



December 2020

Making Quality Water

CRW CLOSURES:

Friday January 1, 2021- New Year's Day
Monday January 18, 2021 – MLK Day
Monday February 15, 2021- President's Day



Budget Committee Members Wanted

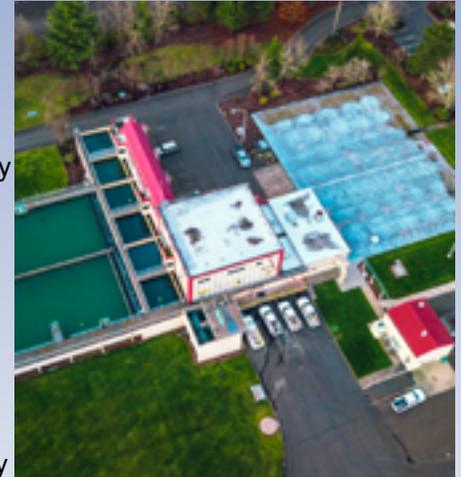
The deadline to submit applications to serve on the CRW Budget Committee is fast approaching. Applications need to be in by Friday, January 15. The following are some details about the Budget Committee duties:

- Four-year term – appointed in Feb. 2021
- Committee is comprised of five CRW Board Members and five ratepayers
- From one to three meetings in the Spring of 2021 and 2023, generally held on / Thursdays in the evening in April and May
- CRW prepares a biennial (two-year) budget, effective in June of the odd years
- Review and discuss proposed budget, culminating in an approval or modification of the proposed budget by the committee
- Participation in a supplemental budget, if necessary

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

One of the “pillars” of providing safe drinking water is to have **effective treatment**. Sometimes, that can be easier said than done. At Clackamas River Water, we are pleased to have experienced and trained operators that are up to the various challenges that may be experienced.

You can say the CRW Water Treatment Plant has risen to the challenges right from the start. The water treatment plant began operations in August 1964. It was only months later that the water treatment plant experienced the historic “Christmas Flood” that affected rivers in Oregon for 20 days. Area streams, including the Clackamas River, reached record levels. Despite this challenge, the water treatment plant operators continued to produce quality drinking water. The 1996 Flood again tested operators who were able to continue to achieve CRW’s mission to produce high quality, safe drinking water to our customers.

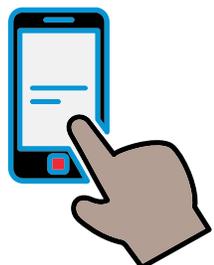


More recently, the Riverside Fire impacted the Clackamas River Watershed. In preparation for any wildfire related river water changes, CRW is partnering with the Oregon Health Authority, Clackamas River Water Providers and other agencies to study and prepare for the possibility of elevated turbidity (cloudiness) and increased organics in the river. CRW is using a combination of current water quality data, knowledgeable and experienced staff, and water treatment plant capabilities to manage for the changes in river water quality in order to deliver quality, safe drinking water.

Interested in learning more about the CRW Water Treatment Plant and the process of providing drinking water? Go to our website at www.CRWater.com and watch the video created in cooperation with the Clackamas River Water Providers.

Is Your Contact Information Up-To-Date?

Clackamas River Water needs your current contact information to be able to reach you in the event of a water emergency. It is important to have your current phone number and/or email address. Please visit www.crwater.com/contact-information to update your information on our website or call our office directly at (503) 722-9220.



Planning for Progress - Vision and Mission



Clackamas River Water recently refreshed its vision and mission statements as part of its strategic planning process. This was accomplished through a broad planning effort this year to develop a shared District vision through 2025.

CRW's Vision Statement is: "We will be known for exceptional service, stewardship, and high-quality water which is essential to the vitality of our region". This focuses on the future and what the District will strive to ultimately become. Our vision maintains our commitment to our core purpose - providing quality drinking water - while recognizing the importance of our customer and regional needs.

CRW's Mission Statement is to "Provide high quality, safe drinking water to our customers at rates consistent with responsible planning for the health of our District". This focuses on current operational goals and what the District needs to do to achieve them. Our mission captures our responsibility to provide quality drinking water which meets the expectations of our customers. In a future update, we will share information about our strategic goals that will help us focus on our vision and mission over the next few years. Thank you to the numerous customers, stakeholders, staff, and partners who provided valuable insight to CRW's strategic planning.

Be Prepared for Winter

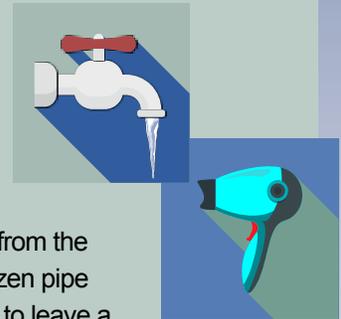
If you haven't already – make sure you complete the "Before Winter" steps: locate your emergency water shut-off valve, keep your pipes safe and insulated, cover foundation vents, and disconnect and drain outdoor hoses, sprinkler systems, and backflow devices.

When temperatures dip below freezing, temporarily turn on your faucet located furthest from your water meter so that it has a slow and steady drip – this will keep water moving and make it less likely to freeze in your pipes.

Periodically open cupboard doors in the kitchen and bathroom to allow pipes behind the walls and under the floors to get additional heat from inside your house.

Think you have a frozen pipe? Here's how to tell if you do: Turn on faucets located throughout your home; if some of them work and others do not, it is likely that you have a frozen pipe. If there is no water to your home, it is likely that the issue may be at the street and you should notify your water provider.

Thawing frozen pipes: To thaw plumbing lines safely, use a hair dryer on a low setting. Move the hair dryer back and forth, moving in 12" – 16"



sections until water flows freely from the affected tap. NEVER thaw a frozen pipe with an open flame. Remember to leave a little water on once the pipe has thawed so that it doesn't refreeze. Turn on the faucet(s) in your home to a steady, slow drip to keep water moving through your pipes.

Repairing a broken water pipe: If your burst pipe is located in or around your home, then it is your responsibility to repair the pipe. If the break is at the street, contact CRW at **503-722-9220** to repair it.

For more information visit:

www.crwater.com

Pay your bill online at:

<https://billing.crwater.com>

503-722-9220



find us on



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



16770 SE 82nd Drive, Clackamas, 97015
503-722-9220 www.crwater.com