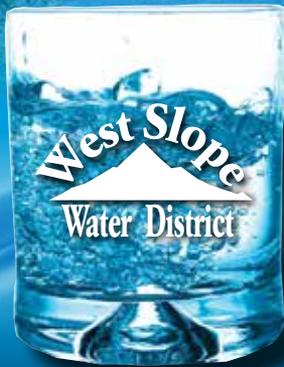


2016 *Water Quality*

Drinking water delivered to your home.



*Consumer Confidence Report
based on data from samples in 2015*

your drinking Water 2016

If this information looks familiar, it should. We have mailed similar information to customers since 1999. Why every year? It's the law. Drinking water regulations require us to produce and mail this information every year.

Most of the language is also required – Congress and the EPA want to be sure every community knows what is in their drinking water.

We agree. So we take the extra effort to make this complex information understandable, accurate, and relevant to West Slope Water District customers.



About This Report

All data in this report is for the year 2015. If you have any questions about this report or your water utility, please contact Michael W. Grimm, General Manager, at **503-292-2777** or e-mail at **mgrimm@wswd.org**.

We also invite interested citizens to attend Board of Commissioners meetings on the third Wednesday of every month. They are held at 5:00 pm at 3105 SW 89th Avenue, Portland, Oregon 97225.



Letter from General Manager - Michael W. Grimm

"Can the Flint, Michigan Fiasco Happen Here in West Slope?"

The answer in very few words is No ... Never. "Well it happened in Flint, so why not here?" Because the West Slope Water District staff and Board of Commissioners are passionately dedicated to serving you, our customer, first and foremost. In January 2016 the Board completed a five-year strategic plan for the District including the formation of the District's core values: 1) Respect and courtesy to all people; 2) Integrity in our dealings; 3) Commitment to act in the best interest of customers; 4) Accountability to customers; and 5) Transparency in our activities. Whether it is reading meters, processing customer payments, fixing water mains or answering questions from customers, everything we do is aligned with these core values, our Vision, and our Mission. See page 15 for the District's core values, Vision, Mission Statement, goals and strategies as part of the 2016 Strategic Plan.

One of the catalysts of the Flint, Michigan fiasco was the utility becoming disengaged with its customers. Another is that utility's lack of water treatment and water quality knowledge and expertise. Serious unintended consequences occurred when little thought was given to plans to change water sources and water treatment processes. West Slope Water District staff's nearly 70 years of combined operational and drinking water technical expertise allows us to think through the issues facing the District and to find solutions that are in the best interest of our customers without unintended consequences.

Finally, we are always looking to make the system better. In response to customer requests, the District launched a new on-line bill payment feature through our website beginning in March 2016. Have you logged on to our website and tried it? If not, please check it out. You can also see your past water usage and billing history on the website. This summer, the District will be improving the foundation of our Green Tank reservoir to withstand a Cascade subduction zone earthquake (see the photo on page 5). It is all part of what we do to make your water system the best it can be ... and it starts with putting you, the customer, first.

Sincerely,

Michael W. Grimm, P.E.
General Manager

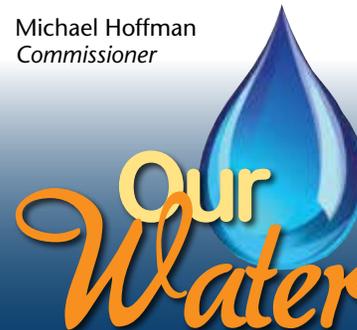
Charles G. Conrad
Chair, Board of Commissioners

Donna Davis
Commissioner

Michael Hoffman
Commissioner

Noel Reiersen
Treasurer

Robert W. Rieck
Secretary



West Slope Water originates from the pristine Cascade Mountain streams of the Bull Run Watershed near Mt. Hood.

West Slope Water District - Established 1922

The West Slope Water District maintains 3200 metered customer accounts serving 10,400 people. The District boundaries are roughly US Hwy 26 on the north, OR Hwy 217 on the west, Beaverton-Hillsdale Hwy on the south, and SW Scholls Ferry Road on the east. The District purchases all of its water supply through a wholesale water contract with the Portland Water Bureau. Portland's water enters the West Slope Water District through the District's two concrete Sylvan Hill reservoirs. The Portland Water Bureau maintains two high-quality sources of drinking water: The Bull Run Watershed and the Columbia South Shore Wellfield.

