

# 2023 WATER QUALITY REPORT

Clean, Efficient, Reliable Water



[www.eastsideutility.com](http://www.eastsideutility.com)

*Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.*

 **Follow Us** <https://facebook.com/EastsideUtility>



**SCAN TO SIGN UP**

## **WATERSMART PORTAL**

*Discover a smarter way to manage your water.*

- *Daily Usage Information*
- *Customized Notifications*
- *Potential Leak Alerts*
- *Monthly Water Cost Estimates Based on Your Usage*

*Learn more by visiting [www.eastsideutility.com/portal-guides](http://www.eastsideutility.com/portal-guides)*

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# What is a Water Quality Report?

Each year, we provide a short report, commonly known as a Consumer Confidence Report or CCR, which details the source and quality of your drinking water. This comprehensive document educates consumers about the safety and compliance of our water supply.

## Is my drinking water safe?

Yes, our water meets all Environmental Protection Agency (EPA) standards. We have conducted numerous tests for over 80 contaminants that may be found in drinking water. As shown in the following chart, we only detected 10 of these potential contaminants. All of the contaminants found were within safe levels according to EPA regulations.

## We Meet or Exceed State and Federal Quality Standards

As detailed in this Annual Water Quality Report, the water leaving our treatment plant meets or exceeds state and federal quality standards.





# Eastside Utility District

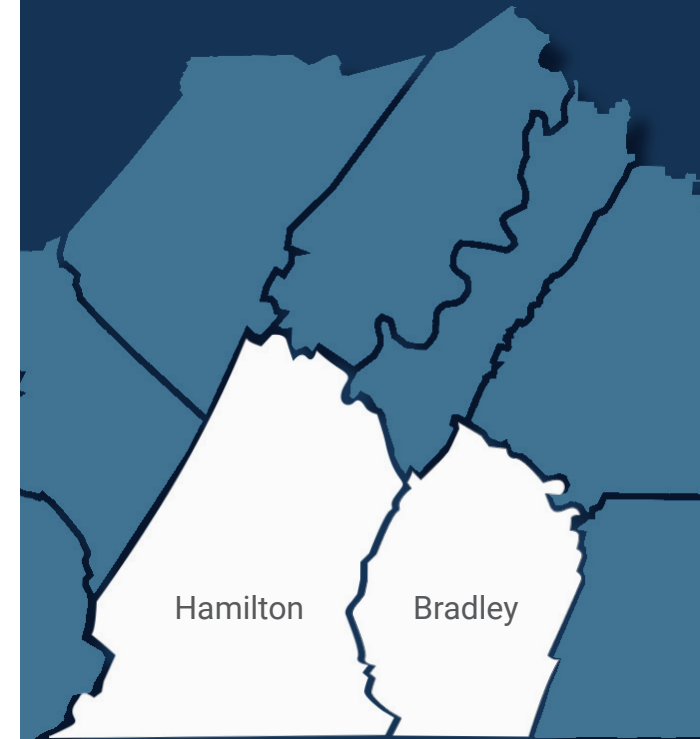
We are committed to providing clean, safe water.



At Eastside Utility District, we are committed to providing clean, safe water for our residents. Each year, we invest in maintaining and enhancing our water infrastructure to uphold this commitment. To ensure the quality and safety of the water supplied to our customers, and in compliance with regulations from the Tennessee Department of Environment and Conservation (TDEC) and the Environmental Protection Agency (EPA), we conduct regular testing of both "regulated" and "unregulated" contaminants in the water we provide to our customers. As detailed in our Annual Water Quality Report, the water leaving our Eastside Utility treatment plant meets or exceeds state and federal quality standards.

## Who are Our Customers?

We provide water to consumers in Hamilton and Bradley counties and through wholesale meters to consumers in Catoosa and Whitfield counties. Eastside's defined service area lies within Bradley and Hamilton counties where we serve 22,000 customers in a 51 square mile area of Hamilton County, delivering water through 467 miles of water mains. In Bradley County we directly serve approximately 19 square miles of mostly a rural area, serving approximately 1,811 residents, delivering water through 35 miles of water mains. Eastside Utility also sales water to wholesale customers including; Savannah Valley Utility District, Ocoee Utility District, Cleveland Utilities, Catoosa County Water Authority and Dalton Utilities. Our service area also includes the Enterprise South Industrial Park which serves as the anchor for continued growth and economic development for Chattanooga and the surrounding tri-state area.



