

ROCKWOOD WATER LINES

THE ROCKWOOD WATER PEOPLE'S UTILITY DISTRICT NEWSLETTER
2017 ISSUE 3



WE HAVE TWO VACANCIES ON OUR BOARD OF DIRECTORS!

We have two vacancies on our five-member Board of Directors. Two of our Directors have moved out of the District. They represent Subdistricts #2 and #3.

WHAT ARE THE QUALIFICATIONS?

- You must live in Subdistrict #2 or #3.
- You must have resided in the subdistrict you are applying for at least two years.
- You must be a registered voter.

HOW DO I APPLY?

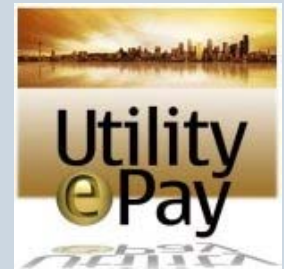
- Go to our website at www.rwpud.org and download the application packet or pick one up from our office.
- Fill out the brief, one-page application, and send it in to our office.
- Applications are due by 4:00 p.m. on Tuesday, October 17, 2017.

MORE INFORMATION

- Our subdistrict boundaries are not aligned in an even square area. Please refer to the maps in the application packet to see the exact boundaries of the subdistricts.
- Subdistrict #2 is roughly from Stark Street south to 3rd Street in Gresham and 170th Avenue east to 217th Avenue in Gresham.
- Subdistrict #3 is roughly from Sandy Boulevard south to 23rd Street in Gresham and 181st Street east to Hogan.
- Check out the Board Agendas and Meetings page (www.rwpud.org/board-agendas-and-minutes) to view videos of our Board meetings.

DID YOU KNOW YOU CAN PAY YOUR WATER BILL ONLINE?

Just go to our website at www.rwpud.org and click on the Utility ePay icon.



You can pay by:

- Visa
- MasterCard
- American Express
- Discover
- Check

Visit our Customer Services webpage for other ways you can pay your water bill.



NATIONAL CUSTOMER SERVICE WEEK OCTOBER 2 - 6, 2017

Customer Service Week is an international celebration of the importance of customer service and of the people who serve and support customers on a daily basis. In 1992 the U.S. Congress proclaimed Customer Service Week a nationally recognized event, celebrated annually during the first full week in October.

Please join us in recognizing our hard-working customer service staff who strive every day to provide exceptional service to our customers.

Most Americans take the water systems that bring clean water to and from their homes and businesses for granted. They turn on the tap and flush the toilet without thinking twice about where that water came from or where it will go.



Imagine a Day Without Water

October 12, 2017

But could you imagine a day without water? Without safe, reliable water?

The third annual Imagine a Day Without Water campaign will be held on October 12, 2017 to raise awareness and educate America about the value of water. We all need safe and reliable water to ensure we can go about our daily lives without interruption. Americans across the regional and political spectrum know that investing in our drinking water systems is key.



Rockwood Water People's Utility District Board of Directors and staff have been diligently following our mission statement to strive for total customer satisfaction by providing the safest and highest quality water at the most responsible cost and to professionally manage Rockwood Water to assure its financial health for the ongoing protection of our customers.

As you imagine a day without water, know that Rockwood Water has a structurally sound infrastructure and fiscally manageable financial and capital improvement plans to help us provide you safe, reliable water into the future.

EMERGENCY WATER SUPPLY TIP

TYPES OF CONTAINERS TO STORE YOUR EMERGENCY WATER SUPPLY

You can keep your emergency water supply in bottles that you purchase from a store, or you can use your own container. If you purchase commercially bottled water, keep it in its original container and do not open it until you need to use it.

If you choose to store water in your own container, make sure that it has a tight seal, is made of food-grade plastic or steel that is designed to hold water, and is properly sanitized before you fill it with tap water. You can find a variety of food grade containers at most camping or outdoor stores. Two liter soda bottles can also be reused to store water.

CONTAINERS TO AVOID INCLUDE:

- Glass (too heavy, may break).
- Previously used milk jugs or juice bottles (milk protein and fruit sugars cannot be adequately removed from these containers and provide an environment for bacterial growth).

PAYMENT ASSISTANCE

The District offers bill payment assistance to qualifying low-income customers. At this time, the financial assistance is a one-time crisis assistance payment of \$132.00 **OR** a bi-monthly discount of \$22.00 on water bills for one year (six bills). To find out if you meet our Customer Assistance Program income guidelines, contact Human Solutions, Inc., 503-548-0217. Their offices are located at:

Rockwood Office: 124 NE 181st Ave.
Portland Office: 12350 SE Powell Blvd.

