

## RIVERGROVE WATER DISTRICT FREQUENTLY ASKED QUESTIONS

### 1. WHERE DOES THE WATER COME FROM?

Rivergrove Water District's water source is groundwater that comes from wells we have drilled into the Columbia River Basalt aquifer. We currently have three wells that supply our current demand.

### 2. WHAT ARE THE WATER SERVICE CHARGES AND MISCELLANEOUS FEES AND HOW OFTEN WILL I RECEIVE A BILL?

**Current water service charges are as follows:**

The rate that applies to most of our customers is for a 3/4-inch water meter. For this sized meter the bi-monthly rate is as follows: a service fee of \$38.66 and a water usage fee of \$3.11 per 100 cubic feet. (There are approximately 750 gallons of water per 100 cubic feet.). The 1-inch meter bi-monthly charge is \$83.23 and a water usage fee of \$3.11 per 100 cubic feet. Larger meters have different rates and the rate schedule for these meters is available at the District office.

A meter reading service reads the meters every 2 months. Your bi-monthly bill is for 2 months of water usage. District staff processes the information and generates the bill which is mailed out approximately the 15<sup>th</sup> of February, April, June, August, October and December. **The due date for payment is the tenth of the following month. (For example, bills sent out around February 15<sup>th</sup> are due and payable on the 10<sup>th</sup> of March.) Customers whose accounts are not paid are considered delinquent and will incur a penalty fee. Customers with an account over 30 days delinquent are at risk of having their water turned off and additional fees charged. If an account is shut off, all charges must be paid in full before the water is turned back on.**

**Miscellaneous Fees.** The following fees are charged to customers for delinquent accounts, water service dispatch fees, NSF checks and clearing impediments grown around and blocking the meter:

TYPE OF FEE	AMOUNT
New Account Deposit	\$50.00
Service Delinquent	\$10.00
Delinquency Notification	\$15.00
NSF Check Processing	\$25.00
Stop Payment Fee	Actual cost from financial Institution
Trim-Actual District Costs w/Minimum Charge of:	\$25.00
Shut off Lock Destruction Fee	\$100.00
Dispatch Fee (Turn on service business hours only)	\$25.00
Restoration-Replacement of Water Meter	\$50.00

### 3. WHERE AND HOW DO I PAY MY BILL?

Payments are accepted by check, cash, money order and by credit or debit card on our website at [www.rivergrovewater.com](http://www.rivergrovewater.com). *The District also offers AUTOPAY for your checking or savings account or a Recurring Credit Card Payment option.* **Both forms are included in this package** and can also be downloaded at <http://www.rivergrovewater.com/how-and-where-do-i-pay-my-bill>.



You can also make payments by credit or debit card at the office. You can register your account on the link: <https://rivergrovewater.epayub.com/Pages/default.aspx> or choose the button Quick Pay. A service fee will be charged by the ACH with each transaction. The District receives **no** money from this service fee.



**Mail it to the district office.**



Bring it to the district office during normal business hours of ***Monday-Friday 7:30-11:30 and 12:30-4:00.***



**During non-business hours you may place your payment in the drive-up lock box located at the district office.**

#### **4. WHAT IS THE “AVERAGE COST” FOR WATER?**

It is not possible to quote an “average cost” for water. The cost depends upon many variables including size of the family, water-use habits and how often or if you irrigate your yard.

#### **5. WHAT SHOULD I DO IF I THINK THERE IS A LEAK AT MY HOME?**

First make sure all the water is turned off both inside and outside your home. Make sure there is no water usage while you check the meter. If the dials or hands are turning, water is going through the meter. This would indicate that there is a leak somewhere in your plumbing.

Before calling a plumber check the toilets with this simple test. Put a few drops of food coloring in the water tank of your toilets. ***DO NOT FLUSH.*** Wait for 15 minutes, and then check the bowl of the toilet. If there is food coloring in the bowl then the tank is leaking. The leak will need to be fixed.

The customer is responsible for repairing and maintaining the water lines between the meter and their home. If a leak occurs on “your side” of the meter, you are responsible for repairing the leak. In addition, any extra water registered through the meter due to a leak on “your side” will be billed at the standard rate. The District has a leak adjustment credit for those customers who qualify. Contact the District office for details on how to apply and include proof the leak repair.

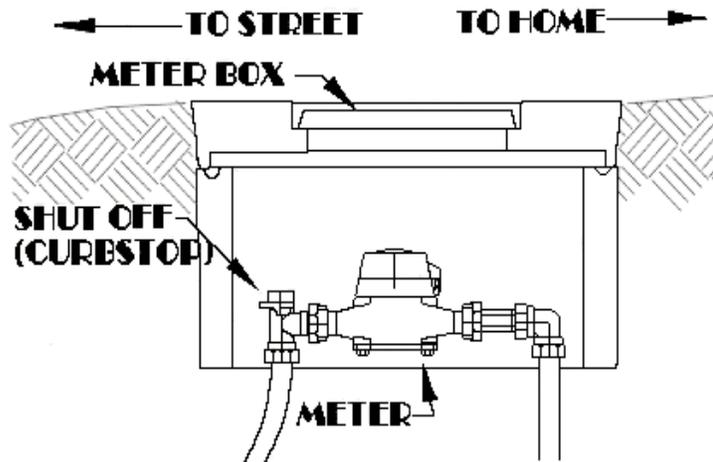
#### **6. IS THE WATER TESTED FREQUENTLY?**

A minimum of 4 microbiological water samples are taken at various sites in the District Water system each month. We also test the water for chemical makeup and possible contaminants levels at Alexin Analytical of Oregon, a state Certified Water Testing Laboratory. If you wish additional information about our water testing and results, our lab telephone number is (503) 639-9311.