23K

**SERVING**  
23,811K Customers

502

**MILES**  
of water mains

**Wholesale Customers Include;** Savannah Valley Utility District, Ocoee Utility District, Cleveland Utilities, Catoosa County Water Authority and Dalton Utilities.

# Best Tasting Water Contest 2023 REGION 10 WINNER

*for the third year in a row.*



*Pictured, left to right: Lisa Porter, Solutions by SET; Wesley and Jenna Hazelet, Servline; Jay Mullin, General Manager of Eastside Utility District; John Little, MTSU; and Nick Iberg and Klay Thompson, Eastside Utility District*



- REGION 1: LAKEVIEW UTILITY DISTRICT
- REGION 2: WEST KNOX UTILITY DISTRICT
- REGION 3: NORRIS WATER COMMISSION
- REGION 4: MCMINNVILLE UTILITIES
- REGION 5: HENDERSONVILLE UTILITY DISTRICT
- REGION 6: WINCHESTER UTILITY SYSTEM
- REGION 7: LORETTO UTILITIES
- REGION 8: HUMBOLDT UTILITIES
- REGION 9: SECOND SOUTH CHEATHAM UTILITY DISTRICT
- REGION 10: EASTSIDE UTILITY DISTRICT
- REGION 11: OAKLAND WATER SYSTEM





## What is the Source of My Water?

Your water comes from the Tennessee River which is classified as a surface water source of supply. Our goal is to protect our water source from contaminants and we are working with the State to determine the vulnerability of our water source to potential contamination. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination. To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible, moderately susceptible or slightly susceptible based on geologic factors and human activities in the vicinity of the water source. The Eastside Utility District (EUD) water supply source rates as reasonably susceptible to potential contamination.

An explanation of the Tennessee SWAP report including the source water supply assessment summaries, susceptibility scorings and the overall TDEC report can be provided upon request from EUD or by viewing online at <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html>



# THE NEW WATERSMART PORTAL Is Here!

## Discover a smarter way to manage your water!




Eastside Utility's smart meter investment project for residential and commercial customers to replace nearly 24,000 traditional water meters with new smart water meters has begun. The new smart metering system will provide a more accurate system of data, improving internal operations and external customer service.

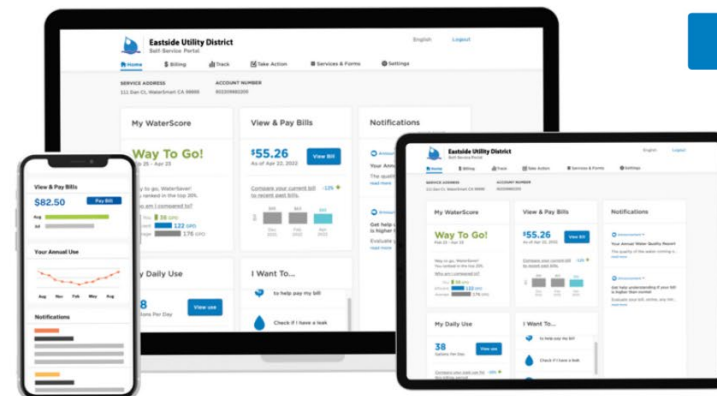
### The WaterSmart Customer Portal from Eastside Utility is live!

You can now manage your account and pay your bill online, all from one convenient place. Once your smart water meter is installed, you can track and analyze your daily water usage, receive potential leak alerts, and receive customized water and moneysaving tips. Discover a smarter way to manage your water. Visit [www.eastsideutility.com](http://www.eastsideutility.com) to get started.

### WHAT YOU'LL GET

The WaterSmart Portal will help you track your home's water use at macro and micro levels.

-  **How you compare.** See how your water use compares to similar homes.
-  **Ways to save.** Get personalized, step-by-step actions.
-  **News and events.** Stay up to date.



## 3 STEPS TO START SAVING

**Visit**  
[EastsideUtility.com](http://EastsideUtility.com)

**Register**  
Use your account number listed on your water bill and your service address zip code to register.

**Personalize**  
Answer our simple profile survey to provide accurate comparison to similar households.

### LOG ON AND START SAVING

[EastsideUtility.com](http://EastsideUtility.com)

# Water Quality: Term Definitions

**MCL** - Maximum Contaminant Level, or the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**MCLG** - Maximum Contaminant Level Goal, or the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**MRDL**: Maximum Residual Disinfectant Level, or the highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for the control of microbial contaminants.