The Bull Run Watershed is a surface water supply within the Bull Run Watershed Management Unit located in the Mt. Hood National Forest. The watershed is our primary drinking water source from Portland. The Bull Run Watershed is a sub-basin watershed in the Sandy River basin that is completely separate from Mt. Hood and the Hoodland communities.

The watershed is preserved for drinking water. Federal, state and local laws restrict public entry. No recreational, residential or commercial uses occur within the watershed. The Portland Water Bureau carefully monitors water quality and quantity. The Oregon Health Authority Drinking Water Program regularly inspects the watershed and the related treatment and distribution facilities.

A Source Water Assessment for the Bull Run water supply was completed to comply with the 1996 Safe Drinking Water Act Amendments. The only contaminants of concern for the Bull Run water supply are naturally occurring microbial contaminants such as Giardia, Cryptosporidium, fecal coliform bacteria and total coliform bacteria. These organisms are found in virtually all freshwater ecosystems and may be present in the Bull Run water supply at very low levels. The Bull Run water supply complies with all applicable state and federal

Water Treatment

The first step in the treatment process for your drinking water is disinfection using chlorine. Next, ammonia is added to form chloramines which ensure that disinfection remains adequate throughout the distribution system.

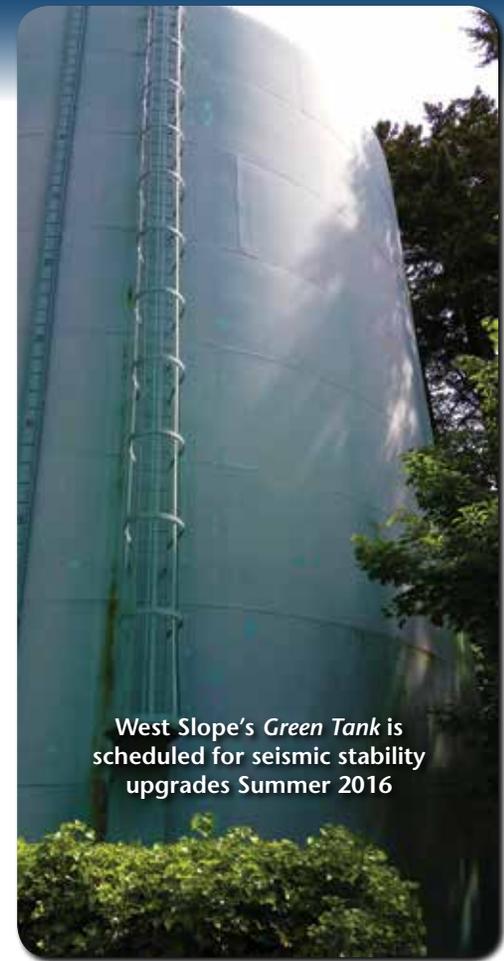
Sodium hydroxide is added to the water to increase the pH of the water to reduce corrosion of plumbing systems. This treatment helps control lead and copper at customers' taps should these metals be present in the customers' home plumbing.



regulations for source water, including the 1989 Surface Water Treatment Rule filtration-avoidance criteria. The Portland Water Bureau is also operating under a variance for the treatment requirements for Cryptosporidium; see page 11 for more information. The Source Water Assessment Report is available at www.portlandoregon.gov/water/sourcewaterassessment and by calling **503-823-7525**.

The Columbia South Shore Well Field provides high-quality drinking water from groundwater production wells located in three different aquifers. From June 11 through June 30 and from July 16 to November 4, 2015, water from the Bull Run drinking water supply was supplemented with approximately 5.8 billion gallons of groundwater during the repair of a supply conduit and as additional supply during the long dry summer. This is approximately 15% of the total water provided to all Portland wholesale and retail customers in 2015.

Portland's long history of groundwater protection in the Columbia South Shore dates back to the original development of the well field in the early 1980s. In June 2008, the State certified the most recent update of the Columbia South Shore Well Field Protection Program. This program, a collaborative effort of Portland, Gresham and Fairview, identified commercial and industrial activities as the most significant potential sources of contamination for groundwater. Together these cities regulate businesses in the groundwater protection area to prevent hazardous material spills that could seep into the ground. Public events such as Aquifer Adventure, Cycle the Well Field and Groundwater 101 educate local residents on how to help protect groundwater. To obtain a copy of Portland's Well Field Protection Program certification, which includes information on potential sources of contamination, call 503-823-7473. To read more about the program, find upcoming events, and learn how to help protect groundwater, visit the Portland Water Bureau's groundwater website at www.portlandoregon.gov/water/groundwater.



