

# ROCKWOOD WATER LINES

THE ROCKWOOD WATER PEOPLE'S UTILITY DISTRICT **NEWSLETTER** 2018 ISSUE 2

## Why must we pay for water?

The service we provide continues to be a great value, but like many basic services today, the costs are increasing. When you turn on the faucet, the water flows — you expect your water to always be available. But what you may not know is that there is a lot of time that goes into ensuring you always have a reliable and useable water supply delivered to your home. We do more than just provide you with water; we provide a comprehensive service that includes:

- monitoring and testing your water daily to ensure quality and safety
- providing ongoing maintenance on critical infrastructure, replacing broken lines and maintaining reservoirs and pumps investing in various water supplies, to ensure we can supply water to our growing population preparing for emergencies such as earthquakes and fire

Here's a quick guide to help you understand your water bill:

A fixed rate is for the service provided (meter). *This cost is the same each month and often times is the bulk of the cost on your water bill*

A variable rate is based on the amount of water you use:

- 1 cubic foot = 7.48 gallons
- 100 cubic feet = 748 gallons (Which equals 1 unit on your bill)
- 1 gallon = less than \$0.0033
- 1 cubic foot = 7.48 gallons = \$0.0245

100 cubic feet = 748 gallons = \$2.45

Bottled water can be around \$0.083 or more per gallon of water. A study released by the federal government General Accounting Office (GAO) in 2009 said bottled water undergoes less scrutiny than tap water, which must meet a tougher safety standard. The GAO study found that the regulation of bottled water (under the Food and Drug Administration's Food, Drug, and Cosmetic Act) is less strict than the Environmental Protection Agency's regulation of tap water (under the Safe Drinking Water Act). So not only does the water we provide you cost less than bottled water, it is probably much safer to drink.



## Remember to include your pet(s) in your emergency planning efforts.

If you're like many people, your pet is an important part of your family. That's one reason why you should include them in your emergency preparedness planning and preparations. Here are some items to be sure to include in your pet's emergency kit:

- **One-week supply of fresh water.** If officials declare your household water unfit to drink, it's also unsafe for your pets. You may want to have an extra gallon or two on hand in case your pet is exposed to chemicals or something else that requires that they get rinsed off.
- **How much water does my pet need?** As a general rule, healthy dogs need from ½ to 1 ounce of water per pound of body weight each day. Typically, cats need between 3.5 to 4.5 ounces of water per 5 pounds of body weight per day.
- **One-week supply of food.** Store it in a water-tight container and rotate it every three months to keep it fresh. If you use canned food, include a spare can opener.
- **Other supplies for your pet's health, comfort, and safety.** Remember to include medications, leashes, carriers, blankets/beds, toys, pet first aid instructions (along with your first aid kit!), and something to collect and contain your pet's waste.
- **Items that will help you reconnect if you and your pet get separated.** Make sure your pet has current identification tags or chip, and pack a couple of photos of you and your pet, so you can prove ownership in an emergency.

Include your pets  
in your emergency  
planning efforts.



## UPCOMING DISTRICT PROJECTS

Capital improvement projects are planned and constructed throughout the year to meet current and future water needs. Here are a few of our upcoming projects.

### Steel (ST)12 & Fire Flow (FF)24

Purpose: Upgrade existing 8" outer diameter (OD) and 4" cast iron (CI) mainline to 12", 8", and 6" Ductile Iron (DI) lines.

Location: SE 212th/NW Wallula Avenue from SE Stark Street south to SE Clay Court and SE Clay Court from NW Wallula Avenue to SE 211th Avenue may be included in this project.

### FF17

Purpose: Replace 885 lineal feet (lf) of 4" CI lines with 8" DI.

Location: SE Mill Street east of SE 182nd Avenue.

### ST30 Phase II

Purpose: Replace 4,820 lf of 4" OD lines with 6" DI.

Location: Between NE Clackamas Street and NE Glisan Street on NE 151st, 152nd, and 153rd Avenues.

### ST22, ST23, and ST25

Purpose: Replace 2,100 lf of 4" OD lines with 6" DI.

Location: Near SE 141st, 142nd, and 143rd Avenues from SE Alder Street to SE Main Street.

### Cascade Reservoir Structural Evaluation

Purpose: This is a regularly-scheduled evaluation of the structural integrity of the roof and structure of the tank.

Location: District office.



## Be aware when paying your bill



There is an on-line bill pay website that appears to be affiliated with Rockwood Water PUD, but it is not. Doxo.com is third-party website that allows people to pay their Utility bills via their site. However, doxo.com charges extra fees, and we cannot control when your payment is received, possibly resulting in a late payment or even disconnection due to non-payment. To make sure you're paying us directly, visit our website, [www.rwpud.org](http://www.rwpud.org).

## \*\*\*CHANGES COMING TO OUR ONLINE BILL PAY\*\*\*

Utility ePay (Alliant) is discontinuing their online bill pay service. Beginning July 1, the District will be using Point & Pay. You can pay your bill by visiting our website at [www.rwpud.org](http://www.rwpud.org), clicking on the icon (example shown), and you will be directed to our new service. The new service will display our logo, so you can be sure you are paying your water bill with our new, free, online bill pay service.

You can still access the Utility ePay button on our website until the new service is launched. Once we launch the new service, the new bill pay logo will be displayed on our website. Please consider deleting your web browser bookmarks directing you to Alliant to save confusion. If you have any questions, please call us or email [customerservice@rwpud.org](mailto:customerservice@rwpud.org).



## 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.

