About Us

Tualatin Valley Water District (TVWD) is a special district drinking water provider located in fast-growing Washington County, west of Portland, OR. The District serves an urbanized portion of Washington County, including the communities of Aloha, Bethany, Cedar Hills, Cooper Mountain, Progress, Metzger and Rock Creek. The District also serves portions of the cities of Beaverton, Hillsboro and Tigard. As the second largest water provider in Oregon, the District provides an average of approximately 23 million gallons of water per day to about 222,000 people including residential and commercial customers. Major employers such as Intel, Nike, Reser’s Fine Foods and Providence St. Vincent Medical Center are TVWD customers.

TVWD is governed by a five-member Board of Commissioners elected to four-year terms by District voters. The Board of Commissioners, with guidance from TVWD staff, is responsible for developing policies and procedures to improve TVWD services. Board meetings are usually held the third Wednesday of each month. They are televised on Tualatin Valley Community Television, and live audio during the meeting can be heard on our website. Links to the live audio page, meeting minutes, agendas and past audio can be found at tvwd.org.

Bernice Bagnall is a 40-year resident and customer of the District with an extensive background in public and private utility financial planning, with a specific focus on rates and oversight. Her 30-year career in utility finance and economics included employment with Pacific Power and Light Co., City of Portland and Clean Water Services. Commissioner Bagnall retired in 2011 as the Chief Financial Officer for TVWD.

Dick Schmidt has called Washington County home for 25 years. A native Oregonian, he grew up on a farm between Albany and Lebanon. He served four years in the United States Navy and worked for 30 years in special weapons laboratories and in analytical laboratories specializing in water, wastewater and stormwater. Now retired, he spent nearly 20 years at the City of Portland’s Office of Sustainable Development and Bureau of Environmental Services.

Jim Duggan is a registered professional engineer specializing in civil and environmental engineering. He is employed by the City of Beaverton. Commissioner Duggan is a lifelong resident of the District and a board member since July 1993.

Richard Burke currently serves as the Executive Director of Western Liberty Network, a non-profit organization that teaches grassroots activists how to get involved in local politics. In the past, Commissioner Burke has served as the executive director of a third party in the State of Oregon and was its candidate for governor in 1998. Commissioner Burke also worked in the Oregon Legislature in 2001, ran a computer network consultancy and ran an Internet Service Provider service.

Jim Doane is a professional engineer who has served on the TVWD Board since January 1998. Prior to his retirement, during his 40-year engineering career, Commissioner Doane specialized in water resource engineering and other aspects of civil engineering, such as seismicity. He worked in both the public and private sectors and was the Portland Water Bureau’s Chief Engineer.
Joint Water Commission water treatment plant settling basins.

**Joint Water Commission**

About 35-40% of TVWD’s water comes from the Joint Water Commission (JWC), which is a primary water supply in Washington County and is jointly owned by the District and the cities of Beaverton, Hillsboro and Forest Grove. Sources of JWC water include Hagg Lake and Barney Reservoir in the Coast Range foothills, as well as the seasonal flow of the Tualatin River. Water from these sources is treated at the JWC water treatment plant located near Forest Grove.

**City of Portland**

About 60-65% of TVWD’s water is purchased through a wholesale contract with the City of Portland. Portland’s primary source is water from the Bull Run watershed in the Mt. Hood National Forest. Portland also uses pumped groundwater from the Columbia South Shore Well Field next to the Columbia River to augment the Bull Run supply when needed.

**Aquifer Storage and Recovery**

A small but important portion of TVWD’s water supply comes from an Aquifer Storage and Recovery (ASR) well within the District. During the winter when water is plentiful, TVWD stores treated drinking water underground in the aquifer surrounding the Grabhorn well on Cooper Mountain. During the hot summer months, the stored water is pumped from the aquifer to help meet peak water demands. 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 23 storage reservoirs is around 67 million gallons.

