

# Tualatin Valley Water District



## Chief Executive's Report

**UPDATED VERSION**

**To:** Tualatin Valley Water District Board of Commissioners

**From:** Mark Knudson, CEO

**Date:** June 18, 2014

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The following topics will be covered during the CEO's report at the board meeting this evening:

1. **Garden Home Reservoir.** Yesterday morning, June 17 at about 8 AM, staff opened the valves to put the new 1.75 MG Garden Home Reservoir online. Last week the tank was cleaned, disinfected, filled with water, and water quality samples were taken. All of the bacteriological tests passed and we then performed a reservoir leakage test in which the water level held steady just below the overflow for 5 days straight. We are continuing to make minor adjustments to the control system and some of the equipment onsite, but we're able to use the tank while we do so.

This \$3 million construction project has been underway for the last year and I'm pleased to report that the project is being completed on time and within budget. There are still a few remaining site improvements and landscaping to be completed over the next couple of weeks. We anticipate holding a dedication / open house later this summer to acknowledge completion of the project and to thank the neighborhood for their patience and cooperation throughout the project.

2. **Health and Sustainability Demonstration.** As we've done in prior years, this summer TVWD will host the Northwest Oregon Subsection of AWWA's meeting that includes an exhibits by health & wellness and sustainability vendors. The meeting is scheduled for Thursday, July 17 at noon and will be open to members of the Northwest Oregon Subsection of AWWA.
3. **Customer Attitude Survey.** In keeping with our past practice, every two years the District conducts a customer attitude survey to help us monitor customer satisfaction. This phone survey of about 400 randomly selected District customers was just completed so if customers happened to have received a call in the last few days asking for their participation in the survey, we appreciate their cooperation. We are still working out the scheduling but our goal is to have our consultant - DHM Research - present the findings of the survey at the July board meeting.
4. **Department Report** will be presented by Todd Heidgerken on the Water Supply Program.