

The Water Connection



A Newsletter Prepared by Crystal Springs Water District

Issue 14

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Office Hours

8:30am-4:00pm

Monday-Friday

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Bills are mailed

on the 1st, and

are due on the 15th

Website:

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Board Meetings

Go to cswdhr.com

to see options for remote meetings and changes of times and dates.

cswdhr.com

Mainline Shutdown and Precautionary Boil Water Advisory Coming Soon!!!

We are making great progress on the construction of the South Valley Reservoir. Unfortunately, in order to tie the reservoir into our system we need to shut down the main transmission line. We are currently waiting on the materials and a time frame from contractors. The projected date is between **June 10 and June 22, 2021**. We will notify you as soon as the date has been set. You can sign up for Hood River County's Citizen alert and/or "Like" Hood River County Sheriffs Department's Facebook page to receive updated boil water notices in the future. You can also sign up for email alerts from us by emailing office@cswdhr.com or calling our office at (541) 354-1818.

Thank you for your patience.

Project Updates:

South Valley Reservoir:

Road work and site work are finished. Pipeline work will begin the second week of June. Tank will begin to be poured in July.

800 trucks loads of concrete will be needed for construction of the reservoir.

Westside Reservoir:

Site work is finished. Road construction will finish the first week of June and the tank will be poured on the second week of June.

680 trucks loads of concrete will be needed for the construction of this reservoir.

Neal Creek Project:

Project has been completed and under budget.

Any questions or concerns please let us know.

For project updates check out our project page at cswdhr.com

5/12/2021 Precautionary Boil Water Notice

Crystal Springs Water District had a major mainline break on Hwy 35 by Harmony Dr. in the Upper Valley. This main is the transmission main for the entire system and a break in this line will cause the whole system to draw down. When breaks like this occur it can cause a vacuum and system pressure losses that can cause untreated ground water to enter our pipes. As a precaution during events like this we will issue a boil water advisory until water samples come back clean. This usually takes 24 hours. We understand that this is a major inconvenience and appreciate your patience. We tried to keep the precautionary boil advisory to the upper portions of our District but unfortunately we didn't have enough storage in our current reservoirs to feed the lower system. Westside Reservoir project will help limit boil waters in the future when this is in service.

What caused the mainline break?

This break was on a 60 year old section of main and unfortunately it was just the age and wear on the pipe that caused it to fail.

What is Crystal Springs Water District doing to reduce these breaks?

We have started an aggressive capital improvement replacement plan (CIP) . Unfortunately the district mains are 85% past their life expectancies and this will take time. In this 20 year planning period we have replaced 75,000' of aging pipe. We are five years into this process and have 120,000' of mains left in our CIP plan. The district has 172 miles of mains and replacements will take time and money.

PRECAUTIONARY Boil Water Notice vs. MANDATORY Boil Water Notice

What is the Difference?

A Precautionary Boil Water Notice (PBWN) is simply a public statement advising customers to boil tap water before consuming it. PBWN's are issued when an event, such as a water main break has occurred and certain repair criteria could not be met, allowing for the possibility of the water to become contaminated. A PBWN is also issued to critical facilities (hospitals, doctors, schools, restaurants, etc.) anytime water pressure drops below 20 pounds per square inch in the water main.

A PBWN does not mean that the water is contaminated, but rather that it could be contaminated. Because the water quality is unknown, customers should assume the water is unsafe to drink and take the appropriate precautions. Issuance of the PBWN, under these circumstances, is required by the Oregon Department of Health.

If contamination is confirmed in our sample location(s), we would issue a Mandatory Boil Water Notice. During a Mandatory Boil water Notice, all affected customers must use one of the precautions listed below. This is similar to a PBWN, but in a Mandatory Boil Water Notice, it would be imperative that you do so.

Precautionary Boil Water Notices: Frequently Asked Questions:

What if I accidentally drank tap water before I learned about the Precautionary Boil Water Notice?

If this happens, don't panic. The chances of becoming ill are slim. See your doctor if you experience diarrhea, nausea, vomiting or abdominal cramps.

How long should water be boiled?

