

2017 Annual Drinking Water Report for Southwood Park Water District



This is the Annual Consumer Confidence Report (CCR) for your drinking water system. In this report, you can find general information regarding water quality testing, health information, and specific information regarding the water quality in your water system.

How is the Southwood Park Water District organized?

The Southwood Park Water District is a special district located in unincorporated Clackamas County. It was established to provide water for domestic use and fire protection to the inhabitants of the District serving 298 connections. The District is governed by an elected five member Board of Commissioners drawn from the residents of the District. An outside accountant provides budgeting, record keeping, and reporting. Maintenance and operational services are contracted through Hiland Water Corporation.

What does the water cost?

The Southwood Park Water District base rate (meter charge) is \$15.00 per month. The usage rate is \$1.45 per hundred cubic feet. This is equal to \$1.94 per 1,000 gallons. The late fee is \$5.00. Due to increasing costs and projected future maintenance, the Board decided to raise rates incrementally over five years beginning in October 2016. Starting October 2018, the new base rate will be \$16.00 per month and water usage will be \$1.55 per 100 cubic feet.

Why does the water occasionally look rusty or discolored?

Rusty or discolored water can come from many sources. Older homes may have galvanized piping made of iron, which corrodes over time. Rust particles can turn your water pale yellow to dark brown. Well water usually contains various dissolved minerals such as calcium, magnesium, and iron, all of which can contribute to discoloration. The minerals can precipitate out of the water and cling to the interior walls of the storage tank, distribution lines and home plumbing. Sudden changes in water flow or pressure can break the minerals loose, which could alter the color of the water. Although it looks bad, this discoloration is not harmful. Your water will generally clear after a few minutes of flushing.

Why does the water smell like chlorine?

Chlorine is used by water utilities throughout the world to prevent disease-causing microorganisms from growing inside water lines. There may be an odor of chlorine when you first turn on your tap, especially in the morning. However, that odor usually dissipates rapidly. If you use a pitcher, you can let water set open for a few minutes to allow the chlorine to dissipate. Also, boiling the water for coffee or tea causes the chlorine to dissipate. If you are extremely sensitive to the taste or smell of chlorine, you can use an activated carbon filter to remove it from tap water. Filters can be purchased as part of a water pitcher or as an attachment to the faucet. If you purchase a filter, be sure to follow the manufacturer's instructions. Chlorine, when used for disinfecting in certain waters, may produce harmful by-products. We tested for nine of the most common by-products and none were detected.

Do I need a backflow device?

Under certain conditions, water from a home or business can flow backwards and return to the public water system. Properties with an in-ground sprinkler system, active well, fire sprinkler system or solar water heating system are required to have a backflow prevention device. A backflow prevention device reduces the risk of contamination by preventing water from flowing back into the public water system. The District has a proactive cross-connection control program that, in coordination with county and city plumbing inspectors, is designed to make sure that backflow prevention devices are installed where they are needed and that the devices are tested annually to verify they work properly. Making sure your backflow prevention device is tested annually is just one way you can help reduce the risk of contamination of our drinking water. Contact Hiland Water Corp. for more information.

What is hydrant flushing?

To help ensure quality water, staff members open fire hydrants around the District and allow the water to flow through the pipes. The flushing process enhances water quality by flushing sediment from the mainline pipes, verifies the proper operation of hydrants and valves, and maintains firefighting capability. We schedule flushing during the wetter months when water supplies are more plentiful. We flush from larger mains first, and then move to smaller mains. The flushing route is carefully planned, and valves are opened and closed to control the direction of the water. For more information about Hydrant Flushing, contact Hiland Water Corp.

Educational & Health Information

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operation, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Hiland Water Corporation is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

About Southwood Park Water District and 2017 Sampling Results

The Southwood Park Water District has a groundwater well as its primary water source. The District also has an emergency connection to the Portland Water Bureau. This is used for backup purposes during maintenance shutdowns or

in case of emergency. Portland obtains its water primarily from the Bull Run Watershed, 30 miles east of the city. The Portland Water Bureau also uses groundwater to supplement the Bull Run supply. For more information on Portland’s water quality, visit their Website at www.portlandonline.com/water.

The Clackamas County Health Division completed a Water System Survey in November 2017. The Drinking Water Program (DWP) aims to have this done every three years. The main purpose of the survey is to evaluate the entire water system in terms of supplying safe drinking water to the public. Southwood Park Water District received the distinction of “Outstanding Performer Level” and will not be required to have a county survey conducted for five years.

