



ROCKWOOD WATER LINES

THE ROCKWOOD WATER PEOPLE'S UTILITY DISTRICT 2021 **NEWSLETTER** ISSUE 2

Groundwater Development Update Proposed Rates for Fiscal Year 2021/2022

The 2020 Finance Model and Budget projects a rate adjustment of \$3.22 a month for the average customer that uses 6 ccf per month or ~4,500 gallons. This increase is necessary to complete infrastructure construction projects that will develop an independent groundwater supply to ensure a long-term, reliable drinking water source for Rockwood Water PUD customers. This is the second of what was anticipated to be four years of similar increases; however, due to the benefit of a Federal Water Infrastructure Loan (WIFIA), rate increases in future years are expected to be much lower than initially planned. This is great news!



Your bill pays for operation of the water system and investing in repair and replacement of the system. Major investments include reliability upgrades for earthquake resilience and work to create an independent groundwater supply system, to remove the dependence on wholesale water purchased from Portland. Investments also help us comply with state and federal regulations for the environment and public health.

Operations and Maintenance: The Everyday Work (45 percent)

Running the water system requires work every day of the year: protecting water sources, monitoring water quality, treating the water, working with customers, and maintaining infrastructure.

Capital Investments: Investing for The Future (52 percent)

Major construction projects make the water system stronger and more reliable. Capital investment is needed to replace older pipes, improve water treatment, and improve our critical infrastructure, including our Groundwater Development Plan Projects.

Debt Service: Paying Off Past Projects (3 percent)

When utilities plan major projects, they usually sell bonds to spread the costs over decades. That means everyone—current, past, and future ratepayers—invests in the system. This debt was incurred to make seismic and capacity improvements to our Cleveland Reservoir and Pump Station. We will incur future debt to complete our Groundwater Development Plan projects.

Current Groundwater Development Projects

Cascade Well 7 - NE 202nd Avenue

The drilling equipment was removed, and the site was graded in preparation for the well house and site improvements. The designs are complete, and construction is scheduled to begin this summer (2021).

Cascade Well 8 - NE 141st Avenue

Drilling is complete, and initial aquifer testing determined we will get 2 million gallons per day (MGD). Additional aquifer testing is required and will be completed this fall. The drilling equipment was removed, the site was graded, and fencing reinstalled. The design for the treatment building and onsite improvements will begin in 2022, with construction during the year 2023.

Cascade Well 9 - Kirk Park, NE 188th Avenue - City of Gresham Project

Drilling is complete, and aquifer testing determined the well will produce 4 MGD. The drilling equipment was removed, and the park site restored. A small utility enclosure will be installed until a well house is constructed. Designs will begin in 2021 and site improvements completed during 2022.

2020 Water Quality Report Available July 1

ROCKWOOD WATER
PEOPLES' UTILITY DISTRICT
2020 DRINKING WATER QUALITY REPORT



CONSUMER CONFIDENCE REPORT 2020
rwpud.org/ccr2020.pdf



The Water Quality Report, also called the Consumer Confidence Report, is published annually by July 1. It will be posted on the District's website (rwpud.org/ccr2020.pdf), and hard copies in English or Spanish will be available upon request. The webpage version at rwpud.org/water-quality-report-2020 will be translatable into several languages by clicking on the "translate" button. You will receive a postcard in the mail, sometime in June, with details about how you can obtain a copy of the report.

Water Wisely This Season

Don't let the first warm weather of the season fool you! Here's why you should wait to water. Spring is a great time to conserve water because the ground is still wet, and we can rely on Mother Nature for more rain. Before watering season begins, make sure you're ready.

1. Check your watering system. Whether you have a smart controller, in-ground system, a trusty hose, or a good, old-fashioned watering can, it's a great time to make sure they're ready to handle the upcoming season!
2. Get reacquainted with your landscape. Has anything changed since last season? Do you remember spots that needed more water versus cooler, shadier areas of your yard? Doing a walk-through of your yard now can go a long way for saving water throughout the season.
3. Sign up for the Weekly Watering Number. Take the guesswork out of watering by signing up to receive a free, personalized watering recommendation each week via email or text. Find out how much to water each week mid-April through mid-October. The info is based on your zip code and includes a seasonal waterwise tip to learn about even more water savings. Go to regionalh2o.org to sign up or look up your weekly watering number on our home page at rwpud.org.



Changes Coming to Our Billing System



Our current billing system was installed in 1999. The technology changes and need for more customer information has demonstrated the need to update our system that will track and manage finances, billing and work management with a more modern system.

We have entered into a contract with Tyler Technologies to replace our current billing system. They are dedicated to working with their public sector clients to build safe, vibrant communities. We will start the process of changing over our systems in the coming months. We will do our best to make it a smooth transition, and we appreciate your patience during this process.

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.