Vigorous boiling for at least one full minute is the safest and most effective method of disinfection. Fill a pot with cold water and start timing when steady streams of bubbles pop from the bottom of the pot. Water must be adequately cooled before it can be used for washing or brushing teeth. Store the boiled water in clean, covered containers. Using bottled water is also an option.

How does boiling water make it safe to drink?

Boiling water purifies it because disease-causing bacteria, viruses or parasites will be destroyed by the heat.

Should I use bottled water?

Water from an alternative water source is the best option during a boil water advisory. When bottled water is available, it is a good alternative to boiling water.

Can I wash my hands in tap water during the notice period?

Use tap water and soap for hand washing and basic hygiene, but if you are washing your hands to prepare food, use bottled or boiled water.

What about brushing teeth?

Use bottled or boiled water to brush teeth.

Can I take a shower?

Yes. Just be careful not to drink the water while you shower or bathe. Though the risk of illness is minimal, individuals who have recent surgical wounds, are immunosuppressed, or have a chronic illness may want to consider using bottled or boiled water for cleansing until the notice is lifted.

What about washing dishes?

Hand-washing dishes: Wash with hot soapy water, then use boiled water to rinse.

Dishwasher: If the hot water reaches at least 170 degrees or the dishwasher has a sanitizing cycle and includes a full dry cycle, this will be sufficient.

Can I wash food with tap water?

Fruits, vegetables and other foods should be washed with bottled or boiled water only.

Does a water filter protect me?

Water filters in refrigerators and pitchers do not remove bacteria. For under-sink filters, read the manual. If in doubt, boil.

Is it safe to give water to pets?

Many pets, such as dogs, are susceptible to the same diseases as humans. Provide them with bottled or boiled water.

Can I use tap water to water my grass or garden?

Yes, but fruits and vegetables must be washed using boiled or bottled water before consumption.

If the street next to my street is under a Precautionary Boil Water Notice, will the same precautions apply to me?

No, the notice is issued only to those residences and businesses whose water has the chance of contamination.

When will the Precautionary Boil Water Notice be lifted?

After the water system is repaired, and the pressure is restored in the pipes to your home or business, the Precautionary Boil Water Notice will remain in effect while bacteriological tests are conducted to assure the safety of the water. The notice will be lifted (rescinded) only after the required testing proves the water is safe to drink.

How is the public notified?

Typically, Precautionary Boil Water Notice areas are isolated and affect only a small number of customers. In these cases, notification is provided directly to the customers.

However, there are instances when a large-scale Precautionary Boil Water Notice is issued. In these cases, where notices cannot be delivered directly to Crystal Springs Water customers, the District will issue warning thru reverse 911 (Hood River County Citizen Alert System) along with providing information thru local media and posts on the District's web site, and email system.

Hood River County Reverse 911

This is a great service to be alerted about any emergency in Hood River County. The County does not sell your data and only uses this for emergencies. You have to sign up in order to get this service. Below is the link for signing up.

<https://member.everbridge.net/892807736721762/login>

Crystal Springs Water District Email system

Email office@cswdhr.com or call 541-354-1818 to get signed up. We will only send out information related to your service and do not sell your data.

I feel I should have been directly notified?

Our District is 52 square miles and we have only 10 employees, 6 of which are field staff. It is impossible for us to go door to door on a system wide boil water advisory.

Why did I not get anyone to answer the phone when I called about boil water?

We typically have 3 employees answering the phones when a boil water notice is activated. However, this is if it happens when we plan it and is not due to an emergency. Staff may be sick or on vacation. Our staff does the best job they can, but when advisories are issued we log as many as 5 calls a minute.

Mandatory Boil Water Notices

A mandatory boil water notice is issued when a microbiological contaminant (such as E. coli) is found in the water supply.

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes and food preparation. If you have open wounds or are immunocompromised, use boiled or bottled water for bathing.

Crystal Springs Water District Rate Increase

Meter Size	Current Rate	Starting July 2021
3/4"	\$56.35	\$64.60
1"	\$80.75	\$93.30
1 1/2"	\$119.00	\$137.50