The Future Is Bright

In the September/October edition of Water Words, you were introduced to TVWD’s new CEO Tom Hickmann, who began his leadership role at TVWD on August 1. Tom has spent his first few months on the job meeting with partners in the region, working with the Board of Commissioners, and engaging TVWD staff in starting a strategic planning process. The goals of the strategic planning process include: defining measurable performance outcomes that guide TVWD in making investments in the water system and aligning the work of the Board, departments and staff with customer needs.

The goal is to have the strategic plan completed and reviewed several times prior to Fall 2021, when the next biennial 2021-2023 budget cycle starts to take shape. Water is an essential community service, supporting life, public health, fire protection and the economy, so taking a long view of the needs is critical. The future of water in the region is bright and TVWD is preparing, with our regional partners the City of Hillsboro and the City of Beaverton, to bring the future water supply to you starting in 2026.

Willamette Water Supply System Raw Water Facilities Update

The Raw Water Facilities project is the southernmost component of the Willamette Water Supply Program. The project includes expanding the existing intake capacity at the Willamette River Water Treatment Plant (WRWTP) and building a pipeline, pump station, and associated infrastructure to move the water to the Willamette Water Supply System Water Treatment Plant that is still under design.

The project is defined by an intergovernmental agreement between the Willamette Water Supply System (WWSS) Commission and the City of Wilsonville. The project will accomplish WWSS and Wilsonville’s mutual goals of increasing water supply, reliability, redundancy, and resiliency for all parties while maintaining WRWTP operations during construction.

Improvements include an improved pump station, a seismically reinforced Willamette Riverbank, increased water intake capacity, a new electrical building, and a new raw water pipeline. Construction is planned to begin in June 2020 and conclude in 2024. Visit OurReliableWater.org/rawwater for more information.
Be ready for water-related emergencies
TVWD recommends preparing for extreme winter weather

- Know how to shut off your water to prevent damage: tvwd.org/shutoff  
- Minimize the impacts of freezing weather: tvwd.org/cold  
- Update your email and phone number in case we need to contact you: tvwd.org/updatephone  
- Sign up for Flashalert to be notified about emergencies: flashalert.net/id/tvwd  
- Follow TVWD on Nextdoor, Facebook and Twitter: @TVWDNews

Look for your shut off valve in the crawl space or basement, where the water line enters the home, the garage, or outside near the foundation, often protected by a concrete or clay ring. Disconnect and drain hoses from outside faucets. Cover or wrap outside faucets. Cover foundation vents with foam blocks, thickly folded newspaper or cardboard.

Need a new colorful 2020 calendar filled with fun water tips and information? Call 503-848-3000 or email outreach@tvwd.org and we will mail you our 2020 Conservation Calendar with artwork from local elementary school students.

Payment Options
TVWD has many convenient ways to make a bill payment.

If you have an urgent shutoff notice, please pay online, by phone or in person.

24 Hours
Online: tvwd.org/MakeAPayment  By Phone: (844) 632-2059

In Person/Paystations:
- TVWD Headquarters, 1850 SW 170th Ave.
- Clean Water Services, 2550 SW Hillsboro Hwy, Hillsboro
- McCann’s Pharmacy, 15685 SW 116th Ave., King City
- Metzger Drop Box (unstaffed), 6501 SW Taylors Ferry Rd.

Providing Our Community Quality Water and Customer Service

Oregon’s second largest drinking water utility, 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.