



ROCKWOOD WATER LINES

THE ROCKWOOD WATER PEOPLE'S UTILITY DISTRICT 2020 **NEWSLETTER** ISSUE 4

Groundwater Development Update

On September 23, the Rockwood Water Board of Directors adopted and signed an Intergovernmental Agreement (IGA) with the City of Gresham to implement the 2020 Groundwater Development Master Plan and the construction and operation of joint and independently owned groundwater supply systems. Gresham City Council adopted the agreement at their meeting on October 6. Rockwood Water's partnership with the City of Gresham will benefit both entities by sharing the costs to expand our groundwater capacities in order to mitigate exposure to rising wholesale water rates imposed by the City of Portland.

Drilling of Cascade Well 7 is complete.

GROUNDWATER DEVELOPMENT PROJECTS

The designs for a new well house, piping, treatment facility, reservoir, and rehabilitation of an existing reservoir are at the 30% design phase. Construction is scheduled to begin in the spring.

The update to our Water System Master Plan incorporating our Groundwater Development Master Plan is scheduled to be finalized mid October.

Development of Cascade Wells 8 and 9 continues with both wells drilled into the target zone Sand & Gravel Aquifer.

It's Getting Dark Out There

Daylight hours are getting shorter, which means it's usually dark when we are commuting to and from work. It may also be rainy and foggy on most days. Whether it's dark or bad weather, Rockwood work crews will be working in the street. It is oftentimes a dangerous environment, especially this time of year. Travelers are urged to use caution while driving through work zones. Watch for signs, slow down, keep a safe distance, and watch for workers. Please be extra careful driving when it's dark, foggy, and in rainy and windy weather.

Cold Weather Checklist

Here is a checklist to help you protect your water pipes for the winter months:

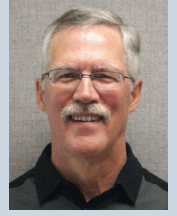
- * Know where the main shut-off valve for your plumbing is located and how to turn it off. It may be near the water heater, near an outside hose bib, inside the garage, in the basement or crawl space, or near the water meter. Go to regionah2o.org/how-shut-your-water-emergency to view how to shut off your main valve.
- * Help eliminate drafts by closing and insulating vents.
- * Caulk and seal openings near your water pipes.
- * Insulate pipes.
- * Disconnect and drain garden hoses.
- * Protect outside pipes and faucets. Some homes have separate shut-off valves for outside faucets.

They are usually located under the sink or in the garage. They must be drained correctly. Water in the pipe will drain to the low point. The low point will be an outside faucet or the inside shut-off valve. If the outside faucet is the low point, find the shut-off valve for it and close it. Go outside and open the faucet allowing the water to drain. After draining, turn off the faucet. If the inside shut-off valve is the low point, close the valve, open the outside faucet, place a bucket under the inside valve and open the brass plug or cap on the inside valve. Water will drain into the bucket, then tighten the plug and turn off the outside faucet.

- * Cover or insulate exterior faucets.
- * Winterize sprinkler systems, pools, and spas according to the manufacturer's recommendations.

General Manager to Retire

Rockwood Water's General Manager, Brian R. Stahl, is scheduled to retire at the end of the year. Brian has worked in the water industry for over 36 years. He has brought a wealth of knowledge and experience to Rockwood Water and has been instrumental in setting us on a path that will provide the safest and highest quality water at the most responsible cost into the future. Please join us in wishing him well on his new adventure.



Budget Committee Vacancies

We are seeking residents of the District to fill 4 vacancies on the Budget Committee. Budget Committee members attend 1 or 2 budget meetings, in late April or early May, and the June Board meeting to recommend the budget to the Board. The Board will be adopting the budget schedule at its January 27 Board meeting. The Board will appoint Budget Committee members at its March 24 meeting. Applications will be available at the District office and online after the schedule is adopted January 22.



Resuming Shutoffs

Since March, Rockwood Water has not been shutting off customers' water if they are delinquent on their water bills. We have reached a point, however, where it has become necessary for us to begin the process of collecting revenue on unpaid water bills. We rely on this revenue to supply safe and reliable drinking water to all of our customers.

On October 1, 2020, we resumed our normal water bill payment collection process, which will include placing door hangers on customers' doors who have delinquent accounts (additional fee will be charged) and water shut off (additional fee will be charged) for non-payment on delinquent accounts. To avoid extra fees and disruption of service, please contact our office at 503-665-4179 to pay your account, set up a payment plan, or determine if other agency assistance is available.

Payment Assistance

Rockwood Water People's Utility District wants to ensure everyone has access to the water they need to stay healthy and take care of themselves and their families; however, it is important for customers to know they are still responsible for their water bills.

We understand our customers may be working through an affordability crisis during this time, so Rockwood Water is offering flexible payment arrangements and assistance to pay your water bill. Please be proactive! If you're facing a financial hardship during this time, please call us at 503-665-4179 or email us at customerservice@rwpud.org to work out a plan **BEFORE** your bill is due or late fees accrue.



Be Aware When Paying Your Bill Online

Doxo.com is an online bill pay service that appears to be affiliated with Rockwood Water, but it is not. It is a third-party company that allows people to pay their utility bills if you sign up for their service; however, they charge fees for this service. Also, if your payment is not received by Rockwood Water on time, late payment fees or even disconnection may occur. To make sure you're paying us directly, please visit our website at rwpud.org.

