

Water Words

A newsletter from the Tualatin Valley Water District - your drinking water management utility

May-June 2012

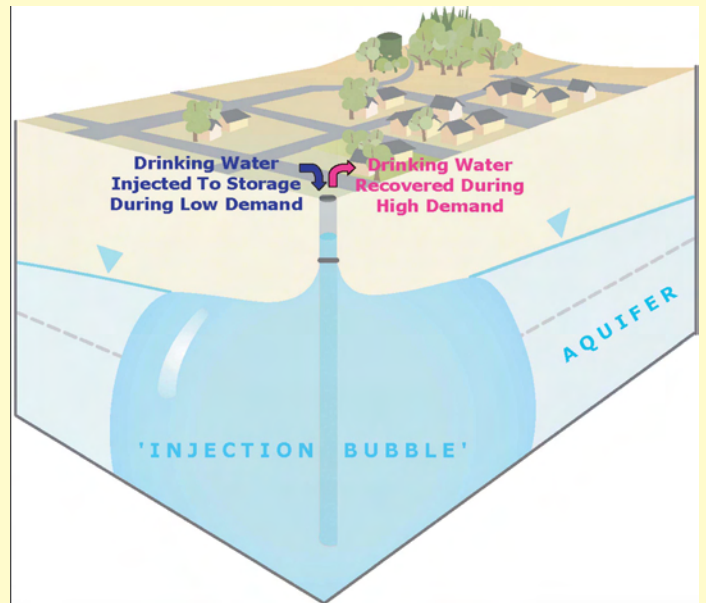
Aquifer Storage And Recovery - A Useful Tool In Helping Manage Summer Water Supplies

TVWD's Grabhorn Aquifer Storage and Recovery (ASR) well is a sustainable way to help manage seasonal water resources. During the winter, when supply is plentiful, TVWD stores treated drinking water underground in the aquifer surrounding our Grabhorn ASR well. During the summer, the stored water is pumped from the well to augment other sources to help meet peak summer water demands. Last summer, during peak production, the District pumped about 3 million gallons per day of water (about 7% of TVWD's summer daily water use) from the Grabhorn ASR well.

Managing our resources is important to help us manage "summer peaking," when people increase their water use. Summer peaking can be a concern because we are using stored water from reservoirs faster than rain replaces it.

Western Oregon's climate is well-suited for ASR because water is plentiful during the rainy winter months, however, water demands are highest during the dry summer months. ASR wells can be charged (filled with water) during the winter when the rivers are high and treatment facilities have excess capacity. ASR was pioneered in Oregon and is being used by several communities around the state.

The Grabhorn ASR well is capable of storing in excess of 300 million gallons of treated water. In comparison, the combined total capacity of TVWD's existing 24 storage reservoirs is about 63 million gallons. This new seasonal supply will continue to operate in the future to help meet peak summer water demands and reduce the District's cost for purchased water. It is important to note that ASR alone cannot meet TVWD's future storage needs. While it is a helpful tool for providing stored water during high summer demands, ASR requires specific geological formations for successful water storage and locations with sufficient capacity and proper functionality are difficult to secure.



TVWD's Grabhorn ASR

For more information about ASR, visit asrforum.com

Water Quality Is Our Top Priority

We take our mission, “to provide our community with quality water and customer service,” seriously. To the Board and employees of TVWD, that means the quality of your water is our number one priority. TVWD and our key water suppliers - the Portland Water Bureau and the Joint Water Commission (JWC) - regularly test your water supply for approximately 200 contaminants. Testing includes all contaminants regulated by the U.S. Environmental Protection Agency (EPA), plus many unregulated contaminants. Sampling is conducted at various locations in the water system, including the Joint Water Commission water treatment plant and the distribution system.

Want more information about what we test for and specific test results? Look for TVWD’s Water Quality Report in the mail soon or visit tvwd.org for more information.



Not sure How Much To Water? Let Us Take The Guesswork Out For You!

On average, your lawn needs 1 inch of water per week including rain. However, this need can change depending on weather conditions. The Regional Water Providers Consortium can send you an Email with the Weekly Watering Number that will tell you how much to adjust your landscape watering depending on the weather. The Weekly Watering Number is updated every Thursday from April to September. Interested? Visit tvwd.org to sign up today!



Payment options

Your account balance and due date appears on your billing statement. Many customers use our online bill payment system to pay their bill from the comfort of their home or our electronic funds transfer to automatically pay the bill from their checking or savings account. Contact us at (503) 642-1511 or tvwd.org for more information. We also accept a check, credit/debit card (Visa or Mastercard), cashier’s check, money order and cash. If you are paying a current bill, you may want to use a pay station rather than mailing a payment to the office. ***If you have an urgent notice, please pay at our headquarters office.*** Here is a list of pay stations for your convenience:

- Tualatin Valley Water District Headquarters, 1850 SW 170th Ave., Beaverton
- Cedar Mill, Thriftway (In-store Post Office), 12675 NW Cornell Rd., Beaverton
- Clean Water Services, 2550 SW Hillsboro Highway, Hillsboro
- Farmington Center Thriftway (In-store Post Office), 17675 SW Farmington Rd., Beaverton
- Metzger Drop Box (unstaffed), 6501 SW Taylors Ferry Rd., Metzger
- McCann’s Pharmacy, 15685 SW 116th Ave., King City
- Garden Home (In-store Post Office), Thriftway, 7410 SW Oleson Rd.



How to reach us

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Printed on
recycled paper

Download a QR scanner app on your
smartphone and take a picture of our QR
code for more information about TVWD

Managing your drinking water system

TVWD, the second largest water provider in Oregon, supplies drinking water to customers in portions of Washington County. We are also pleased to work with the Valley View and Southwood Park Water Districts to serve high quality water and customer service to business and residential customers in these areas.

Each year, all customers receive a Consumer Confidence Report detailing drinking water quality. To see the report, call (503) 642-1511 or visit tvwd.org.