



Annual Fire Hydrant Flushing

In the next few weeks, you will see water operators flushing fire hydrants within the District. Hydrant flushing is the quick release of water from hydrants. It ensures adequate water flow is available to fire fighters and improves water quality by clearing iron and other mineral deposits from water mains.

During the flushing process, some customers may notice reduced water pressure and flow as well as a temporary discoloration. The water may appear rust-colored because iron and other mineral deposits in the water mains get stirred up. There is no health hazard associated with the discolored water; it is safe to use and consume. To remedy any of these effects, simply run your cold tap water for 2-3 minutes.

Some people mistakenly think flushing hydrants is a waste of water. It is **not**. It is a critical step in maintaining the quality of our water system and keeping the hydrants fully operational for fire fighting needs.

Reservoir 3 Project

On April 14, 2020 the District broke ground on a Capital Improvement project for Reservoir 3. This is our largest reservoir servicing the majority of the Rivergrove Water District.

The project was initiated to retrofit our reservoir to meet current standards of safety. Improvements included seismic upgrades, water main replacement and slope stabilization of the site. This \$2.3M project was funded under the Safe Drinking Water Loan Fund and was accomplished in three phases.

Under budget and completed on time, we are excited to announce the project is wrapping up next week. The security fencing is in place, hydroseeding and erosion control measures are finished, and the planting of Leyland Cyprus trees is days away.

This crucial upgrade will allow our District to provide customers quality drinking water for years to come.

Annual Backflow Testing

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 certain water features are required by law to have their backflow tested annually by a state certified tester. Your backflow device would have been installed with the irrigation system since this has been a state requirement for 25 years. Do **not** test the District's backflow located in the meter box.

You can find a list of certified testers on our website at www.rivergrovewater.com under the section *Keeping up with the District*. An annual test 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?

If your backflow fails, contact the office. We *may* be able to furnish a used device free of charge. You must submit a passing test to the District no later than

October 22, 2021.

Frequently Asked Questions

- **What is the “average cost” for water?**
 - It is not possible to quote an “average” cost. It depends upon many variables including the size of the family, water-use habits, and how often or if you irrigate your yard. Remember, water use is as individual as you are.
- **What should I do if I suspect a leak?**
 - First, make sure all the water is turned off both inside and outside. Ensure there is no water usage while you check the meter. If the dials or hands are turning, water is going through the meter indicating there is a leak somewhere.
 - Before calling a plumber, check to see if a toilet is running. Put a few drops of food coloring in the water tank, do not flush, wait 15 minutes, and then check the toilet bowl. If there is food coloring in the bowl, the tank is leaking.
 - Customers are responsible for repairing and maintaining water lines between the meter and their home. If a leak occurs on “your side” of the meter, you are responsible for the repairs. Any extra water registered through the meter due to a leak will be billed at the standard rate. The District has a leak credit adjustment for those customers who qualify.
 - If you have a water emergency, contact the District at 503-635-6041.