/pool, run the washer maybe 2 times per week as I live by myself and my water bill can be almost \$90 per month. On top of that, the water is of poor quality. It's ridiculous.



Name: Kevin Huebner

City: Powell

State: TN

Postal Code: 37849

Comment:

Hallsdale Powell is more expensive than all other counties

Name: Todd Mynatt

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I am signing this, because our water prices are outrageous!!

Name: James higgins

City: Powell

State: TN

Postal Code: 37849

Comment:

its highway robbery.

Name: Kim Rhode

City: Knoxville

State: TN

Postal Code: 37931

Comment:

My water bill nearly doubled moving from Karns (West Knox Utilities) to Powell (Hallsdale Powell)!

Name: Elizabeth Hammons

City: Powell

State: TN

Postal Code: 37849

Comment:

Because something has to be done about the outrageous prices on the water bills.

Name: Carl Jenkins

City: Powell

State: TN

Postal Code: 37849

Comment:

Water/sewer bill out of control. As much as electricity bill. Bill up \$30 in a month everyone's Bill way up.

Name: Judy Gribble

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I signed

Name: Angela Williams

City: Corryton

State: TN

Postal Code: 37721

Comment:

Compared to surrounding areas hallsdale Powell's rates are very inflated!



Name: Kenneth Jordan

City: Antioch

State:

Postal Code: 37011

Comment:

Doyle Jordan

Name: Wanda Coker

City: Knoxville

State: TN

Postal Code: 37938

Comment:

.wanda coker

Name: Jewel Chin

City: Powell

State: TN

Postal Code: 37849

Comment:

The water bill keeps going up. Regardless of how little water is used, the minimum rate is far more exorbitant than seems to be necessary; especially in a single widow household.

Name: James Randolph

City: Powell

State: TN

Postal Code: 37849

Comment:

When you're more concerned about your water bill than your electric/gas bill, there's a problem. Living single with efficient appliances, dye tested toilets, and water saving shower heads, my bill is extremely high. I've lived in W. Knoxville and my water bill was roughly a 1/3rd of what it is now. It is widely known that Hallsdale Powell Utility District has the highest water of any in the area. It's a monopoly business and with no competition, consumers are left only with a petition. I'd like to find someone, anyone that would say their rates are fair. Unfortunately we are at their mercy and even more unfortunate, they know it.

Name: Mary McKee

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I try not to waste water, but the bills keep on being high. But yet they build a brand new building, something wrong with that picture.

Name: Donna Kasper

City: Halls

State: TN

Postal Code: 37918

Comment:

The cost of water in Halls is out of control. I pay more for water than electric and gas combined.

Name: Jane Kelley

City: Powell

State: TN

Postal Code: 37849

Comment:

We pay high water bills considering there are only the two of us.

Name: randy carter

City: Powell

State: TN

Postal Code: 37849

Comment:

Prices are way higher than compared to kub



Name: Mitchell Baughman

City:

State:

Postal Code:

Comment:

I'm tired of paying twice the amount I was paying before hallsdale Powell.

Name: Mavanee Gregory

City: Rutledge

State: TN

Postal Code: 37861

Comment:

People are moving out of the district just to get away from Hallsdale Powell. I am not going to lie my husband and I are also looking to get out. It is a shame because this is a great community

Name: Stacey Blackwell

City: Powell

State: TN

Postal Code: 37849

Comment:

Prices are too high.

Name: Anna M. Ogle

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rate are too high, don't have sewer hook-up, yet charge 45:00 this month for sewage.

Name: Hope Stooksbury

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are absolutely ridiculous in comparison to neighboring counties.

Name: Sherry Flatford

City: Powell

State: TN

Postal Code: 37849

Comment:

People shouldn't have to pay a load of money to get water prices our terrible

Name: Jennifer Johnson

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Water bill is way to high never paid this much when I had KUB. Rediculous

Name: Courtney Hogge

City: Saint Johns

State: FL

Postal Code: 32259

Comment:

Rates are absolutely ridiculous. It costs more for water to go down the drain than for me to actually use it. I've never seen such high sewer charges.



Name: Tia Merrill

City: Knoxville

State: TN

Postal Code: 37919

Comment:

I am a Hallsdale Powell customer who struggles every month with the outrageously high bills

Name: Debra Austin

City: Powell

State: TN

Postal Code: 37849

Comment:

Yes it needs lowered it's been so high for so long I struggle to pay it!

Name: Debra Austin

City: Powell

State: TN

Postal Code: 37849

Comment:

Yes it needs to be lowered I struggle on disability to pay it !