West Slope's Green Tank is scheduled for seismic stability upgrades Summer 2016



Health Information About Your Drinking Water

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's (EPA) Safe Drinking Water Hotline at **800-426-4791** or at **www.epa.gov/safewater**.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants in drinking water sources may include:

- **Microbial contaminants**, such as viruses and bacteria, which may come from contact with wildlife or animal waste or from human contact with waste water treatment plant or from septic system discharges.
- **Inorganic contaminants**, such as salts and metals, which can occur naturally or result from urban storm water runoff, industrial or domestic wastewater discharges or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as farming, urban storm water runoff and home or business use.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are byproducts of industrial processes, and can also come from gas stations, urban storm water runoff and septic systems.
- **Radioactive contaminants**, which can occur naturally or be the result of oil and gas production and/or mining activities.

Definitions

Action Level or AL: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Nephelometric Turbidity Units (NTU): The unit of measurement of turbidity or cloudiness in water as measured by the amount of light passing through a sample.

Part Per Million (ppm): One part per million corresponds to one penny in \$10,000 or approximately one second in 12 days. One part per million is equal to 1,000 parts per billion.

Part Per Billion (ppb): One part per billion corresponds to one penny in \$10,000,000 or approximately one second in 32 years. One ppb is equal to 1,000 parts per trillion.

Part Per Trillion (ppt): One part per trillion corresponds to one penny in \$10,000,000,000 or approximately one second in 32,000 years.

Picocuries Per Liter (pc/L): Picocurie is a measurement of radioactivity. One picocurie is one trillion times smaller than one curie.

Treatment Technique or TT: A required process intended to reduce the level of a contaminant in drinking water.

Water Testing

Your drinking water is routinely monitored for over 200 regulated and unregulated contaminants. All monitoring data in this report are from 2015. **If a known health-related contaminant is not listed in this report, then it was not detected in your drinking water.**



Water Quality Data

Regulated Contaminants
Detected in 2015

Tables and notes contain only contaminants detected in 2015,
and indicate location where samples were collected.

Regulated Contaminants	Minimum Detected	Maximum Detected	MCL, MRDL or Treatment Technique	MCLG or MRDLG	Typical Source
INORGANIC CHEMICALS - METALS & MINERALS					
<i>UNTREATED SOURCE WATER FROM BULL RUN WATERSHED</i>					
Turbidity	0.20 NTU	2.99 NTU	Cannot exceed 5 NTU more than 2x per year	N/A	Erosion of natural deposits
Fecal Coliform Bacteria	Not Detected	1 sample had 9 bacterial colonies per 100ml water	90% of samples in 6 mos. <20 colonies per 100ml water	N/A	Animal wastes
INORGANIC CHEMICALS					
<i>TREATED DRINKING WATER FROM BULL RUN/COLUMBIA SOUTH SHORE WELL FIELD/ENTRY POINTS TO DISTRIBUTION SYSTEM</i>					
Nitrate Nitrogen	<0.02 ppm	0.22 ppm	10 ppm	10 ppm	Natural aquifer deposits; animal wastes
INORGANIC CHEMICALS - METALS & MINERALS					
<i>TREATED DRINKING WATER FROM BULL RUN/COLUMBIA SOUTH SHORE WELL FIELD/ENTRY POINTS TO DISTRIBUTION SYSTEM</i>					
Arsenic	<0.50 ppb	0.87 ppb	10 ppb	0 ppb	Natural aquifer deposits
Barium	<0.00081 ppm	0.00684 ppm	2 ppm	2 ppm	Natural aquifer deposits
Chromium (total)*	<0.5 ppb	0.2 ppb	100 ppb	100 ppb	Natural aquifer deposits
Copper	<0.00050 ppm	0.00116 ppm	N/A	1.3 ppm	Natural aquifer deposits
Fluoride	<0.025 ppm	0.15 ppm	4 ppm	4 ppm	Natural aquifer deposits
Lead	<0.05 ppb	0.25 ppb	N/A	0 ppb	Natural aquifer deposits
MICROBIOLOGICAL					
<i>WEST SLOPE DISTRIBUTION SYSTEM - RESERVOIRS/TANKS/MAINS</i>					
Total Coliform Bacteria	0 samples/month were detectable	0 of samples of 120 were detectable	<1 sample is detectable of 10 each month	0 samples	Found throughout the environment
E.coli Bacteria	No bacteria detected	No bacteria detected	Acute violation if detected	0 samples	Human and animal waste
DISINFECTION BYPRODUCTS					
<i>WEST SLOPE DISTRIBUTION SYSTEM - RESERVOIRS/TANKS/MAINS</i>					
Haloacetic Acids					
<i>Annual Average (any one site)</i>	25 ppb	35 ppb	60 ppb	N/A	Byproduct of drinking water disinfection
<i>Single result (any one site)</i>	17 ppb	47 ppb	N/A	N/A	
Total Trihalomethanes					
<i>Annual Average (any one site)</i>	27 ppb	33 ppb	80 ppb	N/A	Byproduct of drinking water disinfection
<i>Single result (any one site)</i>	9 ppb	47 ppb	N/A	N/A	
DISINFECTANT RESIDUAL					
<i>WEST SLOPE DISTRIBUTION SYSTEM - RESERVOIRS/TANKS/MAINS</i>					
Total Chlorine					
<i>Monthly Running Average</i>	0.76 ppm (11/15)	1.36 ppm (8/15)	4 ppm	4 ppm	Chlorine and ammonia used as disinfectant
<i>At any one site</i>	0.40 ppm	1.50 ppm	N/A	N/A	

