



## Protect your pipes from winter weather

During extended cold spells, pipes can freeze, making them more susceptible to cracking or bursting. Depending on the severity, a cracked or busted pipe can lead to low water pressure – or in a worst-case scenario, no water – along with expensive cleanup and repair bills. It can also lead to higher water usage and a higher than average water bill. The good news is there are some simple steps you can take to protect your pipes from the extreme cold:

- Disconnect and drain outdoor hoses.
- Insulate pipes or faucets in unheated areas, or areas that are exposed to the cold.
- Seal off access doors, air vents and cracks.
- Consider installing "heat tape" or "heat cable".
- Keep your garage door shut.
- Let your faucets drip. Allowing a slow drip of the faucet will have a minimal impact on your monthly water usage but can help prevent pipes from freezing.
- Open cabinets, particularly in the kitchen and bathrooms that are located on an exterior wall.
- Locate your master shutoff valve, just in case you need to quickly turn off your water.

To learn more, visit the "News" section of our website, or watch our [short "how to" video](#) (you can also search White House Utility District on YouTube).

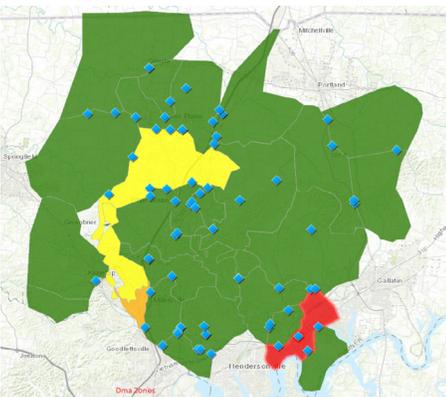


[Click for Video: Protect Your Pipes from Winter Weather](#)

## WHUD gains national attention for innovative approach to leak detection

In 2017, WHUD's leak detection program gained national attention for its high-tech approach to detecting leaks - an approach that few utilities across the country are using.

The reason is simple. About five years ago, we were looking at a roughly \$20 million expansion project. As we began researching our options, we discovered that new technology would allow us to improve our existing infrastructure and potentially avoid the expansion for several years.



In 2015, the district installed automated devices at key points throughout our 600-square mile service area to begin identifying areas that had abnormally high water demands. The devices monitor and record water usage at night when demand should be the lowest. The system is sensitive enough to detect leaks as little as two gallons a minute (1/8 of an inch hole in the diagram below).

This system essentially lets us see beneath the surface in real time, which means crews can find and repair leaks much faster and often before there is a critical issue. It is also making the process of leak detection, which has historically been a slow and reactive process, much more proactive.

1/32"	•	180 gallons/day
1/16"	•	690 gallons/day
1/8"	•	2,760 gallons/day
1/4"	•	11,030 gallons/day

## Questions?



615-672-4110



PO Box 608  
White House, TN 37188



3303 Hwy 31W  
White House, TN 37188



[info@whud.org](mailto:info@whud.org)



[www.whud.org](http://www.whud.org)



M-F, 8am – 4pm



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We answer emergency calls 24/7.

## Did you know...

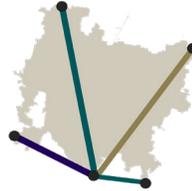
- WHUD is geographically the largest water and sewer utility in the state of TN. We cover 600 square miles, which is almost twice the size of New York City (approx. 305 square miles).



- Because we cover so much ground, we have one of the longest main lengths in Tennessee. We maintain 1,042 miles of pipes, valves, pumps, etc. To put it in perspective, that's longer than Hendersonville, Gallatin and Portland utilities' combined main lengths. It's also longer than a trip from White House, TN to Ottawa, Canada (1011 miles).



- And because of our geographic spread, we have a long way to pump the water. From our water treatment plant on Rockland Road in Hendersonville, we pump water 40 miles north, all the way to the Kentucky state line; nearly 20 miles east; roughly 15 miles west; and several miles south to Cages and Douglas Bend areas in Gallatin.



- We have significantly fewer connections per mile than our neighboring utilities, which means fewer customers are sharing the cost of the water production and delivery. Nashville has 63 connections per mile, and Hendersonville has 65. We have half of that at 32 connections per mile.



- In 2017, WHUD completed a statewide rate survey and found that our rates are the median for the 364 utilities in TN that were surveyed. Rates ranged from a little more than \$13 to nearly \$95 per 4,710 gallons of water. The survey also suggests that population density, topography and main length are key factors in determining rates across the state.

## 2018 Rates

### Water Rates

Basic Service Charge: \$8.33/month  
Water Use Charge: \$0.00748/gallon

Example:

4,500 gallons/month: \$41.99/month  
Basic Service Charge: \$8.33  
Water Use Charge (4,500 x .00748): \$33.66

## The Cost of H2O



\$1.00



\$3.50



\$2.00+



\$3.00

At WHUD, one gallon of water costs 3/4 of a penny. That's less than the cost of a single bottle of water from a vending machine, a gallon of soda, a gallon of gas, or a gallon of milk.



## Leak detection program (cont.)

Since inception, we've seen tremendous success through our leak detection program. Here are just a few highlights:

- In 2017, we saved more than 70 million gallons of water - that's enough to supply our entire service area for nearly a week.
- Of the 10 largest utilities in Tennessee, WHUD has the top score when it comes to the quality of the data in our water loss program (92 out of 100).
- Our water savings program has extended the life of our current infrastructure for at least 10 years.

## How to check for leaks in your home

Just like leaks in our system, leaks in your home plumbing can waste valuable fresh water. But leaks in your home plumbing can also impact your water bill through increased water usage. Avoid both those circumstances by following a few simple steps to check for leaks:

1. Turn off all faucets inside and outside. Make sure that your dishwasher, washing machine, toilets, etc., are not running.
2. Record your meter reading on the water meter located outside your home (usually on a front corner of your property). While recording your reading, you can also check the dial located in the middle of your meter that resembles a pinwheel. If you see that your pinwheel dial is moving, you can assume you have a leak. If the pinwheel dial is not moving, proceed to Step 3.
3. Wait at least one (1) hour, or longer if needed, using absolutely no water. (Remember not to flush any toilets during this time.)
4. Record your meter reading again and compare the two readings.
5. If the reading has increased, you may have a leak, and you may want to contact a licensed plumber or repair the leak yourself.
6. If the reading is the same, you do not have a leak.



[Click for Video: How to Check for Leaks and Read Your Meter](#)

White House Utility District

3303 Highway 31W | P.O. Box 608 | White House, TN 37188 | (615) 672-4110 | [www.whud.org](http://www.whud.org)