

QUARTERLY UPDATE



BOARD MEETINGS

BOARD OF COMMISSIONERS
Wednesday, November 19
5pm

BOARD OF COMMISSIONERS
Wednesday, December 17
5pm

BOARD OF COMMISSIONERS
Wednesday, January 21, 2026
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

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

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October to December 2025

Garden View Pipe Replacement

Construction is underway to replace the water main on SW Garden View Avenue. Work is progressing smoothly, and all service connections and pavement restoration are expected to be completed by mid-November. The local-traffic-only detour will remain in place until the project is finished.

Thank you for your patience and understanding as we continue strengthening the District's water system for long-term reliability.



Pipe trench on SW Garden View Avenue

NEW Tiered Water Rate Structure

The District's Board of Commissioners approved a new water rate structure that will take effect on your November 2025 bill.

The new rate structure is designed to:

- **Promote equity** – ensure costs are distributed fairly among customers
- **Support financial stewardship** – fund ongoing operations and future infrastructure improvements
- **Ensure affordability** – keep rates low for customers who use less water
- **Align with industry standards** – follow best practices in rate design

The new rate structure divides customers into three classes—Residential, Commercial, and Multi-Family, with costs allocated based on system usage. Residential and commercial customers will have tiered rates, where the price per unit of water depends on how much you use. For residential customers, this means a lower rate for indoor water use and a higher rate for heavier summer irrigation use, encouraging water efficiency while keeping bills manageable.

We're committed to planning responsibly for the future and ensuring our community continues to have reliable, high-quality water service for generations to come. For more details and to view the 2024 Water Rate Study, visit <https://www.wswd.org/new-rate-structure>

The new tiered rates that will be on your November bill are listed below.

The monthly fixed charge remains unchanged.

Residential

Tier 1: 0-8	\$ 5.90
Tier 2: 9-21	\$ 8.85
Tier 3: 21+	\$ 11.80

Commercial

Tier 1: 0-325	\$ 7.61
Tier 2: 325+	\$ 11.42

Multi-Family

Uniform:	\$ 6.25
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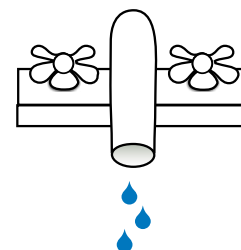
Tiers are shown in CCF units (1 CCF = 748 gallons)

Current flat rate is \$7.99 per CCF

Do You Want to Keep Your Water Pipes from Freezing and Breaking?

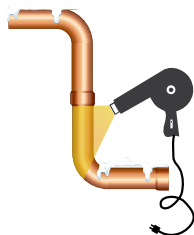
If you like frozen water pipes breaking and flooding your home or your front lawn, you don't need to read any further. But, if you cherish the integrity of your indoor plumbing and your buried irrigation system, you will WANT to read further. Here are some things you should take care of BEFORE the cold weather hits:

- 1 At the end of irrigation season, shut down and DRAIN your irrigation system thoroughly. With the irrigation system shut off, open the shutoff valve(s) to your individual sprinklers just a crack. A fully seated or sealed valve may freeze and then expand inside the pipe when it thaws. Also, you may want to place a covering over exposed sprinkler heads. Many customers reported that during the 2024 freeze plastic sprinkler heads froze and cracked even though they were drained and dry.
- 2 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.
- 3 When temperatures plunge below freezing, temporarily turn on your faucet located furthest from your water meter so that it has a thin and steady stream, not just a drip. We found that a drip often was not enough water to keep water moving to prevent freezing in extreme cold or when a home has no heat.
- 4 Periodically, open kitchen and bathroom cupboard doors to allow pipes behind the interior walls that face the outside of your home 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 and your house. If you are not sure, please contact the West Slope WD office. We will respond as quickly as possible with no additional charge.



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 thin stream of water on once the pipe has thawed so that it does not refreeze.

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 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 next 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.