

WE UNDERSTAND THAT THE NEEDS OF EVERY COMMUNITY ARE UNIQUE. WE CREATE SOLUTIONS TO MEET SYSTEM CHALLENGES.

Tennessee American Water focuses solely on community water and wastewater needs, allowing local government to dedicate tax dollars to other priorities like education and public safety.

Under Tennessee American Water ownership, cities or other water authorities are no longer responsible for system repairs, upgrades, and replacements or meeting stringent, regulatory guidelines. Water and sanitary sewer projects will be completed at a faster rate under Tennessee American Water; operating costs also decrease. According to a study by Public Works Financing, private providers save municipalities an average of 17% due to cost reductions and operational improvements.



FOCUSED ON COMMUNITY NEEDS: WATER & WASTEWATER



CITY OF WHITWELL WATER DEPARTMENT

Approximately 3,000 customers in Whitwell and Powell's Crossroads

When purchased in 2013, the Whitwell water system needed an estimated \$5 million in repairs. Like many cities in America, Whitwell faced the challenges of aging infrastructure. As Whitwell officials looked ahead, they identified these challenges:

- **System performance**, including reliability of service and water losses reported at 50 percent
- **Aging infrastructure**, inadequate flow areas, and outdated and recycled meters
- **Financial challenges**, including future rate increases
- **Pressure to comply** with state and federal Environmental Protection Agency regulations
- **Water treatment plant upgrades**

The Tennessee Regulatory Authority (the previous name of the Tennessee Public Utility Commission) approved the sale of the system for \$1.6 million. The City was able to pay off debt service on the water system, and Tennessee American Water adopted Whitwell's existing water rates.



“Our priorities are being met and Tennessee American Water has proven to be a great partner for Whitwell.”

– Former Mayor CINDY EASTERLY

PLANNING FOR THE FUTURE

Tennessee American Water believes in making strategic system improvements, identified by greatest need and balanced by the price paid by our customers.

We have created a five-year improvement plan averaging \$900,000 annually.

The plan includes projects that will help improve water pressure, extend water mains for important economic development projects, add new water tanks and utilize satellite imagery to identify leaks.

QUESTIONS?

We can be reached at our Customer Service Center: 1-866-736-6420.

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.

COMMUNITY PARTNERS: WHITWELL & TENNESSEE AMERICAN WATER

The immediate impact for the local community and its customers include:

- **Keeping** Whitwell's existing water rates
- **Having existing employees** continue to operate the system
- **Immediate improvement** in service reliability
- **\$1.6 million** in proceeds to the City of Whitwell

There have been other upgrades and additions to the water utility system post acquisition. The City of Whitwell wanted to be sure that service improvements for customers were a top priority along with quality customer service and minimizing future rate increases.

SINCE THE PURCHASE, IMPROVEMENTS INCLUDE:

- **Investing \$725,000** to make improvements during our first three years of operation
- **Replacing all water meters** with automatic models for better accuracy
- **Implementing environmental compliance** to properly dispose of river sediment
- **Establishing efficiency measures** to decrease cost of chemicals



Water Operator Frances Ellis checks a water sample during her shift.



Whitwell Employee, Kevin Higdon, is one of many existing City of Whitwell employees who continues to operate the system.



Regular inspection and repair helps maintain reliable service.