**MRDLG**: Maximum Residual Disinfectant Level Goal, or the level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**AL** - Action Level, or the concentration of a contaminant which, when exceeded, triggers treatment or other requirements which a water system must follow.

**Below Detection Level (BDL)** - laboratory analysis indicates that the contaminant is not present at a level that can be detected.

**Non-Detects (ND)** - laboratory analysis indicates that the contaminant is not present.

**Parts per million (ppm) or Milligrams per liter (mg/l)** – explained as a relation to time and money as one part per million corresponds to one minute in two years or a single penny in \$10,000.

**Parts per billion (ppb) or Micrograms per liter** - explained as a relation to time and money as one part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

**Picocuries per liter (pCi/L)** - picocuries per liter is a measure of the radioactivity in water.

**Nephelometric Turbidity Unit (NTU)** - nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

**TT** - Treatment Technique is a required process intended to reduce the level of a contaminant in drinking water.

*Beginning April 1, 2016, the revised Total Coliform rule replaced Total Coliform as a regulated contaminant with levels 1 & 2 assessments to be performed if violations occur. EUD had no violations of the regulated Total Coliform rule.*

**RRA** - Running Annual Average

**HRAA** - Highest Running Annual Average of all sites tested.

**RTCR** – Revised Total Coliform Rule. This rule went into effect on April 1, 2016 and replaces the MCL for total coliform with a Treatment Technique Trigger for a system assessment.



# Water Quality Report

Regulated Contaminant	Violation Yes/No	Level Found	Range of Detections	Date of Sample	Unit of Measurement	MCLG	MCL	Likely Source of Contamination
Coliform Bacteria	N	0 IN 720 100%	0	Daily 2023	Colonies per 100 M/L	0	AL Trigger	Naturally present in the environment.
Turbidity <sup>1</sup>	N	0.05	0.02 - 0.05	Daily 2023	NTU	N/A	0.30	Soil runoff
Copper	N	90 <sup>th</sup> % = 0.0848	0.00756 to 0.158	2023	PPM	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Fluoride	N	0.69 RAA	0.61 to 0.86	Daily 2023	PPM	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Lead <sup>2</sup>	N	90 <sup>th</sup> % = 2.32	<2.00 to 9.10	2023	PPB	0	AL=15	Corrosion of household plumbing systems, erosion of natural deposits.
Sodium	N	7.36	7.36	2023	PPM	N/A	N/A	Erosion of natural deposits; used in water treatment.
TTHM [Total Trihalomethanes]	N	38.10 HRAA	19.70 to 50.40	2023	PPB	N/A	80	By-product of drinking water chlorination.
Haloacetic Acids (HAA5)	N	20.58 HRAA	9.51 to 27.00	2023	PPB	N/A	60	By-product of drinking water disinfection.
Chlorine	N	1.80 HRAA	0.70 to 2.49	2023	PPM	4	4	Water additive used to control microbes.

<sup>1</sup> We have met the treatment technique with 100% of the monthly samples below the Turbidity limit of 0.3 NTU. Turbidity is a measure of the clarity or cloudiness of water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

<sup>2</sup> Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. During the most recent round of Lead and Copper testing, 0 of the 30 households sampled contained concentrations exceeding the action level. Additional information is available from the Safe Drinking Water Hotline (1-800-426-4791).

# Water Quality Report

Regulated Contaminant	Violation Yes/No	Level Found	Range of Detections	Date of Sample	Unit of Measurement	MCLG	MCL	Likely Source of Contamination
Total Organic Carbon <sup>3</sup>	N	1.09 HRAA	0.758 to 1.41	2023	PPM	TT	MET TT For 2023	Naturally present in the environment.
Nitrate	N	0.317	0.317	2023	PPM	10	10	Run-off from fertilizer, leaking septic tanks, erosion, natural deposits.
VOC	N	BDL	BDL	2023	PPM	N/A	N/A	Soil Runoff
Organics	N	BDL	BDL	2023	PPM	N/A	N/A	Runoff
Radionuclides	N	BDL	BDL	2023	PCI/L	N/A	N/A	Erosion of Natural Deposits.

<sup>3</sup>The Treatment Technique requirements for Total Organic Carbon were met in 2023.