Name: Garlin Campbell

City: Knoxville

State: TN

Postal Code: 37920

Comment:

They are very high and we should not have to pay that much for water.

Name: LeeAnn Johnson

City: Powell

State: TN

Postal Code: 37849

Comment:

We moved from another water district 5 years ago. Our family of 6 water bill was never over \$35.00. Since we've lived in Powell, our water bill is \$100+ every month and we are home far less now than before. We need a break!

Name: Kari Newman

City: Powell

State: TN

Postal Code: 37949

Comment:

I have had service with several other companies and HPUD is by far the most expensive. Our drinking water is terrible and the sewage cost is more than the crappy water we get.

Name: Jeffrey Anderson

City:

State:

Postal Code:

Comment:

Needs to be lowered.....takes everything I have to keep it on

Name: tosha Surrena

City: Powell

State: TN

Postal Code: 37849

Comment:

I am tired of my bill being \$300 a month.



Name: Susan Smith

City: Knoxville

State:

Postal Code: 37918

Comment:

I do not live in the district anymore but know many folks who do. Their bills are ridiculous to say the least. Makes us wonder where all of the money is going

Name: Cathleen Bloyd

City: knoxville

State: TN

Postal Code: 37938

Comment:

Not fair we pay almost more then double the water then other Knox county citizens!! And sewage cost it's top much

Name: Angelia Gordon

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates too high

Name: Tammy Brown

City: Knoxville

State: TN

Postal Code: 37918

Comment:

For 2 people I pay over \$100 for water and sewer. Ridiculous!

Name: Sherrill Barnes

City: Knoxville Tennessee

State: TN

Postal Code: 37918

Comment:

They are ripping us off some people won't live in Powell because of the water rates

Name: Brandon Gibson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

These rates are outrageous and preposterous!!! My water electricity and gas at Kub was 200 on average my hdpud is 124 by itself

Name: amy fortin

City: Powell

State: TN

Postal Code: 37849

Comment:

I'm a military wife and lived in many places. I have NEVER had to to pay \$140-\$160 per month just for water until I purchased my home in Powell. Of I would have known about the outrageous price of water we would have lived somewhere else.

Name: Christine Myers

City: Knoxville

State: TN

Postal Code: 37919

Comment:

Needs to be lowet



Name: Melissa Holland

City:

State: TN

Postal Code:

Comment:

Way to high

Name: Debi Wadley

City: Powell

State: TN

Postal Code: 37849

Comment:

Our water rates are RIDICULOUSLY high!!

Name: David Williams

City: Knoxville

State: TN

Postal Code: 37912

Comment:

I actually agree with this! And this seems like the best way to see change!

Name: Chasity Shelby

City: Knoxville

State:

Postal Code: 37996

Comment:

For a family of 4 (two teen girls) we paid \$130-\$140 a month. My oldest daughter moved out (she took two showers a day). Our bill is the same! We conserve water! I don't understand how it is so expensive!

Name: June Mallicoat

City: Knoxville

State: TN

Postal Code: 37938

Comment:

The rates years ago were not bad, but under the current leadership they have risen astronomically. Why in the world's is the sewer cost more than the water? Why, when there is no water usage there is still a sewer charge? Why is there no provision for landlords who must have the utilities in their names between renters, when renovating? Kub makes those provisions for their customers. Why can't Hpud? There definitely needs to be an upheaval in the management.

Name: Justin Taylor

City: Powell

State: TN

Postal Code: 37849

Comment:

I live in this water district an it outrageous!

Name: David Wood

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Outrageous prices!

Name: DeAnna Shackleford

City: Knoxville

State: TN

Postal Code: 37921

Comment:

My water bill is ALWAYS too high!



Name: Sheryl C

City:

State: TN

Postal Code:

Comment:

It's ridiculous over \$200 a month every month for a family of 4. A person from HallsDale Powell told my husband on the phone \$200 a month for a family of 4 is normal LOL that's a joke! I'm from Orlando and some think its expensive there, my water was never more than \$55 a month though.

Name: Tina Waldron

City: Knoxville

State: TN

Postal Code: 37919

Comment:

Ridiculously high rates

Name: Brent Hunter

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I'm not rich

Name: Patricia wade

City: Powell

State: TN

Postal Code: 37849

Comment:

Tired of being held hostage by them!

