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• **Aging infrastructure**, inadequate flow areas, and outdated and recycled meters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
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

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.

Regular inspection and repair helps maintain reliable service.