



*Serving the Svensen Community
since 1938*

We are committed to assuring the highest quality of drinking water is delivered to our customers, in a safe and efficient manner. Our goal is to plan, develop, maintain, and operate the District's distribution system in a customer service oriented and cost-effective manner.

District Staff:

Michelle Bolton – Office Administrator / Interim District Manager

Dan Waterbury – DRC / Maintenance

Felix Martinez – Maintenance

Commissioners:

Jennifer Bunch – President

Ole Gifford – Vice President

Ron Lake – Secretary

Murray Stanley – Treasurer

Debbie Pike

The Commissioners meet the second Wednesday of every month at 6:30 p.m. at the District office. The public is encouraged and invited to attend.

Website:

<http://wickiupwater.specialdistrict.org>

Email:

wickiupwaterdistrict@hotmail.com

WICKIUP WATER DISTRICT

YOUR DISTRICT. YOUR WATER.

COVID - 19

We understand our community's concerns about COVID-19 and the public health emergency. We want you to know we work around the clock 24/7 to make sure everyone's health and safety are protected during these unprecedented times. Our water treatment and disinfection process kills viruses and bacteria, including the coronavirus. The U.S. has some of the highest standards regarding tap water in the world and our water treatment consistently meets those standards. As essential workers, we continue to carry out day to day responsibilities of providing the community with clean, safe, quality water.

During this pandemic, the District has suspended late fees and water shut offs. Please call us and make financial arrangements before your bill becomes overwhelming. We will work with you to come up with an arrangement that works for you and your needs.

We are taking steps to help prevent the spread of the coronavirus. Our office is open, but a mask is required. Customers may pay bills online, by mail, by phone, or by using the secure drop box at the office.

MAINTENANCE DEPARTMENT



The Board approved the purchase of automated meters. This will allow the meter readers to simply drive down the road and the meters will be automatically radio read and the readings sent directly to our billing program. In the past, it has taken approximately three days to read 600 plus meters. With the purchase of AMR's and partial deployment of the three larger routes in the District, meter reads should take about an hour. This will allow the maintenance department to work on other projects in the District. It will also give customers a more accurate water reading, eliminating misreads and transposing numbers. We hope to have the new meters installed by September.

In anticipation of the new AMR's, you may have seen the maintenance department driving around the District in our new maintenance truck. They are busy cleaning out the meter boxes in preparation of having the new meters installed. Those pesky moles can really make a mess. Cleaning them out in advance will speed up the installation and cut down costs.



CUSTOMERS RESIDING ON STILLWELL LANE

The County will be replacing culverts on Stillwell. In order to facilitate the new culverts, our main will have to be moved. Customers on Stillwell will

experience brief periods of time when their service is interrupted. We apologize in advance for any inconvenience this may cause. We will give you notice once we have received a firm date for the County's project.



BILLING

As many of you know, we will be switching to a monthly billing system using a tiered rate. Residential rates (meters smaller than 2") will be \$42.50 per month, plus the \$10.00 system development fee, for the first 6,000 gallons registered through the meter. Commercial rates (meters 2" and larger) will be \$45.50, plus the \$10.00 system development fee, for the first 8,000 gallons registered through the meter. Tiered rates will be as follows:

Residential	Tier 1 0 – 6,000 gallons	Tier 2 6,001–8,000	Tier 3 8,001–10,000	Tier 4 10,001 gallons and over
\$42.50	Included	.008	.009	.011
Commercial	Tier 1 0 – 8,000 gallons	Tier 2 8,001–12,000	Tier 3 12,001 to 16,000	Tier 4 16,001 gallons and over
\$45.50	Included	.009	.010	.012

The \$11.62 bi-monthly system development fee currently billed to only active meters, will be charged at \$10.00 per month for all meters. This will include the "snowbirds", and others, who have their water service suspended for periods of time. We will no longer charge the \$25.00 turn on/turn off fee for those meters.

During these uncertain times, we did not want to do our annually planned increase. Water is crucial to protect you, your family, pets, and our environment. The system development fee is going from \$11.62 bi-monthly to \$10.00 per month. That fee goes directly to the State for repayment of the two loans.

WICKIUP WATER DISTRICT'S ANNUAL WATER QUALITY / CONSUMER CONFIDENCE REPORT

Each year, Wickiup Water District presents a water quality / consumer confidence report in which we share important information and details about the water we rely on. If you did not receive a copy in the mail, it is posted on our website or you can contact the office.



WATER CONSERVATION AND CROSS CONNECTIONS

As the summer months approach and we see more of the sun, we would like to remind our patrons to do their part in conserving water. Also, when you fill your hot tub, pool, stock tank, or attach a fertilizer sprayer to your hose, you have a potential cross connection hazard. Also remember to disconnect when you are finished.

Please call us if you need us, from water service to financial challenges, we work to meet our community's needs. Again, as an essential service, we will continue to work hard to keep your water flowing.

Wickiup Water District
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