Name: Shawna Carey

City: Knoxville

State: TN

Postal Code: 37923

Comment:

My elderly Aunt who is on fix income should not have to worry if she has to pay for higher bill for the same or less usage she has always had for the past 8 years, The rates keep going up for no apparent .reason

Name: Glenda Warren

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Our water bill with halls dale Powell is outrageous for two people !

Name: Nancy Holloway

City: Knoxville

State: TN

Postal Code: 37938

Comment:

My last water bill was 189.00!!!

Name: christine mallahan

City: knoxville

State: TN

Postal Code: 37918

Comment:

I want to be fairly billed for water



Name: Rhonda Titlow

City:

State:

Postal Code:

Comment:

My bill just keeps going up and up!

Name: Rhonda Titlow

City:

State:

Postal Code:

Comment:

Yes our bill just keeps going up and up and no more water being used it's ridiculous!!

Name: Katherine Weaver

City: Loudon

State: TN

Postal Code: 37774

Comment:

It's ridiculous how this company can rape family's living in Hall's and Powell by charging what they do every month. The unbelievably high prices for water is extremely uncalled for and a down right shame.

Name: Jennifer Brown

City: Kodak

State: TN

Postal Code: 37764

Comment:

Some thing needs to be done. About the raise

Name: Theodore Romain

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Utilities are necessary so should not be allowed to give their CEO's and boards huge salaries.  
What do they do to earn said salaries?

Name: Karen Johnson

City: Knoxville

State: TN

Postal Code: 37938

Comment:

You're rates are outrageous compared to other utilities .... seriously thinking about moving out of your area!!!

Name: Danny McKinney

City: Maynardville

State: TN

Postal Code: 37807

Comment:

Hallsdale Powell is over charging customers.

Name: Diana Hurst

City: Heiskell

State: TN

Postal Code: 37754

Comment:

Water for one person at my home is on average 60 a month yes it is ridiculous!



Name: ALTON CRAWLEY

City: Knoxville

State: TN

Postal Code: 37909

Comment:

THERE IS NO ABSOLUTE REASON WHY WE ARE PAYING THE RATES WE ARE PAYING! AN AVERAGE FOR 2 NEARLY \$100 PER MO WHEN THERE IS ONLY ONE HOME DURING THE WEEK AND HE IS DISABLED. SURROUNDING COUNTIES NOT PAYING NEARLY WHAT WE ARE PAYING. WHAT'S THE DEAL HALSDALE POWELL?????

Name: Tamarra Gillean

City: Tazewell

State: TN

Postal Code: 37879

Comment:

Water rates need to be reviewed. Billing is outrageous!!

Name: Rebecca Turner

City: Powell

State: TN

Postal Code: 37849

Comment:

My water bill doubled when I moved into Hallsdale Powell Utility district. Also it keeps going up.

Name: Linda D Catlett

City: Knoxville

State: TN

Postal Code: 37938

Comment:

So tired of Hallsdale Powell's high water bill every month...

Name: Heather story

City: Knoxville

State: TN

Postal Code: 37931

Comment:

I used to live in the halls area and have to pay for this ridiculous water. I no longer live there, but I pay almost half now.

Name: Tamara Johnson

City:

State: GA

Postal Code:

Comment:

Ridiculous!

Name: Jeanne Rainoldi

City: Billerica

State: MA

Postal Code: 1821

Comment:

We want the water rates in Powell Water district to get a rate review to make clear that the prices are exorbitant!

Name: Michelle Frazer

City: Knoxville

State: TN

Postal Code: 37912

Comment:

Michelle Reed-Frazer



Name: Monique Andrews

City:

State:

Postal Code:

Comment:

I'm signing bc our house a family of 4 water bill was 237 this month that's insane

Name: Harry Hodge

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Hallsdale Powell is governed by a board of three people. One is a retired TVA employee, one is a Halls High School Coach and the third is a Knox County Deputy. So we have a government agency that is a rubber stamp for the President who was the son in law of the KUB retiree who instigated all these increases. A 10 million dollar building and look up front on Cunningham Road at the mess.

Name: Thomas Gutridge

City: Powell

State: TN

Postal Code: 37849

Comment:

We still have to filter our water for it to taste good enough to drink and cook with. This should not happen at these rates which have been ridiculous since the early 1970s, as this was first encounter with HPUD. They get government welfare because they are called a &quot;utility district.&quot; They sure know how to gouge their customers who are forced to use them. Where is anti-trust law when you need it?

Name: Bea Williams

City: Powell

State: TN

Postal Code: 37849

Comment:

Rates are too high! No other water companies around have rates this high.