* During the year, tests with varying method reporting limits (MRLs) were used to analyze chromium. The sample with a result of <0.50 ppb was analyzed by a test with a less sensitive MRL and is why the minimum appears to be greater than the maximum.

Notes on Water Quality Contaminants

Turbidity - The Portland's Bull Run supply is an unfiltered surface water supply. The rules for public water systems have strict standards for unfiltered surface water supplies. Turbidity levels in unfiltered water must not exceed 5 NTU (nephelometric turbidity units) more than two times in a twelve-month period. The typical cause of turbidity is sediment suspended in the water. The sediment can interfere with disinfection and provide an environment for microbial growth. Large storm events can result in increased turbidity, causing the Portland Water Bureau to shut down the Bull Run system and serve water from the Columbia South Shore Well Field.

Fecal Coliform Bacteria - The presence of fecal coliform bacteria in source water indicates that water may be contaminated with animal wastes. West Slope Water District water has chlorine to serve as a disinfectant to kill these bacteria should they be present.

Nitrates-Nitrogen - Nitrate, measured as nitrogen, can support microbial growth (bacteria and algae). Nitrate levels exceeding the standards can contribute to health problems. At the levels found in West Slope Water District's drinking water, nitrate is unlikely to contribute to adverse health effects.

Arsenic, Barium, Chromium (total), Copper, Fluoride and Lead - These metals are elements found in the earth's crust. They can dissolve into water that is in contact with natural deposits. At the levels found in West Slope Water District's drinking water, they are unlikely to contribute to adverse health effects. There is no maximum contaminant level (MCL) for copper and lead at the entry point to the distribution system. Copper and lead are regulated at customers' taps. For more information see Reducing Exposure to Lead on page X.

Total Coliform Bacteria - Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other potentially-harmful bacteria may be present. West Slope Water District water has chlorine to serve as a disinfectant to kill these bacteria should they be present.

Total Chlorine Residual - Total chlorine residual is a measure of free chlorine and combined chlorine and ammonia in our distribution system. Chlorine residual is necessary to maintain disinfection throughout the distribution system. Adding ammonia to chlorine results in a more stable disinfectant and helps to minimize the formation of disinfection byproducts.

Disinfection Byproducts - During disinfection, certain byproducts form as a result of chemical reactions between chlorine and naturally occurring organic matter in the water. These byproducts can have negative health effects. Trihalomethanes and haloacetic acids are regulated disinfection byproducts that have been detected in low concentrations in West Slope Water District water. The disinfection process is carefully monitored and controlled to keep disinfection byproduct levels low.

Radon - Radon is a naturally occurring radioactive gas that cannot be seen, tasted or smelled. Radon was detected at very low levels in the Bull Run water supply. It was also detected at varying levels in Portland's groundwater supply. For information about radon, call the EPA's Radon Hotline (800-SOS-RADON) or www.epa.gov/radon/rnwater.html.

