

Water - Every Drop Counts

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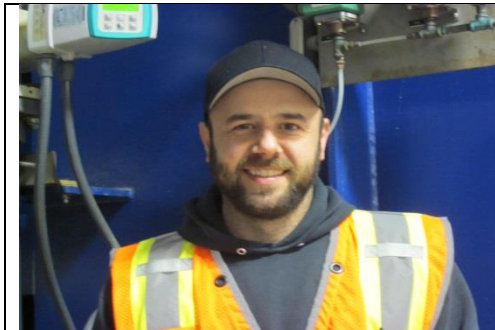
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Consumer Confidence Report

Enclosed with this newsletter is our annual Consumer Confidence Report or CCR. This report tells you about the quality of water the HWPUD delivers to your home. This is a requirement of the State of Oregon. It is our goal to produce safe and clean water to our customers. If you have questions about this report or any other issues in the District, please call the office at 541-997-2446.

New Operators

With new staff comes new energy. The District has hired two new employees. Both of these men are operators-in-training. We hope that you will make their acquaintance when you see them working in your neighborhood.



In January, Ed Bomberger came on board. Previously he worked for Liquid Engineering Corporation. He, his wife and three children live here in our District. He is a quick learner and is already working on his own with little supervision

Ryan Estabrooke was hired in late February. He has experience with the City of Fresno, Public Works. We welcome both of these guys to Heceta Water PUD.



Services Offered

The staff at HWPUD looks for ways to provide good service to our customers – YOU! There are various ways of paying your bi-monthly bill – come into the office and pay with cash, check or credit card. You can mail your check to our office, or drop it in our drop box in the parking lot. You can call the office with your credit card information. We also have two ways that you can pay your bill on auto-pay. We have forms that you need to fill out to have

Cross Connection - A point in the plumbing system where the public potable water supply is connected directly, or has the potential of being connected, to a source of non-potable substance that is not a part of the public potable water supply.

Cross connections will exist and backflow could occur.

To educate our customers, we send questionnaires out to those residents that do not currently have backflow devices. After looking at your answers, we determine whether or not we would need to do an in-person survey of your property. We will call to let you know what day we would be in your neighborhood. One of the things we are finding now is that some homes had a backflow prevention device installed by a landscaper or plumber, but the device was not tested. HWPUD was unaware that the device was installed. The State of Oregon requires that a double-check assembly or a reduced pressure assembly be tested annually. After the survey, staff will decide whether a device needs to be installed or if there is already a device that needs to be tested. Our goal is to keep our water pure. We appreciate your help.

that auto-pay taken from your checking account or from a debit/credit card. After we have your information, we will debit your account on the 25th, when your bill is due. You will still get the paper bill, just so you know how much water you've used and how much your account will be charged. The forms for auto-pay are on our website at hwpud.com and are also available in the office.

There is also a notary public on staff available to help with your notary needs. Call the office if you have any questions.

Improvement Projects

Besides reading meters and doing service orders for you, The District is consistently involved in infrastructure improvement projects. The Enchanted Valley Reservoir (left) was finally finished in February. The main line reconfiguration along Collard Road and the pump station at the bottom of Collard Road (right) was finished in March.



Watershed Protection

Our water system has received an updated Source Water Assessment developed by the Oregon Department of Environmental Quality and the Oregon Health Authority. This assessment provides us more detailed information on the watershed that supplies our water intake. We are encouraged to develop and implement drinking water protection strategies.

The primary goal of the drinking water strategy should be to reduce or minimize the risks of pollution. Our feeling is that education is the fundamental building block of water source protection. Education will help customers to better regulate contamination that they are in control of. Do you know if you live in the watershed? Do you know what the two main sources of contamination are that have been identified in our watershed? Do you want to be part of the Drinking Water Protection Committee? If so, please contact Vickie at v.kennedy@hwpud.com or call her at 541-997-2446.