Name: Margaret Darr

City: Knoxville

State: TN

Postal Code: 37917

Comment:

Water costs more than it costs to heat my home. Something is not right here!

Name: Tim Beeler

City: Powell

State: TN

Postal Code: 37849

Comment:

Family of 3. This bill was \$186. Around \$100 more than ever has been in the 2.5 years we have lived here.

Name: Thresa McCosh

City: Knoxville

State: TN

Postal Code: 37931

Comment:

Supporting friend and family that live in Powell. This is robbery. Greed. Allen Gill would be outraged over this. Make company pay back to this community

Name: James Lawson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

James Lawson



Name: John Arwood

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Fed up with the ridiculous rates they charge. Lived in Alcoa before moving here and the rates were almost half of what HPUD charges.

Name: suzanne russell

City: knoxville

State: TN

Postal Code: 37909

Comment:

The water and sewer rates in this utility district are atrocious and unfair. I recently moved here from West Knoxville, where I rarely paid over \$25 a month for water and sewer. Is there an outstanding bond issue? Public debt? How can a utility justify these rates?????

Name: Dawn Foster

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Rates are too high

Name: Stephanie Mcnish

City: Knoxville

State: TN

Postal Code: 37912

Comment:

Sometimes my meter doesn't even get read. Just get charged whatever. We were out of town a month still had the same bill as if we were home.

Name: Billie Hall

City: Heiskell

State: TN

Postal Code: 37754

Comment:

Their rates are way to high.

Name: Pamela Dawson

City: Knoxville

State: TN

Postal Code: 37921

Comment:

I received a water bill for \$1114.00 this month, yes I had a leak and they adjusted it too \$418.00.....still outrageous! Water bill is always outrageous! A water test was done and found several cancer causing chemicals in our water.

<https://www.ewg.org/tapwater/system.php?pws=TN0000280> Check it out!

Name: Betty Long

City: Knoxville

State: TN

Postal Code: 37920

Comment:

Betty Long

Name: susan england

City: Powell

State: TN

Postal Code: 0

Comment:

Same EXACT thing happened to us. Out of town a month and had just replaced the washer with one that uses very little water and our bill was 10.00 HIGHER than it was the previous month!



Name: Leiya Cassady

City: Knoxville

State: TN

Postal Code: 37918

Comment:

Just announced an average of 5 to 6% rate increase annually for the next 10 years! Our water bill is already at \$180 for a family of 4. We watch our water consumption and it never fails to continue to go up.

Name: Debbie Lowe

City: Powell

State: TN

Postal Code: 37849

Comment:

We pay outrageous rates as it is!!!

Name: Casey Chittum

City: Powell

State: TN

Postal Code: 37849

Comment:

Tired of paying ridiculous amount for water!

Name: Margaret Darr

City: Powell

State: TN

Postal Code: 37849

Comment:

Something has to be done about our runaway utility charges, but it will take all of us working together to get relief! Lets get on board...

Name: Lori Beeler

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We all need to take a stand it just keeps going up! What we currently pay is to High!

Name: Shellee Smith-Mink

City: Powell

State: TN

Postal Code: 37849

Comment:

I literally just moved into my house two months ago and our bill is double all my previous water bills. My husband is already talking about moving if it continues to go up. I have actually talked with people that are moving from their Powell homes because of HPUD. It's ridiculous! How can a water bill actually be more than an electric bill?

Name: Harry Hodge

City: Knoxville

State: TN

Postal Code: 37938

Comment:

We need to band together and attend Meetings and complain in person The minimum has gone from the mid twentiesto the mid 60s with the addition of the special charges on water and sewer, which is from 20 to 30 percent. That's from KUB.

Name: Rachel Kidd

City: Knoxville

State: TN

Postal Code: 37912

Comment:

The rates of Halldale Powell are outrageous and they need to be changed! The only thing we don't like about living in Halls is having to deal with them!



Name: Ruth McCauley

City: Knoxville

State: TN

Postal Code: 37918

Comment:

I'm signing because my home with only two adult occupants had a water bill that was \$391 this month. I only water my yard 3x's a week & I turn off my system whenever it has rained. I moved here from California and even during the drought there I never paid these exorbitant prices. My water bill is higher than my KUB bill. Why isn't this public utility regulated? I'm completely fed up. Maybe we should picket outside their offices. They need a public shaming.

Name: Kacey Scates

City: Knoxville

State: TN

Postal Code: 37938

Comment:

I'm an honest person making an honest living trying to help provide a home for my family. I have lived in Halls all my life and love it but HPUD makes living here way more miserable than it should be. My water bill is often higher than my KUB bill-even in the peak months! HPUD is a crooked company for jacking up water and sewer costs just because they can.