**Willamette Water Supply Program**

TVWD and the City of Hillsboro continue to work on developing the mid-Willamette River at Wilsonville as an additional regional water supply source. This new, reliable water supply for Washington County is on-schedule to deliver drinking water to more than 400,000 Washington County residents and businesses in 2026.

Major recent program activities include:

- Completion of the preliminary design report for the system.
- Completion of the water treatment plant master plan.
- Installation of the first section of large diameter pipe at the Kinsman Road partnership project in Wilsonville.

Additionally, staff made progress securing property for future water supply facilities and provided dozens of briefings to community members, neighbors and civic organizations. Visit the Program website at OurReliableWater.org for the latest updates.
Sources of Lead in Our Homes

1. **Lead-based Paint:** Homes built before 1978 may have lead-based paint
2. **Home Plumbing:** Water pipes, faucets, and other plumbing fixtures
3. **Contaminated Soil and Dust**
4. **Some Imported Goods:** Such as toys, jewelry, pottery, candy, folk medicines, and cosmetics
5. **Work and Hobby:** Stained glass, fishing weights, remodeling, automotive, guns, and firing ranges
6. **Industrial Exposures**

**WQ Samples**
More than 5,250 taken
NO VIOLATIONS

**Lead and Your Water**
TVWD has been in compliance with the Lead and Copper Rule since inception of the rule in 1991. The TVWD water distribution system contains no lead service lines. For this past fiscal year, TVWD’s compliance with the Lead and Copper Rule was based on water samples collected as part of the regional Joint Monitoring Program (JMP). The Joint Monitoring Program, approved by the Oregon Health Authority, is a collaborative effort by water systems in the Portland-metropolitan region to test homes known to have plumbing with lead solder. Public education and free residential water testing are included in this program.

TVWD is a member of the JMP because Portland’s Bull Run source is known to be more aggressive than water from Barney Reservoir or the Willamette River, and contributes to the possibility of lead leaching from plumbing and fixtures inside some homes. Lead test results from the program are aggregated with all the participating water agencies and reported to the state as a single, combined set of data. Therefore, elevated results from one water supplier count against everyone participating. Since 1999, individual results from homes in the TVWD service area that are sampled as part of the JMP have been well below the EPA action level for lead. In contrast, aggregated lead results from throughout the region have occasionally been at or slightly above the action level.

**TVWD Leaving Joint Monitoring Program**
In April 2016, the TVWD Board of Commissioners made the decision to withdraw from the JMP and implement an expanded lead and copper monitoring program in 2017. This expanded, TVWD-only lead and copper program will increase the transparency of monitoring results and enhance accountability to customers. Lead and copper monitoring, customer education and access to free lead sampling kits will continue to be a priority.

More information about lead and TVWD’s drinking water can be found at tvwd.org/lead.

**Steps You Can Take to Reduce Lead in Your Water**
1. Use only cold water for drinking, cooking and preparing baby formula
2. Flush your tap for 30 seconds to 2 minutes (until noticeably colder)
3. Don’t boil your water to remove lead
4. Remove your aerator periodically and clean it out
5. Get your water tested
Field Operations Keep the Water Flowing

TVWD’s field crews are dedicated to keeping the water distribution system functioning properly. To get from the source to the tap, water goes through treatment, pipelines, valves, pump stations, reservoirs, and more pipelines before it reaches homes and businesses. In addition, we regularly respond to leaks (day or night, every day of the year), flush the water system (to enhance water quality), and manage water storage and distribution throughout the District. Our crews work hard to make sure that water is available when you need it while minimizing inconveniences to customers.

Customer Service at Your Call

Whether in the office, on the phone, or out in the field, the primary goal of TVWD’s Customer Service Department is to make every interaction with customers a positive one. Customer service office staff manage more than 62,500 customer accounts. Representatives assist customers with new accounts, finalize accounts when customers move, and assist customers with other concerns, such as leaks, low water pressure and questions about their water bills.

