

## FAST FACTS FROM THE WWTA

1. The Hamilton County Water & Wastewater Treatment Authority is implementing the Private Service Lateral Program (PSLP) because of an Order from the Tennessee Department of Environment and Conservation requiring us to bring our entire system up to TDEC and EPA standards. TDEC is Tennessee's oversight agency for the WWTA and we are required to adhere to their guidelines.
2. We anticipate implementing the three step program no later than early 2009.
3. When the WWTA comes to your community, you will receive notification that PSLP work will be taking place in your area. WWTA employees will always be in uniform or will have proper identification so you'll feel at ease with those performing the work. Contractors for the WWTA will also have proper identification.
4. Once homes have gone through the three step program (Inspection, Testing and Repairs), homeowners will be required to have their lines inspected every five years (The first homes going through the project would be scheduled for inspections in 2014.). The cost for subsequent service lateral inspections will be paid for by the homeowners.
5. The WWTA will be conducting lateral inspection classes for certification of service lines to allow them to provide this service under the PSLP program for their customers. It is possible that the same plumber you use today will be the one who will inspect your pipes in the future.
6. If we hit a collateral line, or if we find we must dig up a street, we will make our repairs and replace the area to the standards required by the local government entity.
7. Hamilton County isn't the only area in Tennessee under an order to implement this program. Knox County is also under an order and other cities like the City of Chattanooga will soon face these same challenges.
8. Pipes placed in the ground over the years have been made of clay or iron. In some cases, the clay pipes have cracked and allowed roots to infiltrate them, while shifting ground has caused other pipes to move which also allows infiltration to occur. And, in some instances, customers have connected drainage pipes to the lines which send water through the system during large rain events. The PSLP program will address these issues both now and in the future.
9. We agree with our customers that the additional cost of this program is something no one wants; however, TDEC has mandated that we develop programs to address the parts of our system that contribute to overflows and pollution. We must support these efforts to make our environment cleaner for future generations. We know this is tough medicine to swallow in current economic conditions, but we've structured the program costs in a manner that won't put undue expense on any of our gravity customers.
10. The Chattanooga Regional Treatment Plant cannot continue to accept and be forced to treat non-polluted water.
11. The cost for the program is \$8.00 per month (or \$96.00 per year) which will be added to your current sewer bill.

**QUESTIONS? Please, give us a call at: 423.209.7842**