

The Water Connection



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Reminder

Crystal Springs offices will be closed for upcoming holidays.

Nov. 10 Veterans Day

Nov. 23-24 Thanksgiving

Dec. 25 Christmas

District Hours

8-4:30 Monday-Friday

541-354-1818

office@cswdhr.com

www.cswdhr.com

Have an emergency after hours call:

541-806-3818

Cold Weather Tips

* Be extremely careful when thawing frozen pipes. Use a hair dryer or heat tape wrapped around the pipes, rather than an open flame, which could cause a fire.

* Close foundation vents with insulation material.

* Shut off and drain outside domestic water faucets and protect them with insulated covers.

Boil Water and Water Conservation Update

We appreciate your patience during the boil water and water conservation orders that were issued September 13-15, 2017.

What Happened?

We had a major mainline break that caused a large portion of the District to drop below 20 psi. The State Health Department requires that a boil water alert be issued as a precaution due to the potential for untreated water entering our mains. The conservation order was added because the system dropped below safe levels for both fire and service.

Was this a result of fire fighting activities or fire related in anyway?

No. This was a failure in a mainline valve that caused a major water hammer. The main that burst was installed in 1966 with a 50 year life expectancy. The boil alert was a precaution due to a low pressure event.

Why wasn't I notified?

This is the largest boil water event the District has faced in almost 30 years. We used reverse 911, radio, and Hood River county social media. Thanks to ODOT and the City of The Dalles for supplying message boards that we used to alert customers on the major highways entering our District. We would like your help in providing current contact numbers and email addresses that we could use in future events. Please email us your current contact list at office@cswdhr.com or fill out the flyer we will be sending you in the next few months. Thank you for your patience.

Random tips

- » insulating your hot water pipes will reduce the amount of time it takes hot water to reach the tap, saving water and energy
- » energy efficient appliances are usually water efficient too
- » aerators on your faucets reduce indoor water use by as much as 4%
- » a quick shower rather than a bath saves an average of 20 gallons of water
- » turning off the water when brushing your teeth or shaving will save more than 5 gallons per day

Low Income Rate Assistance

Crystal Springs Board of Directors has authorized a low income assistance program.

LIRA (low income rate assistance) offers a service-charge discount to qualifying low-income customers.

To qualify for LIRA:

- * The Crystal Springs Water bill must be in your name.
- * You must live at the address where the discount will be received.
- * Your household must meet the income guidelines detailed below OR someone in your household must be enrolled in a qualified public assistance program.
- *You must notify Crystal Springs Water District if your household no longer qualifies for the LIRA discount.
- *Following enrollment, you may be required to provide proof of eligibility.
- *You are required to recertify your eligibility every two years (four years if you have documentation proving you are handicapped or elderly [62+]).

Household Size	1-2	3	4	5+
Total Combined	\$33,000	\$41,000	\$50,000	\$58,000

Discounted base rate of \$15.00 upon qualification.

Master Valve

Does everyone in your household know where your master water supply (shut-off) valve is located? In an emergency, you may need to find it in a hurry and don't want to waste precious time searching while the basement floods or the carpets get soaked.

Every home or business should have a master water supply valve. Be sure to find the right one. Test it by turning it off briefly to see if all the water faucets in your system are shut off. When you find the right valve, mark it with a tag, a bright ribbon or colorful paint. When a leak or broken pipe occurs, you must find the valve quickly.

Crystal Springs routinely installs a gate valve before every meter. This valve is technically for the benefit of the District in maintaining and repairing the meter apparatus. Customers are encouraged to install their own shut-off valves (for use in emergencies or general maintenance) on the house-side of the meter.

Water Heater Shutoff Valve Prevents Leaks From Damaging Your Home

(as always.... this is not an endorsement for any product mentioned....

merely an effort to bring interesting items to your attention)