

**CLACKAMAS RIVER WATER BOARD OF COMMISSIONERS
BOARD WORK SESSION
September 27, 2021**

COMMISSIONERS PRESENT:

Sherry French, President
Naomi Angier, Secretary
Rusty Garrison,
Tessah Danel, Treasurer
Hugh Kalani

STAFF PRESENT:

Todd Heidgerken, General Manager
Karin Holzgang, Executive Assistant to the Board

CRW Employees: Chief Finance Office, Carol Bryck;
Water Resource Manager, Rob Cummings

COMMISSIONERS ABSENT: 0

VISITORS: Tim Henkle, Adam Sussman, Kim Swan, Kevin Williams, Bob Rubitschun, Chris Hawes

Call Work Session to Order

Commissioner French called the meeting to order at 6:01 pm. Roll call was taken

1. Water Management & Conservation Plan Discussion with Tim Henkle & Adam Sussman(see attached presentation)

- What is a Water management & conservation plan? A plan required by OWRD to ensure efficient water use; encourage setting and implementation of water management and conservation measures and to encourage water supply planning; these are 20-year plans
- Why is CRW required to submit a WMCP? 10-year updates during the 20-year plan from 2012; Water right permit extension is allowed with having a plan
- What is in a WMCP? Water supplier (overview of the system); water management and conservation measures; has a curtailment plan; plan for water supply projections (population and demand projections for 20 years)
- Approach to building the plan
 - ✓ Build on the 2019 Water System Master Plan
 - ✓ Update with contemporary information with major revisions to changes to system per WSMP, current and future water demands and a curtailment plan
 - ✓ CRW has one permit for Well No. 1 that is not a certificated water right
 - ✓ Consultants looked at historical water demands as a part to building the plan
- Water Conservation: Measures and benchmarks
 - ✓ Required conservation program measures
 - Annual water audit
 - System wide metering
 - Meter testing and maintenance
 - Unit based billing

- Water loss measures
- Public education
- Technical and financial assist
- Fixture and retrofit and replacement assistance
- Reuse and recycling opportunities
- Conservation Highlights
 - ✓ Maintain current measures offered through the CRWP (water audit kits; rebates for high efficiency appliances and irrigation equipment; classroom presentations)
 - ✓ CRW's Water loss five-year average is 7.9% (goal set by the OWRD is to be less than 10%)
 - ✓ Evaluate a residential meter replacement program
 - ✓ Focused water loss efforts (district metered area)
 - ✓ "Fish on the Run" conservation campaign
- Curtailment Plan
 - ✓ Plan revised to focus on system function
 - ✓ Triggers are based on operational impacts of water shortage, i.e. reservoir levels relative to fire flow storage volumes requirements
 - ✓ Flexibility to modify triggers and associated measures
 - ✓ Distinction between curtailment and conservation
 - ✓ 4 stages increasing in severity of impact
 - ✓ First state voluntary, others mandatory
 - ✓ Measures for each state build upon the previous

Commissioner Garrison- asked if the purpose of the plan was to protect the surface water permit for the CRW well No. 1; CRW doesn't currently use well No. 1 water but it is important for a back-up in the event the river water becomes unavailable; Also asked about the efficiency of the "Fish on the Run" campaign and Heidgerken shared that this campaign is one of the more robust in the region. The focus is to create behavior change on the part of water users.

Commissioner French- thanked the consultants for their efforts

- Next steps
 - ✓ Provide CRW the full draft for final review
 - ✓ Affected local governments a 30 day review period
 - ✓ Submit draft WMCP to OWRD
 - ✓ Address OWRD comments
 - ✓ Submit the final WMCP to OWRD
 - ✓ OWRD issues final order around February 2022

2. Clackamas River Water Providers (CRWP) Annual Report Presentation- with Kim Swan (see attached power point presentation)

- CRWP is a group of water providers on the Clackamas River
- How the CRWP functions
 - ✓ IGA & Bylaws
 - ✓ CRWP Board
 - ✓ Have bi-monthly meetings
 - ✓ 5 year workplan annual budget process
- Value of working together
 - ✓ Fostering closer relationships with the members
 - ✓ Collective funding and coordination efforts regarding source water protection, public outreach, and water conservation
 - ✓ Realize economies of scale and save money by sharing in costs

- ✓ Speak in one voice regarding water resource issues
- ✓ Provide a forum for water providers to collaborate in other areas
- Source Water Protection program benefits
 - ✓ Post fire water quality sampling
 - ✓ CRWP received a National resources conservation service National Water Quality Initiative grant (looks at the impacts of agriculture on the river above the intakes)
 - ✓ Regroup notification tool
 - ✓ Drilling geographic response strategies
- Public outreach and education & conservation benefits
 - ✓ Conservation rebates
 - ✓ Landscape water audits
 - ✓ Conservation tools
 - ✓ Teacher resource
- Fish on the Run Irrigation Done Campaign
 - ✓ A message that all the members can participate in
 - ✓ Helps Create a behavioral change on the part of the water user (this will be a multi-year initiative)
 - ✓ CRWP & PGE were asked by Oregon Department of Fish and Wildlife to do a podcast on this effort to get more exposure

Commissioner Alexander- asked if there is room or opportunity to simplify the graphic and provided a simple message. May explore additional styles of yard signs for next year. Commissioner Garrison- Observed that the ending the irrigation there is real visible difference on the water usage on the bill. Asked if there is information on post fire water quality- there is very little impact on the water quality for the watershed so far but there will be more testing beginning next month. Commissioner Danel asked if there might be opportunities for Board members get the message out to the ratepayers through the schools.

