

BOARD MEETINGS

BOARD OF COMMISSIONERS
Wednesday, February 18
5pm

BOARD OF COMMISSIONERS
Wednesday, March 18
5pm

BOARD OF COMMISSIONERS
Wednesday, April 15
5pm
Check the April 15 Agenda
for the new meeting link

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

Volume 7 • Issue 1 • QUARTERLY UPDATE

January to March 2026

SW Garden View Avenue Water Main Replacement is COMPLETE!

Thank you to all of you District residents, especially those of you who live on SW Garden View Avenue for your patience and understanding while we constructed a key water main replacement for the District. As you may remember, there was a rather large water main break there in July 2022. The new water main is earthquake resilient and much more durable than the old water main. We also connected the end of the water main to a large water main on SW Canyon Road to improve flow through the area and overall water quality. District customers will be glad to know that the SW Garden View Avenue project finished under budget, too!

Leadership Change Coming to West Slope Water District

After 11 years working for the District as the General Manager, Mike Grimm is retiring from full time employment with the District at the end of February 2026. He'll stay on working for the District in a limited capacity through the transition to a new General Manager and will help out the District with some big projects as needed in the coming months. When asked about the positive aspects of his upcoming retirement, Mike's #1 answer is "No more commuting across Portland twice daily!" (Mike is a 29-year resident of Happy Valley). Though he will deeply miss working with the District staff on a daily basis, he is looking forward to tackling some new home projects and other adventures, more hiking/ backpacking/ kayaking, traveling to new places around the globe, and spending more time with



his wife Laurie, their two adult children, and especially their precious almost 2-year-old granddaughter Isabella.

Mike's career as a civil/environmental engineer working in public drinking water spans 40 years in water quality, water treatment and distribution system optimization and compliance, water utility design and management, and water legislative affairs.

Please stop by the office to get your "parting jabs" at Mike before the end of February ... he'll welcome the opportunity to thank you for allowing him to have the best job he's ever had in 40 years. Be sure to look for this newsletter in April to learn more about the new General Manager!

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 off the water 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 normally does NOT, **contact West Slope Water District.**



2026 -2031 Strategic Plan

Vision Statement

To sustain a thriving community by providing safe, reliable water with exceptional service to our current and future customers.

Mission Statement

(How the District Achieves its Vision)

To deliver safe, reliable water and exceptional service through strong infrastructure, efficient operations, responsible financial management, and active community engagement—serving our customers today and tomorrow.

WE PRACTICE STEWARDSHIP BY HOLDING TRUE TO THESE CORE VALUES:



Safety and Reliability –
Delivery of safe, reliable water



Customer Focus –
Exceptional service, respect, and community engagement



Stewardship –
Financial and operational transparency and accountability



Excellence –
Continuous improvement in processes and technology



Collaboration –
Teamwork and partnerships

Goals	Objectives	Key Initiatives
1	Ensure a Reliable and Resilient Water System	Sustain the District’s core operations and infrastructure to deliver safe, reliable water.
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2	Enhance Customer Service and Community Engagement	Strengthen customer satisfaction and build meaningful community connections.
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3	Enhance and Modernize Operational Performance	Continuously improve operations, strengthen financial sustainability, and leverage technology for efficiency.
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4	Maintain and Replace Aging Infrastructure	Replace and upgrade assets as needed to ensure long-term reliability and safety.
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