



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 / District Manager
Dan Waterbury: DRC / Maintenance
Felix Martinez – Maintenance

Commissioners:

Ron Lake – President
Ole Gifford – Vice President
Gayle Leino – Secretary
Murray Stanley – Treasurer
Debbie Pike – Commissioner

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
92648 Svensen Market Rd.
Astoria, Oregon 97103
(503) 458-6555

WICKIUP WATER DISTRICT

YOUR DISTRICT. YOUR WATER.

BILLING

Billing is monthly. To keep it simple, the new residential rate is \$52.50 for the first 6,000 gallons registered through the meter. Commercial customers are billed \$55.50 per month for the first 8,000 gallons. Both residential and commercial rates are tiered and increase with usage.

“Snowbirds” and other customers who temporarily suspend their service for periods of time, will be charged the \$10.00 system development fee per month. We are no longer charging the \$25.00 turn on/turn off fee for those meters.

Customers should receive their billing statements around the first of each month. Those who receive their statements by e-mail, get them sooner.

Payment is due by the 15th of the month. Late Notices will be mailed by the 25th of the month. If payment is not received by the 15th of the following month, there will be a \$25.00 late fee. Accounts will be subject to shut off if not paid by the 30th day.

Example: *November statements (mailed the last week in October) were for water usage from September 25 through October 20, 2020. Those statements were due November 15. Late Notices were mailed around November 25. If not paid, the account will incur a \$25.00 late fee on December 15 and will be subject to shut off December 30.*

The District has diligently tried to avoid late fees and water shut offs during the pandemic. Unfortunately, when customers do not contact us to make a payment plan or do not follow through with the payment plan, they make, we have no alternative. Again, 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.



LOW INCOME ASSISTANCE

The District has implemented a low-income utility relief program that allows eligible customers to apply for a discounted rate for water service. If you would like additional information, please contact the office.

COVID – 19

We continue to monitor conditions around the clock 24/7 and work to make sure everyone's health and safety are protected during these unprecedented times. As essential workers, we continue to carry out day to day responsibilities of providing the community with clean, safe, quality water. To adhere to the Governor's orders, our office is closed to the public.

If you need assistance, please call the office at (503) 458-6555. In the event of a water emergency, you can call Dan our maintenance supervisor and DRC at (503) 791-5751 or Felix at (503) 791-7107. If you are unable to

reach Dan and/or Felix, you can call Michelle at (503) 791-7318. If you have a billing or administrative question, please call the office, and leave a message. We will return your call.

BOARD NEWS

Last month Jennifer Bunch resigned as a commissioner because she and her family were moving out of District. We would like to thank her for all her support and dedication to not only the District, but the District's employees. Her confidence in the employees and unwavering support is genuinely appreciated. She is already missed. On the other hand, we would like to welcome Gayle Leino as commissioner. Gayle is a former board member and longtime resident of the District. We look forward to Gayle's enthusiasm and hearing her ideas to continue to improve the District.

CALL BEFORE YOU DIG

Wickiup Water District is proud to partner with the Oregon Utility Notification Center, aka, 811. More and more of the utility companies that supply homes with power, gas, and cable services are delivering those services underground. It is possible that these buried service lines are close to the surface, making digging are dangerous. By calling 811 you can find out where utility lines are buried on your property, free of charge. You will be asked several questions, for example: Phone number; address; cross-street name (nearest intersecting street and is it within 1/4 mile); where exactly is the area you want to dig; and what type of work, when, and where. You will be given a ticket number and a verbal list of utility companies that will be notified. Facilities have two (2) days after notice is given to mark and locate the area or notify you there is no conflict in that area. To learn more about 811 and the services they provide, visit their website: www.call811.com.



As 2020 (thankfully) comes to a close, we would like to wish everyone a happy holiday season. Please give us a call 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.