Sodium - There is currently no drinking water standard for sodium. Sodium is an essential nutrient. At the levels found in drinking water, it is unlikely to contribute to adverse health effects.

Unregulated Contaminants

UNREGULATED

BULL RUN/COLUMBIA WELL FIELD ENTRY TO DISTRIBUTION SYSTEM

Contaminant	Minimum Detected	Average Detected	Maximum Detected	Typical Source
Radon	<16 picocuries per liter	202 picocuries per liter	370 picocuries per liter	Found in natural deposits
Sodium	3.35 ppm	6.55 ppm	15.5 ppm	Found in natural deposits

See Notes on Contaminants for more information.

The Bull Run Treatment Variance

In March 2012, the Oregon Health Authority (OHA) issued the Portland Water Bureau a variance from state and federal drinking water rules requiring the treatment of raw water from the Bull Run Watershed for the parasite *Cryptosporidium*. A variance is state permission not to meet an MCL or a treatment technique under certain conditions. A state may grant a variance if a water system demonstrates that the required treatment is not necessary to protect public health because of the nature of the water system's raw water source. OHA issued the Portland Water Bureau the treatment variance for *Cryptosporidium* based on substantial data and analyses presented in the LT2 Treatment Variance Request for the Bull Run drinking water source. The Portland Water Bureau is the only system in the United States to have received a variance to the treatment requirements for *Cryptosporidium* based on the high quality of its raw water and therefore does not provide treatment for *Cryptosporidium*.

In 2015, there were no detections of Cryptosporidium during Raw Water Intake Monitoring.

Special Notice:

For Immuno-Compromised Persons

Some people may be more vulnerable to certain contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly people and infants can be particularly at-risk from infections. These people should seek advice about drinking water from their health-care providers. Environmental Protection Agency (EPA)/ Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at **800-426-4791**.



Lead and Copper Testing

LEAD AND COPPER

SAMPLING AT HIGH-RISK RESIDENTIAL WATER TAPS
IN THE PORTLAND METRO REGION

90th Percentile Values	Number of Sites Over Action Level	Exceeding Lead & Copper Rule	MCLG	Typical Source
Lead 14 ppb	11 of 114 samples (9.7%) exceeded action level	More than 10% of homes tested had levels > 15 ppb	0 ppb	Corrosion of household & commercial plumbing systems
Copper 0.34 ppm	0 samples of 114 exceeded	More than 10% of homes tested had levels > 1.3 ppm	1.3 ppm	Corrosion of household & commercial plumbing systems

Easy Steps to Avoid Possible Exposure to Lead

- **Run your water to flush the lead out.** If the water has not been used for several hours, run each tap for 30 sec. - 2 min. or until it becomes colder before drinking or cooking. This flushes water which may contain lead from pipes.
- **Use cold, fresh water for cooking or preparing baby formula.** Do not cook with or drink water from the hot water tap; lead dissolves more easily into hot water. Do not use hot water from the hot water tap to make baby formula.
- **Do not boil water to remove lead.** Boiling water will not reduce lead.
- **Test your child for lead.** Ask your physician or call the LeadLine to find out how to have your child tested for lead. A blood lead level test is the only way to know if your child is being exposed to lead.
- **Test your water for lead.** Visit the LeadLine at www.leadline.org or call at **503-988-4000** to find out how to get a FREE lead in water test.
- **Consider using a filter.** Check whether it reduces lead – not all filters do. Be sure to maintain and replace a filter device in accordance with the manufacturer’s instructions to protect water quality. Contact NSF International at **800-NSF-8010** or www.nsf.org for information on performance standards for water filters.
- **Regularly clean your faucet aerator.** Particles containing lead from solder or household plumbing can become trapped in your faucet aerator. Regularly cleaning every few months will remove these particles and reduce your exposure to lead.
- **Consider buying low-lead fixtures.** As of January 2014, all pipes, fittings and fixtures are required to contain less than 0.25% lead. When buying new fixtures, consumers should seek out the lowest lead content.

Reducing Exposure to Lead

Lead is a naturally occurring element found in a variety of places in our environment. It is rarely detected in surface water or groundwater wells, and there are no known lead service lines in the District. However, lead can be found in some homes. Lead can be dissolved in your home drinking water through the corrosion (wearing away) of household plumbing materials containing lead. These materials include lead-based solder used to join copper pipe - commonly used in homes built or plumbed between 1970 and 1985 - and brass components and faucets. Lead in household plumbing can dissolve into drinking water when water sits in those pipes for several hours, such as overnight or after returning from work or school.



