

ROCKWOOD WATER LINES

THE ROCKWOOD WATER PEOPLE'S UTILITY DISTRICT **NEWSLETTER** 2018 ISSUE 4

PREPARE YOUR HOME FOR WINTER

BEFORE COLD WEATHER SETS IN:



Check sprinkler or irrigation systems

Make sure you've turned everything off and fully drained the system.



Identify your home's freezing points

Check your home for pipes in areas that might be prone to freezing, such as crawl spaces, unheated rooms, basements, garages, and exterior walls.



Know how to shut off your water

Locate your main water shut-off valve.



Strengthen your defenses

Eliminate sources of cold air near water lines by closing off crawl spaces, fixing drafty windows, insulating walls and attics, and plugging drafts around doors.



Protect your pipes

Where pipes are exposed to cold, wrap them with insulation or heat tape (even fabric or newspaper can help).

WHEN TEMPERATURES STAY BELOW FREEZING:



Give pipes a helping hand

If pipes run through cabinets or vanities, open the doors to let warmer room temperatures flow in.



Keep water working

Keep water moving through the pipes by allowing a small trickle of water to run. The cost of the extra water is typically lower than the cost of repairing a broken pipe.

BUT IF YOUR PIPES DO FREEZE:



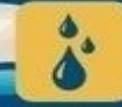
Shut off the water immediately

Don't attempt to thaw pipes without turning off the main shut-off valve.



Thaw pipes with warm air

You can melt the frozen water in the pipe by warming the air around it with a hair dryer or space heater. Be sure not to leave space heaters unattended and avoid the use of kerosene heaters or open flames.



Be careful turning water back on

Once pipes are thawed, slowly turn the water back on and check pipes and joints for any cracks or leaks that might have been caused by freezing.

*** If you do have a burst pipe or water emergency, call us at 503-665-4179***

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 a 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.

Upcoming Events

Engineers Week - February 17 - 23, 2019

Dedicated to ensuring a diverse and well-educated future engineering workforce by increasing understanding of and interest in engineering and technology careers. There are many types of career opportunities in the water industry for engineers.



National Groundwater Awareness Week: March TBD, 2019

A weeklong observance to highlight the responsible development, management, and use of water providing an opportunity for people to learn about the importance of groundwater and how the resource saves lives.

World Plumbing Day: March 11, 2019

People from within and outside the plumbing industry come together to learn, share knowledge, build connections and find opportunities to collaborate to improve the quality of, and access to, fresh water and safe sanitation.

Fix a Leak Week: March 18 - 24, 2019

Fix a Leak Week events happen from coast to coast and are all geared to teach you how to find and fix household leaks.



World Water Day: March 22, 2019

An annual event designated by the United Nations to highlight the importance of freshwater and advocate for the sustainable management of freshwater resources.



Earth Hour: March 30, 2019

This is a lights-off event raising awareness about climate change to inspire people to take action for our planet and nature.

*****OUR ONLINE BILL PAY*****

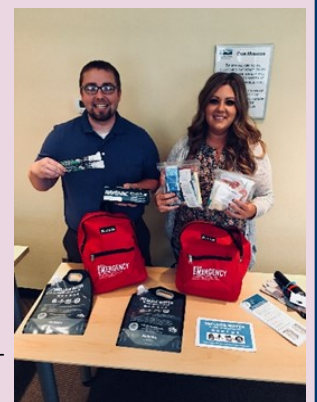
You can pay your bill by visiting our website at www.rwpud.org, clicking on the icon (example shown to the right), and you will be directed to our new service. Point & Pay service will display our logo, so you can be sure you are paying your bill at the right place. If you have any questions, please call us or email customerservice@rwpud.org.



Emergency Preparedness - Enter to Win a FREE 3-Day Emergency Backpack

The Pacific Northwest, and the greater Portland metro area, isn't usually thought of as disaster prone, but, in the world of water, emergencies come in different shapes and sizes. It is for this reason Rockwood Water is focused on planning for events – small and large – that could impact our water supply. We also need you to take steps to ensure you and your loved ones are prepared in the event of a large-scale emergency.

Drop by our office and pick up an Emergency Preparedness Toolkit and you can enter our drawing to win a 3-Day Emergency Backpack. The drawing will be held Monday, January 7, 2019. You must be a Rockwood Water customer. One entry per household, please. You must pick up an Emergency Preparedness Toolkit to enter the drawing. Toolkits will not be mailed or delivered.



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.