Field Customer Service representatives work throughout the District, responding to customer needs in person. This includes turning meters on and off, reading the meters for billing and investigating and assisting customers with a variety of service problems. This can vary from troubleshooting water bills and assisting with leak detection to maintaining and replacing water meters.
Outreach:
Youth Education and Community Events

TVWD believes that an informed public is key in making sure customers have confidence in their water supply. Whether it’s an update on the Willamette Water Supply Program in the *Water Words* newsletter, guiding a class of second graders in building a miniature water system, or providing a water conservation display at a sustainability fair, TVWD works hard to let customers of all ages know how we provide quality water and customer service.

Throughout the year, TVWD employees present at a variety of community events, such as neighborhood association meetings, church groups, farmers markets and schools. Most of these events are used to inform area residents about the importance of what we do and how to use water wisely. In addition, TVWD regularly customizes presentations for businesses or civic groups on water-related topics of interest. For more information about TVWD’s speakers bureau, contact Jim at outreach@tvwd.org or call 503-848-3036.

Emergency Preparation:
Providing Service After Emergencies

By focusing on system resiliency and water supply redundancy, TVWD is working with other regional suppliers to develop a resilient “backbone” of transmission and storage capacity in the event of a major earthquake. One of TVWD’s primary goals is for customers to have access to quality water as quickly as possible following an emergency. To help meet this goal:

- TVWD is partnering with the City of Hillsboro to develop the Willamette Water Supply Program, increasing the resiliency and reliability of the region’s water supply.
- TVWD partnered with the City of Tualatin to purchase a portable emergency water pumping system to provide water to our Metzger service area and City of Tualatin residents in the event that the Washington County transmission line from Portland is down in an emergency.
- TVWD designs and builds new infrastructure to meet current seismic standards. The Garden Home Reservoir and the Ridgewood View Park Reservoir are newer reservoirs that are designed to meet stringent codes in order to withstand large earthquakes.
- Members of TVWD’s staff routinely participate in regional emergency planning drills and other related efforts.

These examples are just a few of the many steps the District is taking to provide quality water following an emergency. For more information about how the District is preparing for emergencies, visit tvwd.org/preparedness.
Partnerships

“Go it alone” is rarely the best strategy. Customer surveys reveal that District customers want TVWD to continue to develop partnerships with local communities and key stakeholders to coordinate and share costs and expenses. TVWD actively pursues partnerships in many of our endeavors, including:

- **Capital Improvement Projects**: TVWD and the Willamette Water Supply Program staff work with the cities of Hillsboro, Beaverton, Tigard, Portland, Washington County, and other jurisdictions for pipe replacement in advance of road construction work. This often results in significantly reduced project costs (such as $20-$30 million in avoided costs for the SW 124th Ave. pipeline) and reduced community impacts.

- **Regional Water Providers Consortium**: By pooling resources with other water providers in the Portland-Metro area, TVWD saves money implementing regional programs in conservation, consumer education and water supply monitoring.

- **Joint Billing and Payment Processing**: TVWD saves about $1.1 million per year by combining billing services with Clean Water Services and the City of Beaverton.

- **Cooperative Purchasing Agreements and Equipment Sharing**: TVWD shares fuel costs with Tualatin Hills Parks and Recreation District and is a member of Cooperative Public Agencies of Washington County, a consortium of Washington County public agencies who share a variety of equipment and resources.

Financial Statistics

**STATEMENT OF CASH FLOWS**

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<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
<th>Difference</th>
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<tbody>
<tr>
<td>Receipts from customers</td>
<td>$49,517,237</td>
<td>$43,386,999</td>
<td>$6,130,238</td>
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<tr>
<td>Payments to suppliers and others</td>
<td>(14,696,202)</td>
<td>(10,446,350)</td>
<td>(4,249,852)</td>
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<td>Payments to employees</td>
<td>(14,908,457)</td>
<td>(14,041,128)</td>
<td>(864,329)</td>
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<td>Net cash provided by (used for) operating activities</td>
<td>19,912,578</td>
<td>18,899,521</td>
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**CASH FLOWS FROM CAPITAL AND RELATED FINANCING ACTIVITIES**