If present, lead at elevated levels can cause serious health problems, especially for pregnant women and young children. The West Slope Water District is responsible for providing high-quality drinking water, but cannot control the variety of materials used in plumbing components in homes or buildings. If you are concerned about lead in your drinking water, you can request a free lead-in-water test from the LeadLine. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available from the LeadLine, **503-988-4000**, www.leadline.org or the Safe Drinking Water Hotline **800-426-4791**, www.epa.gov/safewater/lead.

People can be exposed to lead from other sources such as exposure to lead-based paint, household dust, soil, and plumbing materials. Lead can also be found in other household objects such as toys, cosmetics and pottery.

Corrosion Control Treatment - Reduces corrosion of lead in plumbing by increasing the pH of the water. This pH adjustment has reduced lead levels detected in tap water samples collected (see “Water Testing” below) by more than half since the corrosion control treatment began.

Lead in Water Testing. Provides free lead in water testing to everyone, but targets testing the water in households most at-risk from lead in water. These are homes built between 1970 and 1985 with pregnant women or children ages six or younger in the home.

Water Testing - Each year the West Slope Water District participates with the Portland Water Bureau other regional wholesale water customers of Portland in monitoring for lead and copper. As part of this Joint Monitoring Plan, in home tap water samples are collected from more than 100 homes. These homes in the Portland region represent homes where the plumbing is known to contain lead solder and represent a worst-case scenario for the potential of lead in home drinking water. Samples are collected after the water has been standing in the household plumbing for more than 6 hours. A Lead and Copper Rule exceedance for lead occurs when more than 10 percent of these homes exceed the lead action level of 15 parts per billion. In the most recent round of testing, less than 10 percent of homes exceeded the lead action level. The single sample collected in the West Slope Water as part of the most recent round of testing found less than 3 parts per billion of lead in the water.

If you are concerned that your home tap water may have lead, contact the LeadLine for a free lead-in-water test kit and to learn ways to reduce your exposure to all sources of lead. Call the LeadLine at **503-988-4000** or visit www.leadline.org

- free lead-in-water testing
- free childhood blood lead testing
- free lead reduction services

Frequently Asked Questions

Is fluoride added to my drinking water? No. Supplemental fluoride is not added to the water by either the Portland Water Bureau or the West Slope Water District. Fluoride is a naturally occurring trace element found in both surface and groundwater. The U.S. Public Health Service and the Centers for Disease Control and Prevention consider the fluoride levels in West Slope Water District's drinking water to be lower than optimal for the prevention of tooth decay. You may want to consult with your dentist about fluoride treatment to help prevent tooth decay, especially for young children. Naturally occurring fluoride concentrations in West Slope Water District's drinking water is less than 0.2 parts per million.

Is our water soft or hard? Most of the year, West Slope Water District drinking water is very soft. For short periods of time, Bull Run water purchased by the West Slope Water District from the Portland Water Bureau may be supplemented with groundwater from the Columbia South Shore wellfield. The calcium carbonate hardness in groundwater from the wellfield is approximately 80 part per million which is considered moderate. Water with a hardness at or above 250 parts per million is considered very hard.

Is there radon in my drinking water? Radon is a naturally occurring radioactive gas that you cannot see, taste or smell. Radon is rarely detected in the Bull Run surface water supply. Radon is detected at varying levels in Portland's groundwater wells. In 2015, groundwater was used to supplement seasonal supply during the long dry summer and fall. Based on the historical levels of radon in groundwater combined with the limited amount of groundwater used, radon is unlikely to contribute to adverse health effects. See page 10 for more information about radon, or call the Environmental Protection Agency's (EPA) Radon Hotline **800-SOS-RADON** or www.epa.gov/radon/rnwater.html.

How can I get my home water tested for lead? Contact the LeadLine at www.leadline.org or 503-988-4000 for information about free lead-in-water testing. For more extensive testing, private laboratories can test your tap water for a fee. Not all labs are accredited to test for all contaminants. For information about accredited labs, call the Oregon Health Authority, Oregon Environmental Laboratory Accreditation Program at **503-693-4122**.