3. **Billing and Collection Process Overview (see attached presentation)**

- Bill frequency and cycles
 - ✓ CRW retail customers are billed every two months
 - ✓ Wholesale customers are billed monthly
 - ✓ The billing of customers is grouped into “cycles”
- Bill Calculations (rates approved annually by the Board)
 - ✓ There is a base charge and a usage charge that determines the amount that is billed
- Modifications made due to COVID-19
 - ✓ Stay at home order in March 2020
 - Suspend late fees and shut offs
 - Delayed the rate increase from April 2020 to November 2020
 - In May of 2021 the final year of the 8-year rate plan implemented
 - In March 2021 targeted shut off for non-payment
- How do customers pay their bill?
 - 40% cash/check
 - 35% credit card
 - 22% electronic funds transfer
- All payment types have a cost associated with them

- The least expensive way to receive payment is through the Rapidpay program which is an automatic cash withdrawal from customers bank account
- The most expensive way to accept payment is through credit cards- with varying costs depending on the type of card
- Also accept credit cards for other fees and charges including SDC's and other miscellaneous charges

Commissioner Danel- asked if the bank account receives an earnings credit but CRW keeps more money in the Local Government Investment Fund. Commissioner Angier asked about the different blocks and now has a better understanding of moving in the block's depending on usage.

4. Commissioner Communications

- Commissioner Garrison attended the NCCWC meeting last week and provided the Board with a summary of the meeting. One of the topics on the agenda was to discuss the approval of an extension of the water supply agreement between CRW & NCCWC to extend the agreement until a new one can be approved since the current one expires in December 2021. Also, there was an overview of the apprenticeship program that they have begun. Asked about the differences between a water district and a water authority; real difference is a district can have parts annexed into cities and an authority has boundary protection from annexation.
- Commissioner Angier, complimented Comm. Garrison on his summary of the NCCWC meeting.
- Commissioner French attended the OLWD meeting and the meeting of SWA. SWA elected their CRWSC representatives.

5. General Manager Update

- Clackamas County sent congratulations to CRW for their NHMP plan
- The river flow levels are slowly moving up but not out of the woods yet
- Agenda setting meeting is 9/28
- October Board meeting is on the 14th

Public Comment: none

Open meeting is adjourned at 7:48pm

Clackamas River Water Water Management and Conservation Plan

Board of Commissioners' Work Session
September 27, 2021



Outline

- What is a Water Management and Conservation Plan (WMCP)?
- Why is CRW Required to Submit a WMCP?
- What's in a WMCP?
- WMCP Development Approach
- WMCP Highlights
- Next Steps in the WMCP Process

What is a WMCP?

- Plan required by the Oregon Water Resources Department (OWRD):
 - To ensure efficient water use
 - To encourage implementation of water management and conservation measures
 - To encourage water supply planning

Why CRW is required to submit a WMCP?

- ✓ 10 year WMCP updates
 - CRW's WMCP from 2012
- ✓ Water right permit extension
 - Permit G-6728, CRW's only groundwater right

What is in a WMCP?

Descriptions of:

- The water supplier
- Water management and conservation measures
- Water curtailment plan
- Water supply projections