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<th>2016</th>
<th>2015</th>
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<tr>
<td>Acquisition and construction of capital assets</td>
<td>(27,496,368)</td>
<td>(26,354,146)</td>
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<td>Capital contributions</td>
<td>13,904,804</td>
<td>7,780,024</td>
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<td>Other capital and financing related activities</td>
<td>18,094</td>
<td>(5,716,877)</td>
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<td>Net cash provided by (and used for) capital and related financing activities</td>
<td>(13,573,470)</td>
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<td>10,717,529</td>
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**CASH FLOWS FROM INVESTING ACTIVITIES**

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<th>Difference</th>
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<tr>
<td>Net cash provided by (used for) investing activities</td>
<td>(6,268,605)</td>
<td>148,522</td>
<td>(6,417,127)</td>
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Net cash flows during year $70,503 $(5,242,956) $5,313,459

Net cash and cash equivalents at end of year $41,833,403 $41,762,900 $70,503

Net investments at end of year 50,246,270 44,146,710 6,099,560

Total cash and cash equivalents and investments $92,079,673 $85,909,610 $6,170,063

Safeguarding Your Water Through Technology

Harnessing the latest technology helps TVWD monitor the water system and provide quality water in the most cost-efficient way possible. Our Supervisory Control and Data Acquisition (SCADA) system consists of computers, software and telemetry that is used to control operation of the water system and monitor water quality and system security throughout the District’s entire service area.
Looking towards the Future

BOARD OF COMMISSIONERS:
Bagnall Appointed to Board of Commissioners Following McWiliams’ Retirement
One hallmark of TVWD is stability and continuity on our Board of Commissioners. In September 2016, TVWD experienced its first change in Board membership in seven years. Outgoing Board President Marilyn McWilliams retired. To fill this critical role, the Board appointed Bernice Bagnall to Position 1. A 40-year resident and customer of the District, Commissioner Bagnall has an extensive background in public and private utility financial planning, with a specific focus on rates and oversight. Commissioner Bagnall also brings to the Board an impressive history of leadership in the public sector and water industry, including past board and committee positions with a variety of local and national utility associations. Her 30-year career in utility finance and economics included employment with Pacific Power and Light Co., City of Portland, Clean Water Services and TVWD.

Strategic Communications Plan
In August 2016, the Board of Commissioners adopted TVWD’s first Strategic Communications Plan. This plan provides a foundation to guide District communications with customers, stakeholders, partners, the media and TVWD staff. Plan recommendations that were implemented in 2016 included launching social media accounts on Twitter and Facebook, updating the District’s graphics, and expanding the District’s community outreach program. Work scheduled for 2017 includes re-branding the organization with a new brand strategy and visual identity as well as replacing the District’s website and content management system.

Ridgewood View
TVWD’s newest reservoir at Ridgewood View Park went online July 22, 2016. The $30 million capital project includes a new 8 million gallon seismically-resilient reservoir, a new 11 million gallon-per-day pump station, and 6,700 feet of new 24-inch diameter pipe. This important project helps improve water reliability for the West Hills, including critical customers such as Providence St. Vincent Medical Center.

This project was a joint-agency partnership between TVWD and Tualatin Hills Park & Recreation District. Both agencies improved the reservoir and existing park facilities by working closely with neighbors throughout design and construction. This resulted in park upgrades that include new tennis court facilities, a bocce ball court, a nature-themed play area, landscaping, additional walking trails, and site pedestrian connections.

Ridgewood View also received the Institute for Sustainable Infrastructure’s (ISI) Envision rating system’s Gold Award. It is the first joint water storage reservoir and park facility to receive an ISI Envision award, and is also the first Envision award in Oregon. It is the 11th infrastructure project in North America to be recognized by the Envision rating system, and reflects the tangible results TVWD is realizing from sustainability and conservation programs.

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