

# QUARTERLY UPDATE



## BOARD MEETINGS

BOARD OF COMMISSIONERS  
Wednesday, February 19  
at 5pm

BOARD OF COMMISSIONERS  
Wednesday, March 19  
at 5pm

BOARD OF COMMISSIONERS  
Wednesday, April 16  
at 5pm

## What's Happening in the District?

All District Board Meetings are hybrid, so the public can attend either in person or join the meeting virtually. Here's the link if you'd like to join in: <https://tinyurl.com/bdezc5md>  
Meeting ID: 849 3064 6501  
Passcode: 474179

Do you need assistance with our On-Line Bill Pay Service? Please contact us at 503- 292-2777 or at [customer.service@wswd.org](mailto:customer.service@wswd.org)

We're here to help you!

Check out our Water Quality Report at [www.wswd.org](http://www.wswd.org)

**CONTACT US!**  
3105 SW 89th Ave.  
503-292-2777

**On the web at:**  
[www.wswd.org](http://www.wswd.org)

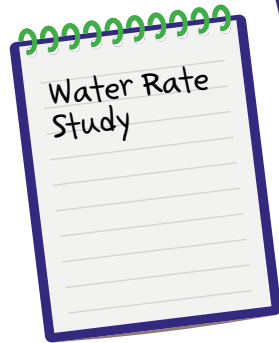
**Email:**  
[customer.service@wswd.org](mailto:customer.service@wswd.org)

Also, check the website for our newsletters, past and present.

[www.wswd.org](http://www.wswd.org)

Volume 6 • Issue 1 • QUARTERLY UPDATE

January to March 2025



## Water Rate Study

**THE DISTRICT'S 2024 RATE STUDY (STUDY) IS NOW COMPLETED AND WILL BE APPROVED BY THE BOARD OF COMMISSIONERS AT THEIR JANUARY MEETING.** The Study examines the overall adequacy and proportionality of the existing water rates, provides the cost basis for needed rate revenue adjustments, and seeks to sufficiently fund the operating and capital needs of the District's water utility. The new consumption rate structure will be based on three classes of customers, each with a unique rate, which is very different from our current flat rate structure. The new rate structure will be implemented in late 2025.

We recognize that this change will generate questions and concerns about how the new rate structure will impact your individual water bill. We will be posting further information to our website, mailing out fliers, and holding an informational meeting to address these questions and concerns over the next several months. In the meantime, please feel free to give our office a call or send us an email if you would like to discuss the rate structure changes in further detail.

**WE'RE HERE TO ANSWER ANY QUESTIONS!**

**Call us!**

**Email us!**

503.292.2777

[customer.service@wswd.org](mailto:customer.service@wswd.org)

## A SUMMARY OF THE NEW RATE STRUCTURE IS NOTED BELOW

### Consumption Charge:

All customers are charged for their water usage on a per hundred cubic foot (CCF) basis, however, the charges and structure are unique for each customer class. (1 CCF = 748 gallons)

• **For residential customers**, the size of the tiers is based on an analysis of the individual customer data. The first tier is targeted to capture indoor water use, the second tier represents typical outdoor water usage in summer months, and the third tier represents the highest level of peak water usage in the hottest summer months. The consumption rate increases with each tier.

#### Residential

Tier 1: 0-8 CCF  
Tier 2: 8-20 CCF  
Tier 3: 20+ CCF

• **For multi-family and commercial customers**, the unique rate for each of these classes is charged based on the amount of water usage that may or may not correlate to efficient water usage. The peak water system demands for each customer class contributes to the calculation of the per unit charge.

#### Commercial

Tier 1: 0-325 CCF  
Tier 2: 325+ CCF

#### Multi-Family

Flat consumption rate

### Fixed Charge:

All customers are charged a monthly base charge which varies based on the meter size. As the water meter size increases, the accompanying charge increases corresponding to the increase in potential demand the customer may place on the District's water system. The Study has recommended adjustments to the current fixed charges to better align with the cost of service and water industry standards.



Broken pipe removed and replaced on SW Garden View.

## SW Garden View Avenue Water Main Replacement

Construction on our next pipe replacement project is set to get underway in early Spring 2025. The District will be replacing pipe along SW Garden View from SW Canyon Road to SW Scenic Drive. During construction, SW Garden View will remain open but with lane restrictions. Traffic wanting to drive through the area should avoid SW Garden View and instead use an alternate route. This section of water main on SW Garden View is being replaced following the significant pipe failure that occurred in July 2022.

## Upcoming District Commissioner Election

Registered voters in the West Slope Water District will be asked to vote for three District Commissioner positions on May 20, 2025. These three positions are currently held by Board Chair Ramesh Krishnamurthy, Commissioner Susan Meamber, and Commissioner Paul Schuler. If you are a full-time resident living in the West Slope Water District service area and you would like to run for one of these Board of Commissioner positions, contact the Washington County Elections office at 503-846-5800 or go on-line to: <https://www.washingtoncountyor.gov/elections/candidate-measure-filing-forms> to learn more about the filing process and submit an application. Please note the deadline to file an application to be a candidate for the election is March 20, 2025.



## Text Message Alerts

Beginning in January, the District has contracted with TextMyGov to send out text alerts to our customers for emergency notifications, shut off notices, and other important information. To opt in to receive text alerts from West Slope Water District, text "WEST SLOPE WATER" to 91896 from your cell phone.

## Emergency Water Shut-off

**BEFORE** you have a broken water pipe in your home ...

1. **Locate your emergency water shut-off valve** (usually in your basement, garage, crawl space, or under your home) and **test the valve by turning off your water** (usually, turning the handle to the left until it is snug will work).
2. **Knowing where your home's shut-off valve is** (and making sure that the other members of your household know, too) **will help ensure that you can quickly shut your water off during or after an emergency.** This is most important when the weather is cold and there is a risk of frozen or burst pipes.
3. **If the valve does not completely shut the water off or if you cannot locate a shut-off valve** (many multi-family and older homes built prior to 1960 may not), contact a plumber to replace the existing valve or install a new one.



**IF you have a broken water pipe emergency in your home, and ...**

1. **If you still cannot locate a shut-off valve or it will not work properly, contact West Slope Water District to turn off your water at the street.**
2. Then, **turn on all of your faucets and flush your toilet(s)** to drain the rest of the water from your pipes. This will reduce the pressure from the burst pipe.
3. **Document the damage** by taking pictures with your phone or camera for your landlord and/or insurance claim before doing any cleanup.

## Who Can Fix Broken Water Pipes?

Burst pipes inside your home or yard are the responsibility of the property owner. You will need to contact a plumber and then your home or renter's insurance.



Burst pipes outside your home (in the street, fire hydrants, etc.) are the responsibility of West Slope Water District. If you see a water main break in the street or even a lot of water running in a place it does NOT normally run, **contact West Slope Water District.**