

The Water Connection



A Newsletter Prepared by Crystal Springs Water District

Issue 7 September 2019

Customer Appreciation Barbecue and Open House

September 25, 2019 11am-1pm

3006 Chevron Dr.

CSWD's Inbound SMS Subscription Option

Inbound SMS allows customers to make a payment on their utility account through text message.

Opt In

Customers must "opt In" through the CSWD web portal, to make a payment and/or receive SMS (text) messages.

From the Customer Dashboard, users will click the **"I want to change my communication preferences"** option in the Help section on the right side of the screen.

The Communication Preferences screen will display.

Click the down arrow, or the **Edit** text on the right end of the **SMS Subscription** section.

Check mark the **"I agree to the terms and conditions"** box.

Enter the desired cell phone number in the **Enter your phone number** field.

Click **SAVE** to submit the information.

Confirmation Message

When the information is successfully submitted, a confirmation text is sent to the registering phone number.

The message reads:

"You're now subscribed to Utility Notices. Reply STOP to cancel at any time. 18002401420 for support. Msg & Data rate may apply."

Office Hours

8:00am-4:30pm

Monday-Friday

Office Phone

(541) 354-1818

Emergency

(541) 806-3818

Office Email:

office@cswdhr.com

Supt. Fred Schatz

Email:

fred@cswdhr.com

Bills are mailed

on the 1st, and

are due on the 15th
of every month.

Website:

www.cswdhr.com

Board Meetings

7pm on the

Third Thursday
of every month.

*Please attend,
you are always
welcome.*

Rate Increase FAQ's:

Why is the rate increase needed?	Mid-Valley Reservoir Project	\$4.4 million
	South Valley Reservoir Project	\$2.8 million
	Central Vale Rd. Project	\$1.6 million
	198,000' of Pipeline Replacements	\$48 million

Mid Valley Reservoir Cost Minus Pipe Installation:

1991	\$360,000
2006	\$1,060,000
2015	\$2,341,000

Why are these projects needed? Maintain 20psi to reduce the possibility of contamination.
Achieve required fire flows.
Replace 50+ year old pipelines.

Why does our system need upgraded? Over 60% of our pipelines are over 50 years old.
30% of our pipelines are 40-50 years past life expectancies.

In 1991, projected costs for both the Mid-Valley and South Valley reservoirs were \$2 million combined.
In 2018, cost projections had risen to over \$5 million.

Our primary goal for the District is to provide quality drinking water .

Crystal Springs Water District received \$1.28 million in grants to help offset the cost to our customers.

CSWD New Billing Software Upgrades

We are now live with auto pay
features and ACH bank draft!!!!
Come in to the office to sign up for auto pay.

Sign up for Text messaging alerts from CSWD!

Boil Water Notices—Construction Alerts

We will keep you notified in emergencies. Call office or email at office@cswdhr.com to provide us with updated phone numbers.