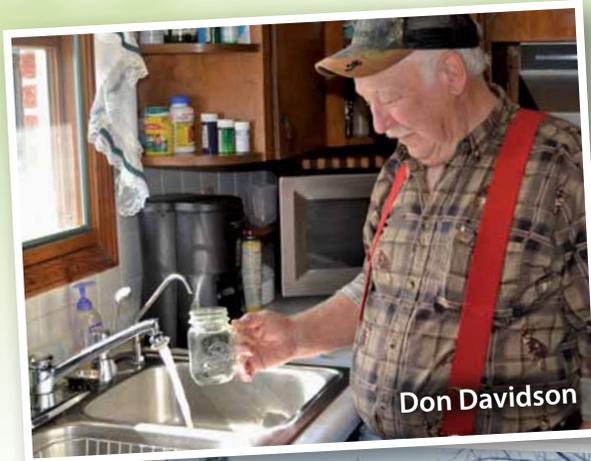


WATER & SEWER SERVICES

The Department of Water and Sewer Services provides potable water for domestic, commercial, industrial, and fire protection needs as well as provides wastewater collection and treatment services for domestic, commercial, and industrial needs. These services are provided as efficiently and effectively as possible while meeting all state and federal regulations.

For years, Don Davidson and his wife, Mary, couldn't have white clothes. He bought two cases of bottled water a week. They had to scrub toilets every day. The water running in his home was orange as a result of galvanized waterlines. The situation started about a decade ago, getting increasingly worse the past three or four years. When Marion Light saw the samples of water his friend Don had taken from his Richard Street home, he knew just who to approach. Marion worked with Water and Sewer Services Director Tom Witherspoon on a local committee, and took the samples to him at their next meeting. The Water and Sewer Services Department responded to the neighborhood the next day and within weeks, 2,400 feet of new waterline was installed for 11 customers in the Sanders Heights neighborhood. It replaced the original galvanized line that was commonly used when a developer installed it more than 50 years ago. "You can't believe the water I lived with," said Don. "But everything's totally changed. I give the City and the water department all the credit. I'm just tickled." The impact of these replacements was evident in an e-mail from Marion, written just after Mary passed away: "Tom, do you recall when I brought to your attention the water discoloration on Richard Street and that one of the ladies had just been diagnosed with cancer? The new line your guys installed was a God-send to that family. To make a long story short, that lady passed away yesterday evening. You and your department's concern and quick action made her final months and days much easier to bear." "She was so proud that we got clean water before she passed away," Don added, with a fresh glass of crystal clear water in hand.



2011 accomplishments:

- Completed and dedicated the Regional Wastewater Treatment Plant after four years of construction and \$23.6 million dollars in construction cost.
- Design of Downtown Brush Creek Sanitary Sewer Interceptor: 3,600 feet of 42-inch gravity sewer interceptor and 2,500 feet of 12-inch waterline.
- Design of Broadway, Main, and State of Franklin Water and Sewer Improvements: 10,200 feet of 20-inch waterline and 3,000 feet of 24-inch gravity sanitary sewer.
- Completed Knob Creek WWTP Chlorine Conversion and Unicoi Water Treatment Plant Chlorine Conversion and Emergency Power Project at a total cost of \$415,000.
- Completed Cash Hollow Sanitary Sewer Improvements project at a total cost of \$422,000.
- State highway relocations
 - SR 75 bridge: 2,100 feet of 16-inch sewer force main and 2,300 feet of 12-inch waterline
 - SR 75 road: 16,950 feet of 12-inch waterline and 19,060 feet of pressure and gravity sanitary sewer (construction under way)
- Completed Greggtown Waterline Project with USDA and Tennessee Department of Economic Development Funding Assistance in the amount of \$1,036,800 and received the John S. Wilder Re-Build Tennessee Award from Tennessee Development District Association for Best Infrastructure Project.
- Read 488,783 meters with 99.76 percent accuracy.
- Completed assessment and cleaning of 302,000 feet of the sanitary sewer collection system.
- Received National Association of Clean Water Agency Awards for all three wastewater treatment plants.
- Received TN/KY Water Environment Association Operational Excellence Awards for all three wastewater treatment plants.