Name: Phyllis Magdos

City: Knoxville

State: TN

Postal Code: 37921

Comment:

Please someone step in to investigate this!

Name: Lillian Hage

City: Knoxville

State: TN

Postal Code: 37918

Comment:

It's ridiculous to charge so much.

Name: Kathy Lyon

City: Knoxville

State:

Postal Code: 37912

Comment:

The water is unfit to drink and leaves a black residue in tub and toilet.

Name: Heather Queen

City: Knoxville

State: TN

Postal Code: 37912

Comment:

Monopoly

Name: Brenda Howard

City:

State:

Postal Code:

Comment:

I am signing because I love living in Powell, but I hate the stress of trying to pay a ridiculous water bill. Our leaders are letting us down by allowing this to happen. Our leaders should be looking out for us, not gouging us and using us for their financial gain.

Name: Lelauna Nolin

City: Knoxville

State: TN

Postal Code: 37912

Comment:

Because our water bill to high!!



Name: Angie Counts

City: Knoxville

State: TN

Postal Code: 37918

Comment:

When we had KUB water we NEVER had a water bill as high as Hallsdale. I don't understand why Hallsdale charges so much. I've inquired several times about why our bill is so much and they blame it on leaking toilets. So.... I suppose everyone that lives in the Hallsdale district has leaking toilets☐

Name: Sherri MacArthur

City: Knoxville

State: TN

Postal Code: 37938

Comment:

Sheryal MacArthur

Name: Donna Anderson

City: Knoxville

State:

Postal Code: 37917

Comment:

Reduce prices

Name: Marlene Thompson

City: Knoxville

State: TN

Postal Code: 37918

Comment:

In the first 3 months we moved here the rates went up. They haven't stopped sky rocketing over the past 10 yrs. It is crazy ridiculous. They've made the area they serve less desirable to move to because the rates are add 100+ a month to home owner expenses.

Name: Carisa Chitwood

City:

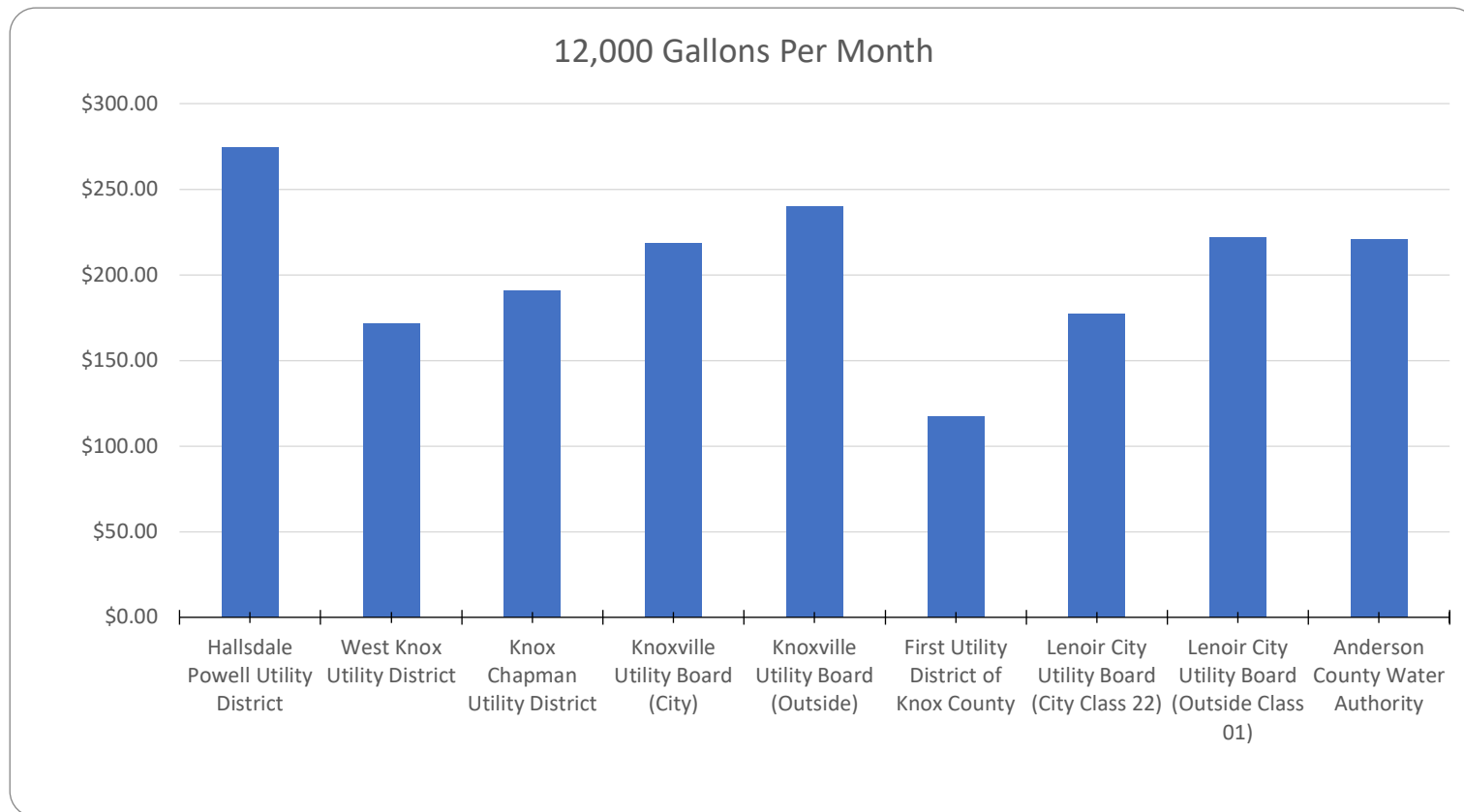
State:

