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NEW RATES AND FEES

Heceta Water People’s Utility District (HWPUD) provides safe, high quality drinking water for over 2,200 homes and efficiently manages water rates to ensure affordability for all customers.

In January 2020, HWPUD completed a Water Master Plan which identified twelve critical infrastructure improvements needed over the next several years in order to maintain current water quality delivery service to our customers. In January 2021, HWPUD completed a Water Rate Study and Cost of Service Analysis which concluded a water rate increase is necessary in order to support the critical priority one infrastructure improvements. This equates to a 5% increase, such as an increase of \$1.43 for 5/8” Monthly Base Rate and \$0.13 per 1,000 usage rate for the first 4,000 gallons. The new Rates and Fees schedule with all increases is available on our website www.hwpud.com, under “About Us at HWPUD – Rates and Fees” or is available in our District office.

New Rates and Fees take effect August 1, 2021. With the new Rates and Fees, HWPUD will begin monthly billing starting with September 1, 2021 billing for August usage.

Sample Bill

Period: 4/1/2021 - 4/30/2021

Family of 4

Current per month

	Meter Reading			Mult	Used	Amount
	Previous	Present				
Water Usage	49,592	50,325	10	7,330	18.33	
Base Rate				28.50	28.50	
					<u>\$ 46.83</u>	

Family of 4

Proposed per month

	Meter Reading			Mult	Used	Amount
	Previous	Present				
Water Usage	49,592	50,325	10	7,330	19.24	
Base Rate				29.93	29.93	
					<u>\$ 49.17</u>	

Proposed Increase 5% \$ 2.34

Service HWPUD Provides

- On Call 24/7
- Notary Services
- Backflow Testing
- CAP Program
- Auto Payments

Increase to Services

- Monthly Billing
- Online Payment
- Paperless Billing
- 24/7 Customer Support

Backflow Preventer Testing

The annual Backflow Preventer testing has begun for 2021. If you have a backflow preventer device, you will receive a reminder notice to have your device(s) tested about 15 days before the month that the testing needs to be completed. This notice will include contact information for local testers or you can have certified testers that live elsewhere in Oregon complete the test. All testers need to make sure that we have their certification information and the calibration date of the gauges that they use. Thank you for working with us to protect our drinking water! If you have any questions please contact our Cross Connection Specialist Jeremy Moore at 541-997-2446 or by email j.moore@hwpud.com

ONLINE Xpress BILL PAY COMING

HWPUD is adding online usage viewing and payment options with Xpress Bill Pay, effective August 1, 2021. Xpress Bill Pay is the premier provider for online bill payment systems allowing for payments to be created 24/7 from your computer or mobile device.

With Xpress Bill Pay, customers will be able to view an online statement, displaying such information as account number, due date, descriptions of service provided and breakdown of charges, total amount due, usage graphs, and announcements that appear on the paper bill. Paying the bill is a simple process. One which allows you to make a full or partial payment, choose the payment method, choose to pay immediately or schedule payments for a future date. Receipts are emailed or text to the customer. Please view our website www.hwpud.com, under “About Us at HWPUD – Xpress Bill Pay” for further information as we get closer to the effective date.

AUTO PAYMENTS

Avoid late fees by setting up auto payments with HWPUD. Set up direct payment from your checking account or enroll with your credit or debit card. The ACH for Checking Account and EFT for Debit/Credit Cards forms are available on our website www.hwpud.com, under “About Us at HWPUD – Forms” or is available in our office.

WATER LEAK ADJUSTMENT POLICY

There are great benefits for going to a monthly billing such as early leak detection. Please be aware as HWPUD goes to monthly billing the District will no longer accept applications for water leak adjustments starting August 1, 2021.

CUSTOMER ASSISTANCE PROGRAM POLICY

HWPUD is concerned about increased hardship on low and fixed income households within the District’s boundaries and wishes to financially assist those who qualify for the Customer Assistance Program (CAP) by offering reduced water rates. Supporting HWPUD customers during times of economic hardship, encourages continued water service and home ownership, and strengthens the community’s long term viability. The CAP form is available on our website www.hwpud.com, under “About Us at HWPUD – Forms” or is available in our office.

CONSUMER CONFIDENCE REPORT

The annual Consumer Confidence Report (CCR) is available on our website www.hwpud.com, under “About Us at HWPUD – Water Quality Report”. If you wish to receive a hard copy please contact us at 541-997-2446.