How can I find out more about my drinking water? The West Slope Water District maintains a website where you can check your monthly water use, pay your water bill, learn about District activities, and request a service call if you have a leak. You can also call or drop by the District office. The address is 3105 SW 89th Avenue, and the phone number is **503-292-2777**. The District office is open from 8:00 AM to Noon and 1-4:30 PM, Monday-Friday.

How is my water treated? All water treatment is performed by the Portland Water Bureau before water enters the West Slope Water District. The first step in the treatment process for your drinking water is chlorine disinfection. Next, ammonia is added to form chloramines which ensure that disinfection remains adequate throughout the transmission system from the Bull Run watershed to the West Slope Water District distribution system. Finally, sodium hydroxide is added to increase the pH of the water to reduce corrosion of plumbing systems. This treatment helps control lead and copper levels at customers' taps in the event these metals were present in commercial and household plumbing systems.

Goals and Strategies

WEST SLOPE WATER DISTRICT STRATEGIC PLAN - 2016

Goals: What we want to accomplish toward achieving our vision.

Strategies: Approaches, plans, or methods for moving to attainment of our goals.

1) Decisions reflect customer interests and perspectives

- Provide access for two-way communication between the District and its customers and other stakeholders
- Use technology, including Website, to reach customers

2) Establish a long-term water supply for customers

- Evaluate full range of water supply alternatives, considering cost, control, influence, sustainability
- Promote conservation practices that recognize inevitability of pressure on water supplies

3) Operate a reliable water system

- Assure a well-trained, competent staff is available to manage and operate the water system
- Create effective communication among staff, management, and board

4) Provide reliable water after of a natural or human caused event

- Prepare and test an emergency response plan that addresses multiple hazards

5) Manage impacts of territorial withdrawals

- Evaluate whether intergovernmental agreements should be established
- Identify and evaluate impact of potential withdrawals on remaining District customers

6) Deliver cost effective service

- Implement a system to measure cost effectiveness

Our Vision is to

Sustain water supplies and manage demand for continuous availability



Our Mission is to

Provide safe, clean, reliable water for customer use and fire suppression

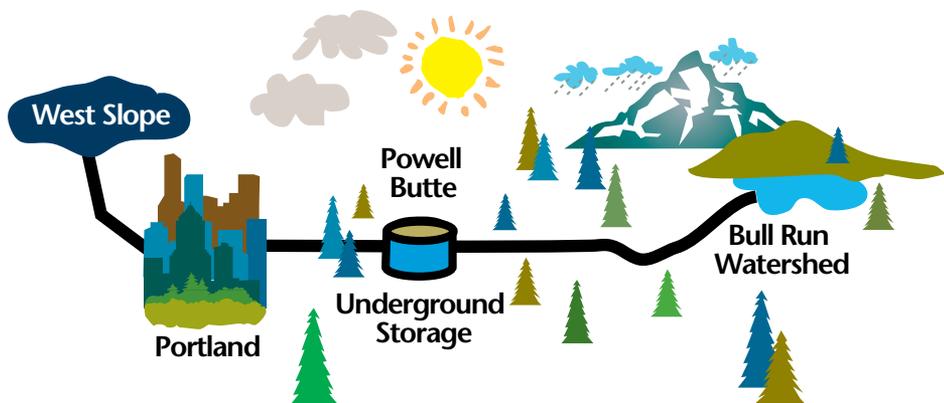
We practice stewardship by holding true to these Values

- Respect and courtesy to all people
- Integrity in our dealings
- Commitment to act in the best interest of customers
- Accountability to customers
- Transparency in our activities



your drinking Water 2016

Our water source is the Portland Water Bureau's Bull Run Watershed, a surface water supply, located in the Mt. Hood National Forest.



For More *Lead in
Drinking Water*
Information:

Call the Leadline-
503-988-4000

www.leadline.org

WEST SLOPE WATER DISTRICT:

503-292-2777

Fax: 503-297-1179

Public Water System ID #4100660

E-mail: customer.service@wswd.org

www.wswd.org

ENVIRONMENTAL PROTECTION AGENCY SAFE

DRINKING WATER HOTLINE:

800-426-4791

www.epa.gov/safewater/

OREGON HEALTH AUTHORITY,

DRINKING WATER PROGRAM:

971-673-0405

[www.public.health.oregon.gov/Healthy
Environment/DrinkingWater](http://www.public.health.oregon.gov/HealthyEnvironment/DrinkingWater)

West Slope
Water District

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