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City of Franklin Water Management Department Achieves a 96 percent Approval Rating *Sanitary Survey Earns Highest rating since 1997*

Franklin—The Tennessee Department of Environment and Conservation (TDEC) has conducted a sanitary survey of Franklin's Water Management Department and has given the City an approved rating of 96. This is the highest rating the water department has received since 1997, with a one-time low rating of 28 in 2005. 95-100 percent is TDEC's highest approved rating. 90-94 percent is considered provisionally approved and 0-89 percent is unsatisfactory. TDEC commended the department in several areas and also encouraged the department to improve where possible.

"Going from a score of 28 percent in 2005 to their recent score of 96 percent, the city of Franklin has made remarkable progress over the past four years," said Environment and Conservation Deputy Commissioner Paul Sloan. "While the city's efforts are commendable, the Franklin Water Department recognizes that there is still work to be done and they are making every effort to comply with drinking water standards."

One of the areas discussed in the report for improvement and received a notice of violation was the cross-connection program. The cross connection program entails backflow systems for business and residences. The staff of the water management department is already working on improvements for this program, which include bringing the testing process in-house; revisions to the city's cross connection control plan; and ordinance and educational materials. TDEC commended the department's efforts made so far to improve the program.

"The department has come a long way in improving its practices, customer service and management of the system. It's imperative that operations continue to be refined and staff continue to train and seek guidance from regulatory officials and industry leaders in order to better serve our customers," said Director of Water Management, Mark Hilty. "Some of the other areas noted in the survey that require improvement are generally related to documentation. Practices are being reviewed to address these deficiencies and to further improve operations. I am very thankful to all staff who have worked so diligently in helping this department evolve. The important thing now is that we allow ourselves a moment of pride, recognize our faults, and continue to move forward."

"I would like to congratulate Mark Hilty, Director of our Water Management program and his dedicated staff for greatly improving the rating in the Sanitary Survey," said Franklin City Administrator Eric Stuckey. "We still have work to do going forward, but this is evidence we are heading in the right direction and working to provide the best water quality to the citizens of Franklin."

For a copy of the full Sanitary Survey report, please go to our Web site at www.franklintn.gov.

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