The Oregon Health Authority completed their Source Water Assessment of Southwood Park’s water system in 2004. This report identifies potential sources of contamination within the drinking water protection area. The report listed high density housing with manicured lawns, storm water outfall, sewer lines and underground storage tanks as potential sources of effluence. It is important to remember the areas identified are only potential sources. Environmental contamination is not likely to occur when the drinking water protection area is managed properly. This report is available for public review.

We continually sample for many different chemicals and have found very little contamination. Contamination is anything other than pure water. We sample total coliform bacteria as an indicator of microorganisms that should not be present. The table below lists all the drinking water contaminants that we detected during the past calendar year or in our most recent tests as noted. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791) or visiting their website at www.epa.gov/safewater.

Regulated	MCLG	MCL	Our Water	Sample Date	Violation	Typical Source of Contaminant
Copper (ppm)	1.3	1.3 AL	0.051	Sept 2015*	No	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb)	0	15 AL	2	Sept 2015*	No	Corrosion of household plumbing systems, erosion of natural deposits

*This is the most recent monitoring, done in compliance with regulations.

Violations: We had no violations during 2017.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

N/A: not applicable **ND:** not detectable at testing limit

ppm: parts per million or milligrams per liter **ppb:** parts per billion or micrograms per liter **pCi/L:** picocuries per liter (a measure of radiation)

Your Future Is Safe With Us

Clean, safe water is essential to the health and well-being of our community. The Southwood Park Water District will continue to work hard to provide this vital lifeline to our customers. We place great importance on delivering quality water to every tap, every day. The District consistently delivers water that meets or surpasses all federal and state standards.

This report was compiled jointly by the Southwood Park Water District and the Hiland Water Corp. Hard copies are available upon request. If you have any questions about this report, contact Hiland at (503) 554-8333 or info@hilandwater.com.

Public Meetings

The public is invited to attend any of the regularly scheduled meetings of the Southwood Park Water District Board of Commissioners. They are held at 7:00 p.m. on the fourth Wednesday of each month at the Meadow Springs Community Church, 12647 SW 62nd Ave. Portland, Oregon.

Billing Schedule and Fees:

Schedule example: *

Day 1 – meters are read (typically the 18th of even months)

Day 8 – bills are mailed (typically the 25nd of even months)

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Day 24 – payment is due (typically the 10th of odd months)

Day 25 – late fee applies to non-zero balances (11th of odd months)

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Day 55 – late fee applies to non-zero balances and 5-day disconnect notice sent out (typically the 11th of even months)

Day 62 – meters are read (typically the 18th of even months)

Day 61-65 – collection attempt and/or turn-off can occur for balances over 31 days past due without any further notice and additional fees will apply.

Day 69 – bills are mailed

** (actual dates depend on weekends, holidays, number of days per month, and meter reading schedule)*

Current Fees:

Late Fee: \$5.00 per month for non-zero balances

Collection prior to turn-off: \$35.00

Turn-off/Turn-on: \$60.00

Even months - August, October, December, February, April, June

Meters are read, usually around the 18th to 22nd of the month.

Billing cards are mailed, usually around the 23rd to 27th of the month.

Odd months - September, November, January, March, May, July.

Payment is due between the 10th and 12th of the month, depending on weekends and holidays, but as close to the 10th as possible. Late fee applies the day after the due date.

Late fee:

Any account not paid in full will have a late fee applied, usually around the 11th of the month and every month thereafter until the balance is paid in full.

Past due:

Any account not paid in full within 31 days of the due date will receive a 5 day disconnect notice. It will specify how much must be paid and when payment must be received to avoid disconnect. No additional warnings will be sent after that date prior to the actual disconnect.

Collection-disconnect-reconnect:

If the past due amount is not paid by the specified date, an unannounced personal visit will be made shortly thereafter in an attempt to collect. If the past due is paid during that visit, a collection fee will be applied to the account. If no payment is made or no one is home, water service will be turned off, a notice will be placed on the front door, and a disconnect charge will be applied to the account. If the service is restored, even when done within minutes of disconnect, a reconnect charge will be applied to the account.

For additional information about Hiland Water Corporation, please visit our website at www.hilandwater.com or contact us via phone or email.

General information & CCR questions

Hiland Office

Toll-free: 1-855-554-8333 (24 hr)

Email: info@hilandwater.com