Your water utilities are preparing for emergencies. We invite you to join us!

From a large-scale earthquake to a pipe break, emergencies can happen any time. Tualatin Valley Water District and Clean Water Services are continuously planning for solutions to get you back in service as quickly as possible after a natural or human-caused disaster.

Both agencies have partnerships with local, state and federal agencies to give or receive aid to bring utility services back online as quickly as possible. We constantly evaluate and improve infrastructure and, if needed, replace it based on the most current standards to help withstand earthquakes, hazards, and other threats. Staff train and conduct exercises and study lessons learned from other local and national utilities to create plans on how we will react when events occur here in Washington County. We are always working hard to improve our emergency response capabilities.

Despite our best efforts, your utility services may not be available for hours, or possibly days or weeks, in the event of an emergency. We encourage you to take steps now so you are self-sufficient in case we are not able to respond right away:

- Have an emergency supply of water, food, a first aid kit and a plan (regionalh2o.org and redcross.org).
- Know how to turn off your water in case a pipe breaks and you need to shut off your water in a hurry (tvwd.org/shutoff).
- Update your contact information so we can notify you in an emergency (tvwd.org/updatephone).
- Once the weather cools, prepare your home for winter (tvwd.org/cold).
- Sign up to be notified about emergencies from Tualatin Valley Water District (flashalert.net/id/tvwd).
- Clean Water Services utilizes the Washington County Consolidated Communications Agency CodeRED Public Alerts system, which sends alerts for a variety of hazardous situations. Sign up at wccca.com/PublicAlerts.
- Call Tualatin Valley Water District at 503.848.3000 or Clean Water Services at 503.681.3600 if there is an issue with the water system. Staff are available 24 hours a day.
- For immediate threats to life or water system property, call 9-1-1.

How are your emergency preparedness efforts progressing? We want to see! Send pictures to communications@tvwd.org. We will feature customer photos in future publications.

YOUR DRINKING WATER RATES

In August, TVWD proposed a drinking water rate increase. The average household who uses 7 CCF per month with a 5/8” meter would see an increase of $5.32 per month after November 1, 2021 and $5.83* per month after November 1, 2022. *TVWD mailed a postcard about the proposed increase to all customers. An error was made on the postcard. We regret the error and apologize for any confusion this may cause.

Your water rates and charges fund the operations, maintenance and construction, and customer service functions for your water system. This includes constructing an additional, seismically resilient regional water supply system (OurReliableWater.org), repairing and replacing aging infrastructure, and purchasing water.

TVWD has taken steps to keep rate increases contained to the proposed amount. The District has reduced the personnel services budget in the current biennium by 2.8%, deferred over $50 million in infrastructure projects, partnered with other local water utilities to lower the costs of new infrastructure, and obtained a federal WIFIA loan with generous interest and repayment terms.

Note: This newsletter is on a two-month cycle; customers receive this in both September and October. For the most recent information about the rate process, visit TVWD.org/rates.
START WITH HEALTHY SOIL
Get your plants started right this fall — with healthy soil. Try these tips:

- Add compost to the soil when you plant seeds or seedlings to help retain water and provide nutrients to your plants.
- Use organic mulch to cover and cool soil. It can minimize evaporation, erosion and weed growth. Aged manure, bark chips or wood chips work well.
- Add Clean Water Grow® plant food. Each blend is designed with your plants and soil in mind. Find your perfect product at cleanwatergrow.com.
- Form a basin with the soil around your trees and large plants to help catch and retain water throughout the season.
- Spot treat weeds or pull them by hand. Avoid pesticides and weed killers whenever possible. They can harm beneficial organisms in your soil.

Fall is an ideal time for getting native plants in the ground — and to consider leaving some of your fallen leaves in your flower beds and on your lawn. Native plants require fewer chemicals and attract beneficial wildlife, reduce erosion and protect water quality. Leaving your leaves provides water-saving cover for your soil and habitat for pollinators and other beneficial species.

If you have more leaves than you can leave, keep them from clogging storm drains by taking part in our 30th Annual Leaf Disposal & Food Drive. Visit cleanwaterservices.org/leaf for specific dates and drop-off locations.

WILLAMETTE WATER SUPPLY PROGRAM UPDATE
The Willamette Water Supply Program (WWSP) has updated its Projects Map to reflect updated pipeline routes and construction schedules. The map shows projects where the WWSP is coordinating pipeline construction with the planned repair and replacement of roads. These partnerships save customers money and reduce the impact on the travelling public.

Starting this year, the WWSP is ramping up the number of active construction projects across the region. Every Willamette Water Supply System component in the current phase will have been built or will be under construction by 2022. This timing assures completion by 2026, and on-time project delivery helps manage costs. The upcoming construction will impact travel in Beaverton, Wilsonville, Hillsboro, and unincorporated Washington County. Check out the updated Projects Map at OurReliableWater.org.

INVESTING IN OUR COMMUNITY
CWS currently serves more than 620,000 customers in urban Washington County, which is expected to add 74,000 people by 2030! Planning ahead is vital to meeting the needs of our community.

The CWS Board has voted unanimously to approve our Fiscal Year 2021-22 Budget, including a rate increase of 4.6%, or $2.57 per month for the average residential customer, which went into effect July 1. The sewer and stormwater rates you pay allow us to continue making essential, cost-effective investments to protect public health, the environment and clean water in the Tualatin River Watershed, including:

- Upgrading and expanding our four water resource recovery facilities and 43 pump stations.
- Expanding, repairing and replacing the sanitary sewer collection system.
- Restoring flow to the Tualatin River and its streams and planting miles of trees and shrubs to shade water, control erosion and filter pollutants.
- Building stormwater projects to reduce pollution and improve drainage.

Thank you for being a partner in safeguarding the One Water we all share. Learn more at cleanwaterservices.org/rates.

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