



Water - Every Drop Counts

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SEPTIC SYSTEM LOANS

There are 456,000 septic systems in Oregon and some 30 percent of Oregon households rely on septic systems. As many as 10 percent of these systems fail each year, according to various estimates, and not all homeowners or small businesses have the resources to make needed repairs. Fixing a septic system can cost as much as \$25,000. If you aren't sure how you'll afford to repair or replace your failing septic system, Department of Environmental Quality (DEQ) may be able to help. Since 2016, DEQ has partnered with nonprofit lender Craft3 to make affordable Clean Water Loans available to Oregonians for septic system repairs. Properly functioning septic systems treat sewage to minimize groundwater and surface water pollution, and malfunctioning systems can be a health hazard. The Clean Water Loan program is designed to help those who may be unable to qualify for conventional financing. Homeowners and small businesses work directly with Craft3 to determine their eligibility, seek approval, and service their loans. Clean Water Loans can pay for up to 100 percent of costs associated with your septic repair or replacement project, including:

- Septic system design
- Relevant permits
- Installation
- Ongoing maintenance
- Sewer connections
- Essential safety measures, such as those to prevent children and pets from falling into septic tanks

The loans are available for residences and small businesses throughout Oregon. Special rates and deferred payment options may be available for homeowners with lower incomes. Grants are not available at this time through Craft3 or DEQ. Since the program launched in September 2016, the loans have helped dozens of families across Oregon repair their septic systems. To learn more or apply, visit Craft3's Clean Water Loans webpage at Craft3.org/Borrow/clean-water-loans.

PEOPLE'S UTILITY DISTRICT

Heceta Water People's Utility District was officially formed by the voice of the people during the May 2013 election. A People's Utility District is owned by the people they serve. The money needed to operate our PUD is generated through the sale of water. The District is governed by a five member Board of Directors, elected by voters. At HWPUD, our District has been divided in five subdivisions as nearly equal in population as possible based on the 2010 US Census. The Board of Directors sets rates and policies

Cross Connection Program

The water customer has the primary responsibility to keep pollutants and contaminants out of the public potable water supply system. This responsibility begins at the customer's service connection and includes any and all water distribution piping on their premises. If a cross connection or a potential for cross connection exists, the customer, at the customer's expense, shall install, test and maintain an approved back flow prevention assembly as required by the HWPUD. It is the responsibility of the water customer to prevent the creation of cross connection by modifications of the customer's plumbing system.

Currently, we are sending questionnaires out to neighborhoods in the District. By your answers on those questionnaires, we can determine your need for backflow protection. If there is a need to inspect your premises, we will call you and set up an appointment for a survey. If there is a need for backflow protection, we will provide information that will help you choose the most appropriate, efficient device to provide protection to the potable water system that provides you and your neighbors clean, safe water to drink and to use.

If you have questions about the Cross Connection program at Heceta Water PUD contact:

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for the PUD with the goal of providing the most benefit to customers. Their monthly meetings (Third Tuesdays at 4pm) are open to the public. You are encouraged to attend those meetings.

OUTSTANDING PERFORMER

As you know, Heceta Water has been around for 50 years. There have been many changes in the District in those years. The operators read the meters, and wrote those numbers in a little notebook which then had to be manually entered into the billing system. Today, a handheld device reads the meter with a wand and can be automatically read by the office billing system, which then figures out the amount of the bills, warns when the reading is high and keeps everyone on track. 30 years ago there wasn't a water filtration plant. After many years of establishing the district, the plant was built in the early 2000's. Probably the biggest change that affected the work in the office was the installation of a new computer system. Amid all these changes and growth in the District, one of the constants has been Cindy Estes.



Cindy has been the voice on the phone and the face at the desk for 30 years. Although her title is Billing Clerk, she has played many roles in the affairs of the District. She has been the transcriber and the filer. She has been a consultant and advisor. She has been the glue that has held the District together. Cindy found it very interesting to learn about computers and she enjoyed the classes that she got to take for computer and organization skills. By her own judgement, she is quite an introvert, but the opportunity to talk with people at the desk and on the phone every day taught her people skills and how to interact with customers. Those customers have different needs and different questions. Cindy is quick to figure out what their problem is and how the District can help them. She is so grateful that she has had wonderful managers to work with – all five of them! At the beginning of her career, her finger was in every pie in the District. However, with the change of laws concerning confidentiality, she doesn't feel like she is in the middle anymore. She has commented numerous times that she would do it all over again. With all this experience, Cindy has two pieces of advice – "Like what you do" and "Keep learning." The District and all those she comes into contact with have benefited from her advice and her experience. We hope her next 30 years will be as wonderful!