



TUALATIN VALLEY
WATER DISTRICT

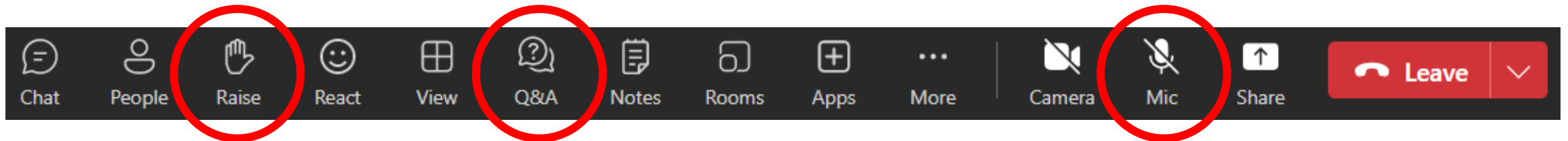
6 THINGS TO KNOW ABOUT YOUR WATER SERVICE

Talkin' Water

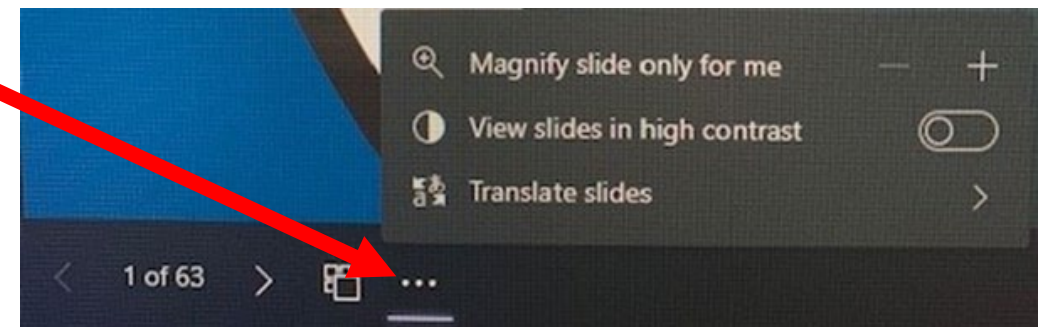
February 29, 2024

TALKIN' WATER GUIDELINES

- Sessions are recorded.
- Please make sure your microphone is muted.
- Moderated Q&A after the presentation; please type you questions anytime.



- TVWD staff can call on you to speak during the Q&A. When finished, please mute your microphone again.
- If you have accessibility needs, click on the three dots to magnify or translate the slides.
- TVWD operates in an inclusive and discrimination-free manner to serve all customers.
- Staff may exclude participants who disrupt events.



TODAY'S EXPERTS



Presenter

Mike Etienne

Field Customer Service Lead



Presenter

Jesus Monje Oregon

Customer Service and Billing Specialist

#1 Can I shut off my water at the meter?



LEAVE SHUTTING OFF THE METER TO TVWD

- Contact our office to have your water shut off at the meter if you don't have a home shutoff valve.
- Incorrectly turning meter valves poses risks.
 - Risk 1: Not doing it properly
 - Risk 2: You break it, you buy it
 - Risk 3: Disruption of water to neighbors, tampering fine
- Trained professionals are available 24/7 for emergencies.



EMERGENCY WATER SHUTOFF

- Locate your shut off valve before you have a leak or an emergency.
- Common locations are:
 - Crawl space or basement.
 - Garage, possibly near a water heater or laundry hookup.
 - Outside near the foundation, often protected by a concrete ring or clay pipe.



#2

How can I prevent pipes from freezing or breaking?



BUNDLE UP EXPOSED FIXTURES

- Closing crawl space vents keeps cold air from circulating around exposed pipes.
- Disconnect and drain hoses from outside faucets.
- Turn off and drain irrigation systems and backflow assemblies.
- Cover hose bibs and backflow assemblies.
- Insulate hot and cold pipes in unheated areas, such as the garage, crawl space or attic.



DURING A FREEZE EVENT

- Open cabinet doors to let heat aid pipes.
- Have a steady drip of cold water at an inside faucet farthest from your water meter.
 - This keeps water moving, making it less likely to freeze.
- Make sure your water meter box is accessible.
- If a neighbor is away or you are next to a vacant house, notify TVWD if you suspect a leak.
- TVWD will respond 24 hours a day, 7 days a week by calling 503.848.3000.
- **Only Call 9-1-1 for fire and life-threatening emergencies.**



#3

**Can I change the
landscape around
my meter box or
fire hydrant?**



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WATER METER CLEARANCE GUIDELINES

- Meters need “free and clear” access so our staff can easily access the meter.
 - For reading and emergency response needs
 - All obstructions must be trimmed or removed.
 - Clearance requirements:
 - 6 feet above the meter box
 - 2 feet on each side



FIRE HYDRANT CLEARANCE GUIDELINES

- Fire hydrants must be visible from the street and easily accessible.
- All obstructions must be trimmed or removed.
- Never alter or paint a hydrant.
- Clearance requirements:
 - 3 feet behind
 - 5 feet to each side of the hydrant
 - At least 18 inches to the ground



#4

How do I know my meter reading is accurate?



WATER METER FUNCTIONALITY

- Meters are mechanical devices prone to wear and tear.
- TVWD regularly maintains and replaces meters.
- Three potential scenarios for meter conditions:
 - Working correctly: Ideal scenario
 - Slowing down: Leads to underbilling
 - Fails completely: Water still flows through, no usage recorded



#5
**How can I help
keep utility
employees safe
on the job?**



STAY SAFE AROUND UTILITY WORKERS

- Plan ahead and know where construction is. Avoid the area if possible.
- Slow down and avoid distractions.
- Obey all flaggers, signs and instructions.
- Maintain a safe distance.



#6
**How can I receive
assistance with my
water bill?**



AVAILABLE ASSISTANCE

- Long-term payment agreements
- More time to pay
- One-time per year emergency assistance
- Community Action of Oregon
- St. Vincent de Paul
- 211 – connect with community resources



WE ARE HERE TO HELP!

- **Website:** tvwd.org/help
- **Email:** CustomerService@tvwd.org
- **Phone:** 503.848.3000
- Online payment options:
tvwd.org/portal
- Phone payment options:
844.331.8344
- You can donate to help a neighbor with their water bill.





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THANK YOU FOR JOINING US

tvwd.org

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YOUR TURN! ANY QUESTIONS?



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