Postal Code:

Comment:

HPUD rates are too high in comparison to other local water companies in the area. We use the same amount of water we used when a KUB customer and our bill is considerably higher with HPUD. Very disappointing.....

	Phone	Residential	Water Rate/	12,000	1-2 CCF	> 2 CCF	Sewer	Sewer Usage	12,000	1-2	> 2 CCF	Source of Data		12,000 gal/month
1	Hallsdale Powell Utility District	865-922-7547	\$9.62	9.16	109.92		\$12.59	11.85	142.20			HPUD		\$274.33
2	West Knox Utility District	865-690-2521	\$13.05	3.71	44.52		\$23.27	7.54	90.48			West Knox		\$171.32
3	Knox Chapman Utility District	865-577-4497	\$17.64	6.30	75.60		\$22.79	6.22	74.64			Knox Chapman		\$190.67
4	Knoxville Utility Board (City)	865-524-2911	\$18.00		a	1*	\$35.90			1.75	8.70	KUB		\$218.30
5	Knoxville Utility Board (Outside)	865-524-2911	\$19.40		b	1.05	\$39.90			1.90	9.30	KUB		\$240.20
6	First Utility District of Knox County	865-966-9741	\$11.48	3.03, 3.77**	c		\$20.92	4.78				FUD Water		\$117.37
7	Lenoir City Utility Board (City Class 22)	865-687-5282	\$14.15	5.67	56.70		\$21.24	8.52	85.20			LCUB Water	LCUB Sewer	\$177.29
8	Lenoir City Utility Board (Outside Class 01)	865-687-5282	\$14.15	5.67	56.70		\$30.79	12.36	120.36			LCUB Water	LCUB Sewer	\$222.00
9	Anderson County Water Authority	865-457-3033	\$18.00	6.20	74.40		\$24.45	9.32	111.84			Telephone Inquiry	1/14/2020	\$220.95



\*\*\* Average rate including HPUD for these districts is 204.70 making HPUD 29% higher than the average in Knox County

\*\*\* The 2nd Highest rates in Knox Co are the KUB rates outside City and HPUD is still 13% higher

#### COST PER MONTH FOR WATER & SEWER FOR FAMILY OF FOUR

The average person uses 80-100 gallons of water per day. A family of 4 would use approximately 12,000 gallons of water per month. 12,000 = (100 x 4 x 30). Calculations, excluding taxes, were applied for each utility company. Published rates were obtained from each utility company website on January 14, 2020 (see source of data). Anderson County Water Authority did not have a website, so rates were confirmed by Anderson County Water Authority via telephone.

Using each utility company's specific method of calculation, rates were calculated for residential properties (single family dwelling with no specified neighborhood, when applicable). Calculations assume that both water and sewer charges were applied.

Exclusions: Irrigation rates, negotiated rates, commercial property rates, and water usage rates in excess of 12,000 gallons per month.

\*KUB 1 CCF = 750 gallons of water. 16 CCF = 12,000 gallons

\*\*First Utility District rate increases to \$3.77 per gallon at 8,100 gallons