2023 Unregulated Contaminants	Sample Period	Entry Point To Distribution System Level Found	Reporting Limit
Perfluorinated And Polyfluorinated Alkyl Substances	9-13-2023	Perfluorobutanoic Acid (0.0112 ug/L)	0.0050 ug/L
Perfluorinated Alkyl Acids	9-13-2023	BDL	N/A
Metals (Lithium)	9-13-2023	BDL	N/A

**Iron:** Iron occurs naturally in our raw water and occasionally accumulates in the distribution system. Iron shows up as “red” or “rusty” water at your tap. Although you do not want to drink water that is not clear, iron is not considered to be a hazard to your health. We test for iron daily and it is usually around 0.01 ppm. The aesthetic limit for iron is 0.3 ppm.

2023 Unregulated Contaminants	Sample Period	Entry Point To Distribution System Level Found	Reporting Limit
Perfluorinated And Polyfluorinated Alkyl Substances	12-13-2023	BDL	N/A
Perfluorinated Alkyl Acids	12-13-2023	BDL	N/A
Metals (Lithium)	12-13-2023	BDL	N/A

Entry Point Disinfection By-Product	Level Found	Range	Date Sampled	Units
TTHM (Total Trihalomethanes)	17.10 ( HRAA )	12.5 TO 16.9	Quarterly 2023	PPB
Haloacetic Acids (HAA5)	8.35 ( HRAA)	5.05 TO 13.5	Quarterly 2023	PPB

**Cryptosporidium:** Testing was conducted during the months of January through December 2016, to determine if there was a presence of cryptosporidium in our water distribution system and none was found.

**Pharmaceuticals:** Flushing unused or expired medicines can be harmful to your drinking water. Properly disposing of unused or expired medication helps protect you and the environment. Keep medications out of Tennessee’s waterways by properly disposing of them at one of Hamilton County’s permanent prescription drug take-back locations. For a list of locations please visit: <https://tdeconline.tn.gov/rxtakeback/>

**Unregulated Contaminants:** Contaminants for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. For additional information call the Safe Drinking Water Hotline at (800) 426-4791.



## Additional Information About Your Water

### Is our water system meeting other rules that govern our operations?

To ensure the quality and safety of the water supplied to our customers, the State of Tennessee and EPA requires us to routinely test the water supplied for both “regulated” and “un-regulated” contaminants. We are pleased to inform you we are in compliance with all State and Federal water quality requirements. Copies of those test analysis are available upon request.

### Do I Need To Take Special Precautions?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA and CDC both provide guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants which are available from the Safe Drinking Water Hotline 1-800-426-4791.

### Contaminants that may be present in source water:

- » Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- » Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial, or domestic wastewater discharges, oil and gas production, mining, or farming.
- » Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- » Organic chemical contaminants, including synthetic and volatile organic chemicals, are by-products of industrial processes and petroleum production, or can also come from gas stations, urban stormwater runoff, and septic systems.
- » Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

### Why are there contaminants in my water?

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline 1-800-426-4791.

# Additional Information About Your Water

## Other Information

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and in some cases radioactive material, or it can pick up substances resulting from the presence of animals or from human activity.

In order to ensure that tap water is safe to drink both EPA and TDEC set regulations which limit the amount of certain contaminants in water provided by public water systems. Eastside Utility District's water treatment processes are designed to reduce any such substances to levels well below any health concern. The Food and Drug Administration (FDA) provides regulations for established limits on contaminants found in bottled water, which must provide the same level of protection for public health.

*Our Board of Commissioners meet on the second Thursday of each month at 10:00 AM, at 3018 Hickory Valley Road, Chattanooga, TN 37421. Anyone wanting to attend or address the board meeting please visit our website at [www.eastsideutility.com](http://www.eastsideutility.com) for guidelines.*



**For more information about your drinking water, please call contact Richard Davis at 423-892-1308 or Nick Oberg at 423-892-1308 between 8:00 AM and 5:00 PM, Monday through Friday.**

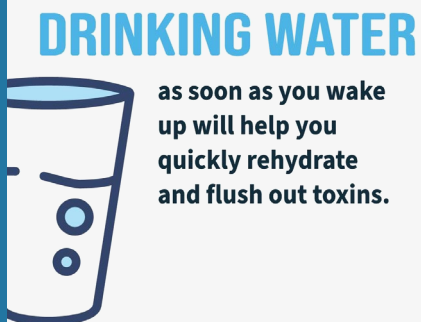
Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

