



Rockwood Water  
People's Utility District

# ROCKWOOD WATERLINES

QUARTER 3 - 2025

## FISCAL YEAR 2025/2026 BUDGET

At the June 25, 2025 Rockwood Water PUD Board of Directors meeting, the 2025/2026 Fiscal Year budget and rate plan was approved. This includes a 4.5% overall rate adjustment to help offset the impacts of inflation on our groundwater infrastructure construction and operating costs. For the average customer that uses 12 units of water every other month, this will be an increase of approximately \$3.32 on a bimonthly bill.

Thank you to our Board of Directors and Budget Committee members for their work this year. If you are interested in getting involved with the budget process next year please reach out to Government Affairs Coordinator, Nyla Clark at [nclark@rwpud.org](mailto:nclark@rwpud.org) to get more information.

[View the 2025/2026 Fiscal Year budget including updated rates and fees at:](https://rwpud.org/rates/)

<https://rwpud.org/rates/>

## ROCKWOOD WATER PUD DISTRICT OFFICES CLOSED ON FRIDAYS

Rockwood Water PUD is changing its office hours starting August 4, 2025. The District will be open longer hours Monday - Thursday but will close on Fridays. The hours will be as follows:

**Monday - Thursday: 7:00 AM - 5:30 PM**

**Friday: Closed**

Our Customer Service team can be reached in person during office hours or via phone at 503.665.4179 or via email at [customerservice@rwpud.org](mailto:customerservice@rwpud.org).

## PAYMENT ASSISTANCE PROGRAM

Rockwood Water's financial assistance program for qualifying customers is a one-time crisis assistance payment of \$150 or a bi-monthly discount of \$25 on water bills for one year (six bills). To get started visit [rwpud.org/payment-assistance/](https://rwpud.org/payment-assistance/) or pick up an application in person at our District offices, 19601 NE Halsey St.

## 2025 WATER QUALITY REPORT - NOW AVAILABLE



The Water Quality Report, also called the Consumer Confidence Report, is now available!

How to get a copy of the report:

- View on our website at: [rwpud.org/ccr2025](https://rwpud.org/ccr2025)
- Pick up printed copies in English or Spanish at the District office (19601 NE Halsey) during open business hours
- Request a printed copy to be mailed to you by calling 971.563.9503



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## CASCADE GROUNDWATER ALLIANCE

### TRANSITION TO CASCADE GROUNDWATER SUPPLY BEGINS IN FALL 2025

Construction of the expanded Cascade Groundwater System is in the final stages and it will be replacing the City of Portland's wholesale water supply by June 2026. The system is being built in partnership with the City of Gresham and includes three existing wells, five new wells, two new transmission lines, three new treatment facilities, two new storage tanks, and refurbishes one existing tank.

Starting in November 2025, we plan to begin transitioning from the current blend of groundwater and surface water from Portland to 100 percent groundwater. This transition will happen over several months in two phases. RWPUD and the City of Gresham are coordinating now to help make the transition as seamless as possible for customers.

Before, during, and after the transition, we will be continually testing and monitoring our water quality and it will remain in compliance with all state and federal drinking water regulations. There may be some changes to water aesthetics as part of the transition. When transitioning to a new high-quality source, it is normal and expected for some customers to experience some aesthetic changes such as the color, taste, or odor of the water, and hardness. When the transition is complete, customers will continue to experience consistent water quality aesthetics year-round. The water aesthetics change seasonally under current conditions but will be more consistent throughout the year in the future.



*Inside the new Water Treatment Plant on Halsey Street.*



## WATER TIPS - CALL 811 BEFORE YOU DIG

If you're digging more than 12 inches deep on your property make sure to call 811 before you dig! Doing this is an important first step towards keeping you, your family, and your neighbors safe from unintentionally hitting an underground utility. Having them clearly marked through this free public service is the next best thing to having x-ray vision so you'll know what's below!

**For More Information Call 811**