



District Receives Outstanding Performance Award – OHA Water System Survey

In November 2021, the District’s water distribution system was evaluated and inspected by the State to ensure safe drinking water is being provided to the public. We are proud to announce Rivergrove Water District was recognized as an “Outstanding Performer”...the highest rating awarded! Our water system facilities were found to be well operated and maintained by knowledgeable and competent staff. This rating also allows the District to extend the period of inspections from every three years to every five years based on outstanding water system operations. Thanks to staff for a job well done!

Backflow Testing – An Annual Requirement

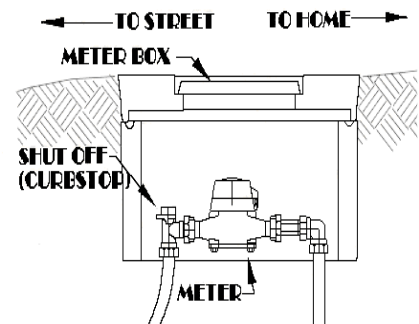
To ensure clean, safe, potable water, the District maintains a Cross Connection Program required by the Oregon Health Authority (OAR 333-061-0070). This program is designed to protect the water system from contamination. Customers with inground irrigation, sprinkler systems, and/or certain water features such as fountains and pools, are required by law to have their backflow tested annually by a state certified tester. Currently 11% of customers with backflow devices have been tested this year. Annual **passing inspection reports** are due to the District no later than **September 30, 2022**.

Contact your tester or find a list of certified testers on our website at www.rivergrovewater.com under the section *Keeping up with the District* and schedule your annual test. The average price will range between \$35-50. When hiring a tester, ask these three important questions:

- 1 – How much do you charge for the test?
- 2 – If my backflow fails, do you make the repair or do I hire another contractor?
- 3 – Do you send my test report to the District or is it my responsibility?

Curb Stop Valve – Please Don’t Touch!

The District has a curb stop valve that shuts off each meter. **Operation of the curb stop valve in the meter box by any customer is prohibited.** It takes a special tool to turn off this valve. If a customer attempts to turn it off with any other tool, it could damage the valve, requiring the entire main to be shut down. The District requires customers to install a customer shut-off valve as close to the meter location as practical. This customer shut-off valve controls the entire water supply for the service line to your home. If you damage a District curb stop valve, you will be liable for all reasonable expenses incurred for repair. If you need your water shut off for any reason, please contact the office.



Autopay Convenience Fee

The District offers the convenience of autopay to assist customers in paying their bills. Recently, we have received numerous inquiries on the \$3.60 processing fee assessed to credit card payments. So how does this fee originate? Credit card issuers and networks charge a fee on every credit card transaction that businesses run. This, in turn, results in paying for the software and hardware used in processing these payments. Unfortunately, the District is not involved in charging or collecting these fees. We do **not** receive any revenue. As a consumer, you must decide if the convenience of credit card payments is worth the additional cost.



What did the sea say to the river...you can run, but you can't tide!