# SAVE WATER

*There are a number of easy ways to save water, and they all start with YOU!  
When you save water, you save money on your utility bills.*

## Here are just a few ways...

1. A leaky faucet dripping at the rate of one drip per second can waste more than 3,000 gallons per year. **Sign up for leak alerts at <https://eastsideutilitytn.watersmart.com/> to save water and money!**
2. When washing dishes by hand, don't let the water run while rinsing.
3. Fill one sink with wash water and the other with rinse water. Shorten your shower by a minute or two and you'll save up to 150 gallons per month.
4. Cover outdoor spigots and faucets during the winter to prevent pipes from freezing and bursting.
5. Water lawns early in the morning during the hotter summer months to prevent evaporation.
6. When remodeling a bathroom, install a new low-volume flush toilet that uses only 1.6 gallons per flush.
7. Use a toilet tank displacement device such as a toilet dam or bag. Another alternative is filling a plastic bottle with stones or water, recapped, and placed in the toilet tank. These devices will reduce the volume of water in the tank but will still provide enough for flushing. *(Displacement devices are not recommended with new low-volume flush toilets.)*





# Understanding PFAS: Protecting Our Water Supply

**Eastside Utility is dedicated to ensuring that the water you and your family rely on is clean and safe.** In our ongoing commitment to this mission, we want to shed light on Per- and Polyfluoroalkyl (PFAS) chemicals, what they are, where they come from, and how we are following the United States Environmental Protection Agency (EPA) sampling requirements to monitor these emerging contaminants.

## What is PFAS?

Per- and Polyfluoroalkyl Substances, or PFAS, are a group of over 5,000 compounds manufactured and used in the U.S. since the 1940s. This diverse family of chemicals is extensively used in producing various consumer goods ranging from water-resistant clothing, non-stick cookware, and food packaging to stain-resistant carpets.



WATER RESISTANT CLOTHING



FIREFIGHTING FOAM



PAINT



NON-STICK COOKWARE

## Why is PFAS a concern?

PFAS compounds are released into the environment during the manufacturing, usage, and disposal of PFAS-containing products. PFAS contains tight chemical bonds that are difficult to break down in the environment.

## What is being done to protect my drinking water?

In April 2024, the EPA issued a national primary drinking water regulation on six types of PFAS to be implemented by 2029. Eastside Utility is complying with the monitoring requirement and compliance of the PFAS regulation.

Some common types of PFAS (PFOA and PFOS) were voluntarily phased out by U.S. manufacturers in the mid-2000s, although there are a limited number of ongoing uses, and these chemicals remain in the environment due to their persistence and lack of degradation.

TDEC is conducting a statewide sampling initiative to test all public

**To learn more about PFAS, visit:**

<https://www.tn.gov/health/cedep/environmental/environmental-health-topics/eht/pfas.html>

[https://www.tn.gov/content/dam/tn/environment/policy-planning/documents/pfas/opp\\_pfas-brief.pdf](https://www.tn.gov/content/dam/tn/environment/policy-planning/documents/pfas/opp_pfas-brief.pdf)

drinking water sources for 29 PFAS compounds established by the EPA's Unregulated Contaminant Monitoring Rule 5 (UCMR 5). Eastside Utility is participating in this sampling initiative and reporting results to TDEC. TDEC will publicly publish assessment results as they become available. The results of this extensive sampling effort will be made accessible to the public through TDEC's dedicated PFAS webpage at <https://www.tn.gov/environment/policy/pfas>. Eastside Utility recognizes the importance of safe and clean drinking water, and we are following the guidance of TDEC and the EPA regarding how to move forward.