Periodically, water samples are sampled from residences within the District and analyzed for lead and copper levels. These water tests are done according to the required guidelines of the Drinking Water Program of the Oregon Health Authority. The telephone number to contact the Oregon Health Authority Drinking Water Program is (503) 731-4899.

#### **7. IS THE WATER HARD OR SOFT?**

The water from our wells is moderately hard. For additional information concerning hardness and customer choices on water softening refer to <http://www.rivergrovewater.com/is-the-water-hard-or-soft>.



### **Meet Your Water Meter**

#### **8. WHAT IF I NEED TO SHUT MY WATER OFF TO FIX THE LEAK?**

The District has a curb stop that shuts off each meter. It takes a special tool to turn off this curb stop. If a customer uses this stop and turns it off with a crescent wrench or any other tool, it could result in damage. When the curb stop is damaged the entire main is shut down. This means putting some or all of your neighbors out of water for the repair and creating a great deal of inconvenience and expense.

***The District requires customers to install a master shut-off valve, as close to the meter location as practical. The master shut off valve controls the entire water supply from the service. Operation by any customer of the curb stop in the meter box is prohibited. If you damage a curb stop, you will be liable to the District for all reasonable expenses incurred for repair of the curb stop.***

If you need your water meter shut off during business hours to do repairs or to install a master supply valve, ***please call the District office*** and our staff will do a meter shut off. ***It is very important the homeowner locates or installs a master water supply valve. We all know, water pipes breaking or basements flooding happen at any time; you can't afford to waste precious minutes.***

#### **9. WHAT NUMBER SHOULD I CALL IN CASE OF A WATER EMERGENCY?**

Call the District office at **(503) 635-6041**. If an emergency occurs after office hours inform our answering service you have a “**water emergency**”; they will page our on-call operator to respond.

#### **10. HOW CAN I AS A WATER CUSTOMER BE PREPARED FOR AN INTERRUPTION OF WATER AVAILABILITY FROM THE RIVERGROVE WATER DISTRICT?**

Disaster can strike at any time and in any community. Rivergrove Water takes special measures to protect both the availability and quality of your water supply. Although no amount of preparation can prevent a disaster, you can plan to limit its effects. One of the most important supplies to have on hand in the event of a disaster is safe drinking water.

A good rule of thumb is to store one gallon of water per person per day. You should plan for at least 14 days in the event of a major disaster. For example, a family of four should store 12 gallons of water, one for each person and enough for 14 days. For storage, as a general rule, change your emergency water supply at least every six months to ensure freshness.

#### **11. WHO MAINTAINS THE WATER EQUIPMENT AT MY RESIDENCE?**

The District maintains and repairs or replaces the water meter, backflow prevention assembly and the box in which they are housed. If one of these items is broken, please call us as soon as possible. ***The customer should be aware each customer should use reasonable care and diligence to keep the meter and meter box free from dirt due to mole infiltration, and protect the water meter, meter box, and premise backflow assemblies from loss or damage by freezing, hot water, traffic hazards, landscaping obstructions, and other causes. If reasonable care is not provided the customer could be liable for the cost of the resulting damage.***

It is very important the District has free access to the water meter, meter box and equipment for maintenance and meter reading. Customers allowing impediments (dirt in meter boxes, plants, trees, fences, structures, etc.) to restrict access may be charged the cost of removing these impediments.

Backflow prevention programs are required of all public water systems by the Drinking Water Program at the Oregon Health Authority. The Rivergrove Water District is currently phasing in a progressive Backflow Prevention Program. The long-term goal is to have a backflow prevention assembly at each customer's service. The District will maintain and annually test these assemblies.

## **12. DOES RIVERGROVE WATER DISTRICT PROVIDE SEWER SERVICE ALSO?**

The City of Lake Oswego provides some sewer service in certain areas of the District. If you are on sewer or would like more information about sewer service you can call (503) 635-0265.

## **13. IS THERE FLUORIDE IN THE WATER?**

Fluoride is not added to the water. Our water quality lab tests reflect the amount of natural fluoride to be less than 0.5 parts per million. For comparison, one part per million is equivalent to 1 cent in ten thousand dollars or one drop in a million drops. This means in one million drops of water there is less than ½ drop of fluoride.

## **14. IS THE WATER SAFE TO DRINK FROM THE GARDEN HOSE?**

No! A standard vinyl garden hose has substances in it to keep the hose flexible; these chemicals get into the water as it goes through the hose and are not good for you.

## **15. IS IT OK TO USE HOT WATER FROM THE TAP FOR COOKING?**

We recommend using cold water. Hot water is more likely to contain rust, copper, and lead from your household plumbing and water heater.

## **16. DO WE NEED TO CONSERVE WATER IN THE SUMMER?**

Since 1957, Rivergrove Water District has never asked our customers to conserve water. That does not mean conservation of this natural resource will not be needed in the future. Customers should make every effort to use water wisely.

***IN THE EVENT THE DISTRICT FINDS IT NECESSARY TO ALERT CUSTOMERS TO CONSERVE WATER OR BOIL WATER, WE WILL USE LOCAL MEDIA, TV, RADIO AND NEWSPAPERS. PLEASE LOOK SPECIFICALLY FOR RIVERGROVE WATER DISTRICT WHEN THESE MESSAGES ARE GIVEN. REMEMBER, YOUR WATER PROVIDER IS RIVERGROVE WATER DISTRICT. WE HAVE AN INDEPENDENT SOURCE OF WATER SUPPLY. WE ARE NOT PORTLAND OR LAKE OSWEGO.***

**IF YOU HAVE ANY QUESTIONS CALL  (503) 635-6041**