Your water utility: A quiz

1. How many millions of gallons of water does TVWD provide on average per day?
   a. 21.4
   b. 15.6
   c. 28.2
   d. 31.8

2. What is the name of the partnership to bring an additional water source to Washington County in 2026?
   a. Washington County Drinking Water Coalition
   b. Westside Water Alliance
   c. Willamette Water Supply Program
   d. Partnership for a Reliable Water Supply

3. What causes the largest increase in water use during the summer?
   a. More showers
   b. Landscape irrigation
   a. More people drinking water
   c. Manufacturing cooling costs

4. How can you use water more efficiently during the summer?
   a. Use the Regional Water Providers Consortium weekly watering number to make simple weekly adjustments to your watering schedule based on actual weather conditions in your area
   b. Purchase WaterSense labeled irrigation controllers and high efficiency sprinkler nozzles and get a rebate from TVWD
   c. Water your landscape in the morning or evening to reduce evaporation
   d. All of the above

5. Why is it important to use water efficiently?
   a. It saves money on your water bill
   b. It helps TVWD effectively manage water supplies
   c. Using less water means using less resources to bring it to you
   d. All of the above

6. How many water samples does TVWD take yearly?
   a. 2,000
   b. 4,000
   c. 6,000
   d. 8,000

7. What does TVWD offer residential customers to help you conserve water?
   a. Bathroom and kitchen faucet aerators
   b. Showerheads
   c. Toilet leak test dye tabs
   d. $50 Rebates on WaterSense labeled weather-based irrigation controllers
   e. All of the above

8. Why is it important to have your backflow prevention device tested annually, either by having TVWD arrange the test or hiring your own tester?
   a. It prevents water flowing backwards through the water system
   b. It prevents harmful substances from entering the water system
   c. It complies with Oregon law
   d. All of the above

Check your answers on the next page

We are here to help!

Tualatin Valley Water District strives to provide you with reliable and safe drinking water. With COVID-19 risk levels lowered, utilities are moving towards resuming normal operations, including shutoffs for non-payment. Customers who have a past due account and have not made arrangements to get their account current will have water services suspended as a result of non-communication. Not having a plan in place for your account is a concern because unpaid bills become the responsibility of the entire customer community through higher water rates.

If you need financial assistance or your account is past due, please take this opportunity to contact us at 503-848-3000 so that we can assist you right away. Our caring customer service staff are here to offer help.
TVWD is focused on providing drinking water, and our recently adopted budget reflects the District’s strategic investments in providing water to the region. The top three budget priorities include: purchasing water; constructing a reliable and resilient water supply in partnership with neighboring cities, and installing, repairing and replacing infrastructure. You can learn more about the budget at tvwd.org/budget.

The next step in TVWD’s financial management process is rate setting. Visit tvwd.org/rates for opportunities to learn more about the District’s rate process.

Use water efficiently this summer

During the summer, efficient water use is especially important to help us reduce peak water use. Peaking occurs when a lot of water is used at the same time. Reducing peaking helps keep your bill low and enables TVWD to manage our water system and supplies much more effectively. Tips to help you use water efficiently include:

• Sign up for the Weekly Watering Number at regionalh2o.org/wwn to receive emails that provide a simple adjustment for your lawn and garden watering schedule each week based on real weather data in your area.
• Visit regionalh2o.org for tips on using water efficiently.
• Visit tvwd.org/rebates for information on rebates for purchasing and installing water efficient irrigation products like weather-based irrigation controllers and high-efficiency sprinkler nozzles.
• Adjust sprinklers so you don’t water the driveway or sidewalks. Fix any leaks or broken sprinkler heads right away.
• Aerate your lawn. Aeration helps to get water and nutrients down into the root zone with less water.

Quiz answers: 1-a, 2-c, 3-b, 4-d, 5-d, 6-c, 7-e, 8-d

Payment Options

TVWD has many convenient ways to make a bill payment.
Visit tvwd.org/relief for bill assistance programs

24 Hours
Online: tvwd.org/MakeAPayment By Phone: (844) 331-8344

In Person/Paystations:
• TVWD Headquarters, 1850 SW 170th Ave.
• Clean Water Services, 2550 SW Hillsboro Hwy, Hillsboro
• Metzger Drop Box (unstaffed), 6501 SW Taylors Ferry Rd.

Providing Our Community Quality Water and Customer Service

One of Oregon’s largest drinking water utilities, TVWD serves customers in parts of Washington County. The service area covers more than 44 square miles and includes portions of the cities of Hillsboro, Beaverton and Tigard.

503-848-3000
Mon. - Thurs., 7 a.m. - 4:30 p.m.
Friday, 8 a.m. - 4:30 p.m.

24-Hour Water Emergencies
503-848-3000

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