## About Lead

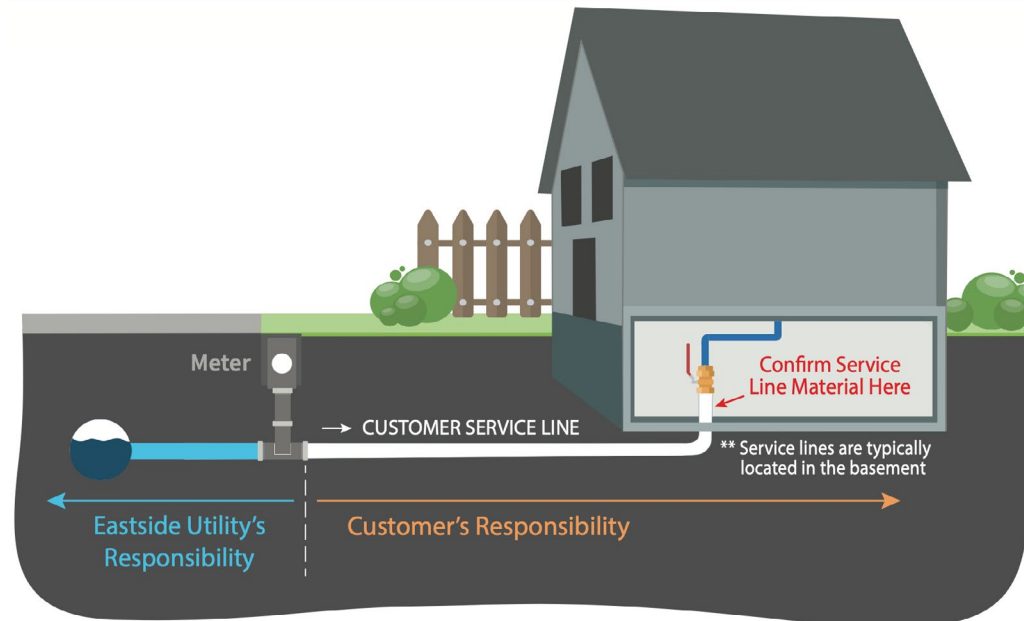
If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Eastside Utility District is responsible for providing high quality drinking water but we cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested.

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <https://www.epa.gov/safewater/lead>



## Service Line Material Survey

To meet TDEC and EPA inventory requirements associated with revisions to the 1991 **Lead And Copper Rule (LCR)**, Eastside Utility is creating an inventory of the water pipe materials in our service area and recording the location of any verified or potential lead and galvanized service lines. We have already determined that most properties in our service area do NOT have lead service lines initiating from the utility side. We need YOUR assistance to help identify any potential lead and galvanized pipe materials that could be found on the public side.



# WATER SERVICE LINE MATERIAL SURVEY (SLM)

The information provided will help us meet new regulatory requirements and identify any potential lead source for future actions.

**It's Simple.  
Scan the QR Code to Start**

or visit [www.eastsideutility.com/slm-survey](http://www.eastsideutility.com/slm-survey)



## Locate and identify your service line material.

The information provided will help us meet new regulatory requirements and identify any potential lead source for future actions.



**Find your water service line** (water pipe). It is usually located in the garage or crawl-space where it enters the building from an exterior wall and is connected to a shut off valve.



**Gently scratch the pipe's surface** using a key, coin, or strong refrigerator magnet. If the magnet adheres, the pipe is made of steel, not lead. Ensure to only create a superficial scratch. Please note that simply having a lead service line does not mean your home's water has high levels of lead in your drinking water.



**Report your findings in our service line inventory survey.**







### How-To Videos

Watch our step-by-step videos for more help.

- ▶ Perform the Magnetic & Scratch Test
- ▶ Take the Survey & Submit Your Results

Typical service line pipe materials include copper, galvanized steel, plastic, and lead as shown below:

	<b>Galvanized:</b> A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.
	<b>Copper:</b> The color of a copper penny.
	<b>Plastic:</b> Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	<b>Lead:</b> A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.

### BY COMPLETING THE SURVEY, YOU WILL:

- Receive peace of mind by identifying your service line material.
- Help reduce your and your family's potential for lead exposure.
- Help EUD update our service line material inventory.





## Eastside Utility District

**Customer Service:** 423-892-2890

[customerservice@eastsideutility.com](mailto:customerservice@eastsideutility.com)

**Mailing Address:** P.O. Box 22037 Chattanooga, TN 37422

**Physical Address:** 3018 Hickory Valley Rd. Chattanooga, TN 37421

**Hours:** 8 AM to 5 PM Monday – Friday

[www.eastsideutility.com](http://www.eastsideutility.com)

**Safety Tip:** *We will never ask to come inside your home to take a water sample. Employees are always in marked Eastside Utility trucks and take samples only during normal business hours, Mon. - Fri. 8 a.m. - 5 p.m. We urge the public to be ever vigilant and report any suspicious activities at any of our facilities, including the treatment plant, pumping stations, tanks, fire hydrants, meter settings, etc., to 423-892-1308.*