

June 1, 2022



Water - Every Drop Counts

Volume 7, Number 1

## Contact Us

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## Board of Directors

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*President*  
Debby Todd–District #1  
*Vice President*  
Crystal Farnsworth–District #5  
*Secretary/Treasurer*  
Alan Whiteside–District #2  
*Director*  
Mary Kauffman–District #4  
*Director*

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## NEW RATES AND FEES

Heceta Water People's Utility District (HWPUD) provides safe, high quality drinking water for over 2,300 homes and efficiently manages water rates to ensure affordability for all customers.

In January 2021, HWPUD completed a Water Rate Study and Cost of Service Analysis which concluded a water rate increase each year for the next five years is necessary in order to support the critical priority infrastructure improvements under Phase I, reported in HWPUD's January 2020 Water Master Plan.

The HWPUD Board has approved a 10% increase of the District's water rates and fees effective August 1, 2022. The new Rates and Fees schedule with all increases is listed as "Exhibit A" below and is available on our website [www.hwpud.com](http://www.hwpud.com), under "About Us – Rates and Fees" or a hard copy is available in our District office.

This increase will help the District maintain current water quality delivery service to our customers. HWPUD is working on completing Phase I of the District's Capital Improvement Plan. Phase I consists of 5 projects that will be complete within 36 months. For more information regarding the approved Rates and Fees schedule please visit our website [www.hwpud.com](http://www.hwpud.com) or contact our office at 541-997-2446.

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### Service HWPUD Provides

- On Call 24/7
- Notary Services
- Backflow Testing
- CAP Program
- Auto Payments
- Monthly Billing
- Online Payment
- Paperless Billing

### Backflow Preventer Testing

The annual Backflow Preventer testing has begun for 2022. If you have a backflow preventer device, you will receive a reminder notice to have your device(s) tested about 45 days prior to 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 HWPUD has 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](mailto:j.moore@hwpud.com)

## UTILITY BILLING ASSISTANT PROGRAMS

The Low-Income Household Water Assistance (LIHWA) Program is designed to provide low-income households with assistance for their drinking water services costs. Households who are at or below 60% State Median Income (SMI) are income eligible for the program. Income documentation required is similar to that of the Low-Income Home Energy Assistance Program (LIHEAP). Eligible water utilities include those who provide service to permanent residential communities. LIHWA assistance payments will be paid directly to these utilities on behalf of eligible households to reconnect services, avert disconnection of services, and pay delinquent, current and future charges. Households who rent and pay their landlord or management agent for water charges are encouraged to apply, as they may still be eligible for LIHWA assistance. Households seeking water and wastewater bill assistance should apply through Siuslaw Outreach Services (SOS).

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. If you qualify for LIHWA or LIHEAP, you will qualify for our CAP program. The CAP form is available on our website [www.hwpud.com](http://www.hwpud.com), under "About Us – Forms" or is available in our office.

## PAY YOUR BILL ONLINE with Xpress BILL PAY

HWPUD has teamed up with a premiere provider for online payments. Pay your bill online or with a mobile device. Avoid late fees by setting up auto payments and sign up for paperless billing. More information is available on our website [www.hwpud.com](http://www.hwpud.com), under "About US – Xpress Bill Pay".

## AUTO PAYMENTS

If you do not set up recurring payments online using Xpress Bill Pay, you can set up auto payments direct with HWPUD and avoid late fees. 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](http://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](http://www.hwpud.com), under "About Us – Water Quality Report". If you wish to receive a hard copy please contact us at 541-997-2446.

**Exhibit A**

**Rates and Fees  
of  
Heceta Water People's Utility District  
Adopted May 17, 2022  
Effective August 1, 2022**

The following rates and fees are set by the Board of Directors, and may be revised from time to time.

**10% Increase**

	<u>Current</u>	<u>Increase</u>
<b>New Meter:</b>		
Meter (5/8 x 3/4)*	570.00	
System Development Charge	<u>2,595.00</u>	
	3,165.00	

\*Fee for larger meter available

<b>Fees:</b>		
Service Turn-on Fee	21.00	23.10
Delinquent Fee	26.25	28.88
Late Charge Fee	5.25	5.78
After Hours Service Charge	31.50	34.65
Duplicate Billing per cycle	1.05	1.16
Backflow Test - In District	36.75	40.43
No Show Fee	31.50	34.65

<b>Bulk Rates:</b>		
Per 1,000 Gallons	Tiered	
Up to 4,000 Gallons	2.63	2.89
4,001 to 8,000 Gallons	3.15	3.47
8,001 to 20,000 Gallons	3.94	4.33
Over 20,000 Gallons	4.99	5.49
Per Day Service Charge	10.50	11.55

**Water Service Rates:**  
Includes monthly base rate plus a per gallon usage rate.

**Inside District**

101	Res/Comm - 5/8"	29.93	32.92
103	Res/Comm - 1"	52.24	57.46
105	Res/Comm - 2"	165.90	182.49
107	Res/Comm - 3"	354.67	390.14
109	Res/Comm - 4"	543.11	597.42

**Outside District**

102	Res/Comm - 5/8"	44.89	49.38
104	Res/Comm - 1"	78.12	85.93
106	Res/Comm - 2"	249.11	274.02
108	Res/Comm - 3"	532.00	585.20
110	Res/Comm - 4"	779.10	857.01

<b>Usage Rates:</b>		
Per 1,000 Gallons	Tiered	
Up to 4,000 Gallons	2.63	2.89
4,001 to 8,000 Gallons	3.15	3.47
8,001 to 20,000 Gallons	3.94	4.33
Over 20,000 Gallons	4.99	5.49

**Rates do not include a 5% Franchise Fee  
for City of Florence Residence**

**Billing:**

Billing shall be on a monthly basis and payment is due by the 25th of the month for the previous period. Non-payment will be cause for termination of water service. If a meter fails to register the amount of water used for any period, the charge for that period will be calculated based on the average quantity of water used in the previous billing period. Any water user may request a meter check if the water usage records appear unreasonable. If the readings appear unreasonable to the General Manager, the General Manger will assist in determining the cause of the reading.