

October 2020

Planning For Progress

UPCOMING CLOSURES:

November 11th in observance of Veteran's Day.
November 26-27th in observance of Thanksgiving.
December 25th in observance of Christmas.
January 1st in observance of New Year's Day.

Looking ahead to how **Clackamas River**

Water can continue to improve in providing our customers with high quality, safe drinking water has been a focus this last year. The District has been engaged in a strategic planning process to get a clear understanding of the state of the District and develop strategic goals to provide focus on how to fulfill our vision and mission through 2025. We are extremely grateful to the numerous customers, stakeholders, staff, and partners who provided valuable insight that helped to inform this process.



As part of this effort, the District refreshed our vision and mission statements, identified core values and three strategic objectives to focus on. Over the next few newsletters, we will share more information on the results and progress of this process. The District is excited to move forward with the refreshed vision that challenges us to be known for providing exceptional service, stewardship, and high-quality water that is essential to the vitality of our region.



Budget Committee Members Wanted

Are you looking for a way to participate with your Water District? Consider applying to serve on the CRW Budget Committee. The Budget Committee is comprised of five CRW Board Members and five Ratepayers. CRW currently has openings on the Committee:

- Budget Committee four-year term appointed in February 2021.
- One to three meetings occur in the Spring of 2021 and 2023, generally held on Thursdays in April and May.
- CRW prepares a biennial (two-year) budget, effective in June of odd numbered years.
- Tasks include review and discussion of proposed budget, culminating in an approval or modification of the proposed budget by the Committee. Participation in a supplemental budget, if necessary.

INTERESTED? Download an application: www.crwater.com/2021-budget-committee or call Carol Bryck, CRW CFO at **(503)722-9224** with any questions.

Important Information Regarding Water Rates

Clackamas River Water is pleased to provide you with a reliable supply of quality water to your home or business 24 hours a day, every day. Water rates allow us to successfully fulfill this purpose.

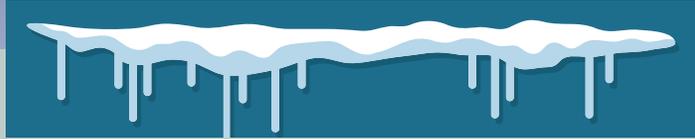
Due to the uncertainties regarding the economic effects of the COVID-19 Pandemic, the CRW Board of Commissioners voted back in April to delay the scheduled implementation of the water rate increase to November 1, 2020. The rate increase for the average residential customer is about \$5 for a two month period. The new water rates (as shown below) were delayed until after the higher summer use period.

This rate increase is the seventh year of the eight-year rate plan adopted by the Board of Commissioners in March 2014. This plan helped to provide financial stability to the District while providing rate certainty to our customers. Water rate revenues are used for system operations and infrastructure improvements to provide quality water to you.

Bi-Monthly Service Charges for all Direct Service Customers				Commodity Charge for Direct Service: Customers Per 100 Cubic Feet			
Meter Size	Prior to November 1	New Rate effective November 1	Volume	Prior to November 1	New Rate Effective November 1		
Full 3/4"	\$ 52.62	\$ 55.51	Single Family				
1"	\$ 72.39	\$ 76.70	Block 1	1 - 4	\$ 2.25	\$ 2.37	
1 1/2"	\$ 103.45	\$ 109.13	Block 2	5 - 8	\$ 2.50	\$ 2.63	
2"	\$ 138.97	\$ 146.61	Block 3	9 - 24	\$ 2.97	\$ 3.13	
3"	\$ 223.05	\$ 235.52	Block 4	25 & up	\$ 3.78	\$ 3.99	
4"	\$ 343.13	\$ 362.00	Multi-Family, Commercial & Industrial				
6"	\$ 643.09	\$ 678.46	Up to 1.5 X				
8"	\$ 1,453.50	\$ 1,533.44	Block 1	Winter Avg.	\$ 2.76	\$ 2.91	
10"	\$ 2,286.60	\$ 2,412.37		Above 1.5 X			
12"	\$ 2,762.65	\$ 2,914.60	Block 2	Winter Avg.	\$ 3.44	\$ 3.63	

We Remain Available to Serve

While CRW Administrative offices are closed to the public due to pandemic protocols, you can still reach us by phone at (503) 722-9220 or by email at crw@crwater.com. We offer several convenient payment options for our customers: Mailing your payment, online payments at www.crwater.com, autopay, payments by phone via debit or credit card, or utilization of the drop box next to the front door of the Administration office.



Be Prepared for Winter

Winterizing your irrigation system is a critical part of annual irrigation maintenance. It can save you from having to pay for the repair of costly leaks and water line breaks in the spring.

- **Know where your emergency water shut-off valve is located** and teach everyone in the household where and how to turn off the water.
- **Disconnect and drain hoses from outside faucets** and turn them off if they have their own shut-off valve.
- **Turn off and drain automatic sprinkler systems** and backflow assembly devices.

Wildfires and Water Quality



The recent wildfires in the area have had an impact on Oregon's landscape. The full impact of the Riverside Fire to the Clackamas River Watershed will continue to be monitored for years to come. The Clackamas River is a wonderful water source for not only for Clackamas River Water (CRW) but many other water providers in the area. We are

thankful for our capable trained staff who were able to make sure our water treatment plant remained fully functional during the fire...producing clean, safe drinking water.

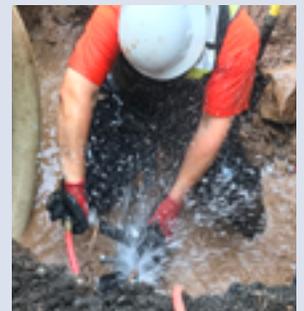
As rains arrive, we would expect the fire damaged areas to result in more sediment in the river, referred to as "turbidity". Water treatment plants in the area, including CRW's, are designed to remove turbidity from the river water in addition to other undesirable contaminants. Turbidity is something that we monitor (along with many other things) to make sure we are providing you with quality drinking water.

Water providers in the Clackamas River Basin are working together along with Federal and State agencies to share information and monitor the wildfires impacts. In the meantime, we will continue to provide you the quality water you have come to expect from CRW.

Under Pressure

Working under pressure took on a whole new meaning for the Clackamas River Water Distribution Crew these past months. The recent wind, wildfires and smoke created some challenging conditions that our staff encountered while keeping our customers in water service during these critical times. The Distribution Crew is responsible for maintain our system of pipes, valves, and meters. This also includes responding to main breaks and leaks.

The wildfires created some challenges with demands for additional water use in the more rural areas of our District that were close to the fires. Unfortunately, we also experienced main breaks in these areas where the water system tends to be older and undersized for the greater demands that were needed to assist with the wildfire response. The Distribution Crew was called upon to quickly and efficiently repair these breaks to allow customers in the area to remain in service. Some of this work requires work late at night or in the wee hours of the morning all while keeping a watchful eye on the progression of a fire. All this work was also accomplished while adhering to pandemic protocols to ensure worker safety. We do not like it when main breaks happen, but we are thankful for our dedicated staff who are fulfilling our commitment to provide our customers with high quality, safe drinking water in all circumstances.



Josh Nyseth, Waterworks Mechanic 2, installs a repair band on a 4-inch cast iron main along S. Fischers Mill Rd.



find us on



Monday - Thursday 7:30 a.m. - 5:00 p.m.
Friday 7:30 a.m. - 4:00 p.m.



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