

QUARTERLY UPDATE

BOARD MEETINGS

BOARD OF COMMISSIONERS
Wednesday, February 21
5pm

BOARD OF COMMISSIONERS
Wednesday, March 20
5pm

BOARD OF COMMISSIONERS
Wednesday, April 17
5pm

What's Happening in the District?

All District Board meetings are now Hybrid meetings, in-person meetings that are also available to be attended virtually through Zoom video conferencing. Now, the public can attend either in person or join the meeting virtually on Zoom! Here's the link if you'd like to join in: <https://tinyurl.com/49e4znj6>

Do you need assistance with our On-Line Bill Pay Service? Please contact us at 503-292-2777 or at customer.service@wswd.org
We're here to help you!

Check out our Water Quality Report at www.wswd.org

CONTACT US!

3105 SW 89th Ave.
503-292-2777

On the web at:
www.wswd.org

Email:
customer.service@wswd.org

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

www.wswd.org



Serving the
West Slope
Neighborhood
Since 1922

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January to March 2024

What's Going On at West Slope Water District

1) New Water Main on Beaverton-Hillsdale Hwy All pipe installation work for the Beaverton-Hillsdale Hwy water main replacement project has been completed. There are just a few minor tasks to complete by the end of January, and then in Spring the trench will be permanently paved over for a smooth ride on the road. The District wishes to thank AKS Engineering for the professional design of the project, Emery & Sons, Inc. construction contractors for their fantastic work installing the pipe and fittings, and all the District customers and other drivers on the highway for your patience during construction. Thank YOU!!

2) Xpress Bill Pay The new payment portal is now live. You can access the new portal on our website by clicking the "Pay Your Bill" tab at the top corner of the home page. If you were previously signed up for autopay and/or paperless billing under our previous payment portal, you will need to set up a new account with Xpress Bill Pay to continue these options. Your history of previous statements can be accessed under the new portal from January going forward. If you would like help setting up your account, need your account number, or have any questions, please contact our office at customer.service@wswd.org or 503-292-2777.



West Slope customers will continue to use the high quality Bull Run Water Supply, thanks for a newly signed agreement with the City of Portland.

3) Bull Run Water Supply will Continue! By the end of February, the Board of Commissioners will sign a new 30-year wholesale water sales agreement with the City of Portland to make sure WSWD customers are being served the same high quality water from Portland's Bull Run Water Supply that they have been drinking since 1922. The Agreement is the result of a collaborative effort between the City and their 19 wholesale water customers that started in 2018. The District thanks all parties involved that made this agreement possible, especially the Portland Water Bureau and the FCS Group financial consultants.

4) New Budget Committee Member The District welcomes Will Scott as the newest member of the Budget Committee. Mr. Scott was appointed by the Board to complete an unexpired term left vacant on the Committee. The Board also re-appointed Andrew Marsch to another three-year term on the Committee. Thank you to our awesome Budget Committee volunteer members!

BEWARE OF SCAMMERS! Beware of scammers claiming to be utility staff! Recently, the City of Hillsboro had their main phone line "spoofed" by scammers appearing they were calling from the City. The scammers falsely told unsuspecting customers they owed large utility bills to the City. Although we are not aware of this activity occurring in West Slope, we want to caution our customers to stay vigilant and aware. West Slope Water District would never force customers to pay bills with cash, crypto currency or bit coins. Please check our website for more details on the City of Hillsboro's scamming incident.

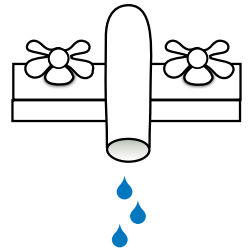
ALSO In case you were wondering, the big construction project on Beaverton Hillsdale Hwy between SW Western Avenue and SW Jamieson Road is NOT a West Slope WD project. This project is part of Tualatin Valley Water District's Willamette Water Supply Project. For more information on this project, go to www.tvwd.org.

Our Mission is to provide safe, clean, reliable water for customer use and fire suppression

Have Your Water Pipes Frozen or Fractured This Year?

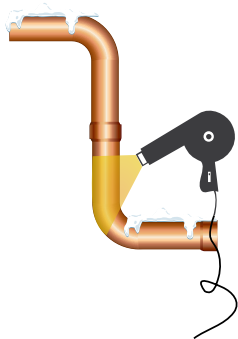
We have heard from a number of customers already this year following the freezing temperatures in December. Of course, it is only January, and we are not out of the effects of Winter yet. If you have not prepared your water pipes for the cold weather by now, please take some time today to take care of these tasks:

- 1 Locate your emergency water shut-off valve at the outside edge of your home's foundation or inside your house (crawl space or inside a wall or garage), keep your pipes safe and insulated, cover foundation vents, and disconnect and drain outdoor hoses, sprinkler systems, and backflow devices.
- 2 When temperatures plunge below freezing, temporarily turn on your faucet located furthest from your water meter so that it has a slow and steady drip – this will keep water moving and make it less likely to freeze in your pipes.
- 3 Periodically, open kitchen & bathroom cupboard doors to allow pipes behind the walls and under the floors to get additional heat from inside your house.



How to Tell if You Have a Frozen Water Pipe:

Turn on faucets located throughout your home; if some of them work and others do not, it is likely that you have a frozen pipe somewhere in the home. If there is no water to your home, the frozen area may be in your service line between the water meter at the street and your home. If you have questions, please contact the West Slope WD office.



How to Safely Thaw a Frozen Water Pipe:

To thaw plumbing lines safely, use a hair dryer on a low setting. Move the hair dryer back and forth, moving in 12" – 16" sections until water flows freely from the affected tap. **NEVER** thaw a frozen pipe with an open flame like a blow torch. Remember to leave a little water on once the pipe has thawed so that it does not refreeze. Turn on the faucet in your home to a steady, slow drip to keep water moving through your pipes.

When You Begin to Repair a Broken Water Pipe:

If you need the water to your home shut off **at the water meter** to fix a broken pipe or customer service line, please contact West Slope WD to shut the water off. We know how to do this safely, and we respond to customer calls when there is an emergency 24 hours/ day. Otherwise, you can turn the water off and on to your home as needed during repairs at your own shut off valve next to your house's foundation or in a crawl space or garage.

To avoid more problems this Spring, conduct a careful inspection of your irrigation system for pipe and fitting breaks **BEFORE** you start using your system for watering your plants and lawn. Discovering and repairing damage to your irrigation system before it is turned on for the irrigation season will spare you a very large water bill this summer.



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