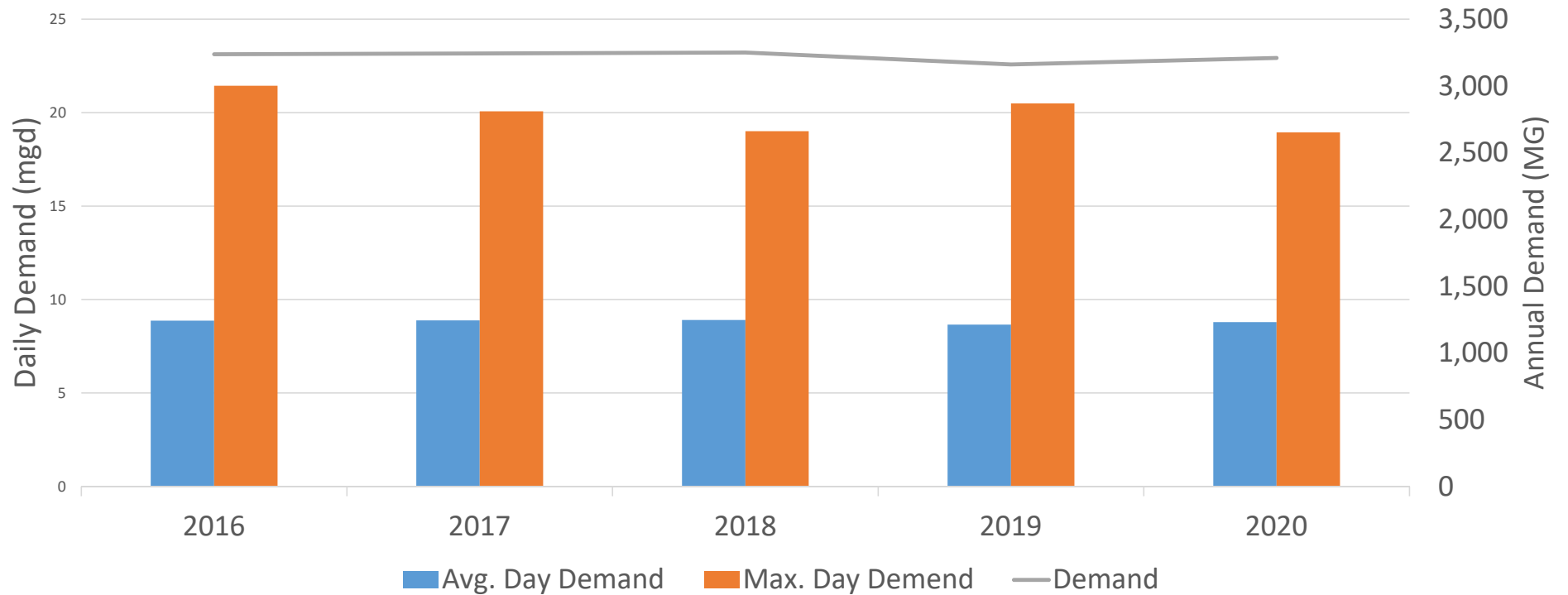
Approach

- Build off 2019 Water System Master Plans (WSMPs) and previous WMCP (2012)
- Update with contemporary information, with major revisions to:
 - Changes to system per WSMPs
 - Current and future water demands
 - Curtailment plan approach

Water Rights

Source	Priority Date	Permit and Certificate Numbers	Authorized Rate
Clackamas River	4/25/1962	Permit: S-27925	15.0 cfs [9.7 mgd]
		Cert: 37794	
Clackamas River	5/20/1968	Permit: S-33586	25.0 cfs [16.2 mgd]
		Cert: 79899	
Clackamas River	5/23/1969	Permit: S-34426	6.5 cfs [4.2 mgd]
		Cert: 84072	
Well No. 1	7/13/1973	Permit: G-6728	8.9 cfs [5.7 mgd]

Historical Water Demands



Water Conservation: Measures and Benchmarks

- Required Conservation Program Measures
 - Annual water audit
 - System-wide metering
 - Meter testing and maintenance
 - Unit-based billing
 - Water loss measures (if loss > 10%)
 - Public education
 - Technical and financial assistance
 - Fixture and retrofit and replacement assistance
 - Reuse and recycling opportunities

Conservation Highlights

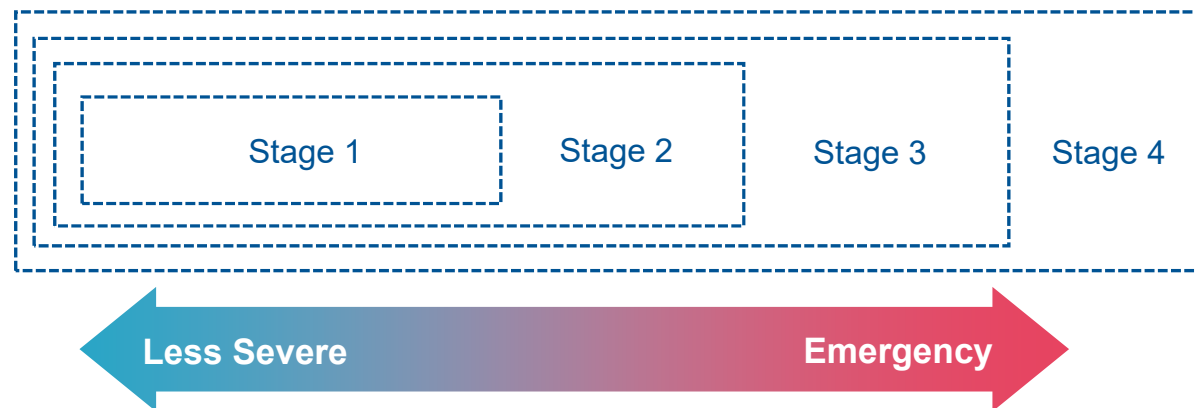
- Maintain current measures offered through the Clackamas River Water Providers (CRWP), e.g.:
 - Free indoor water audit kits
 - Rebates for high efficiency appliances and irrigation equipment
 - Classroom presentations
- Water loss five year average: 8.3% (goal: 10%)
- Evaluate a residential meter replacement program
- Focused water loss efforts (District Metered Area)
- “Fish on the Run” conservation campaign

Curtailment Plan

- Plan revised to focus on system function
- Triggers based on operational impacts of water shortage, i.e. reservoir levels relative to fire flow storage volumes requirements
- Flexibility to modify triggers and associated measures
- Distinction between curtailment and conservation

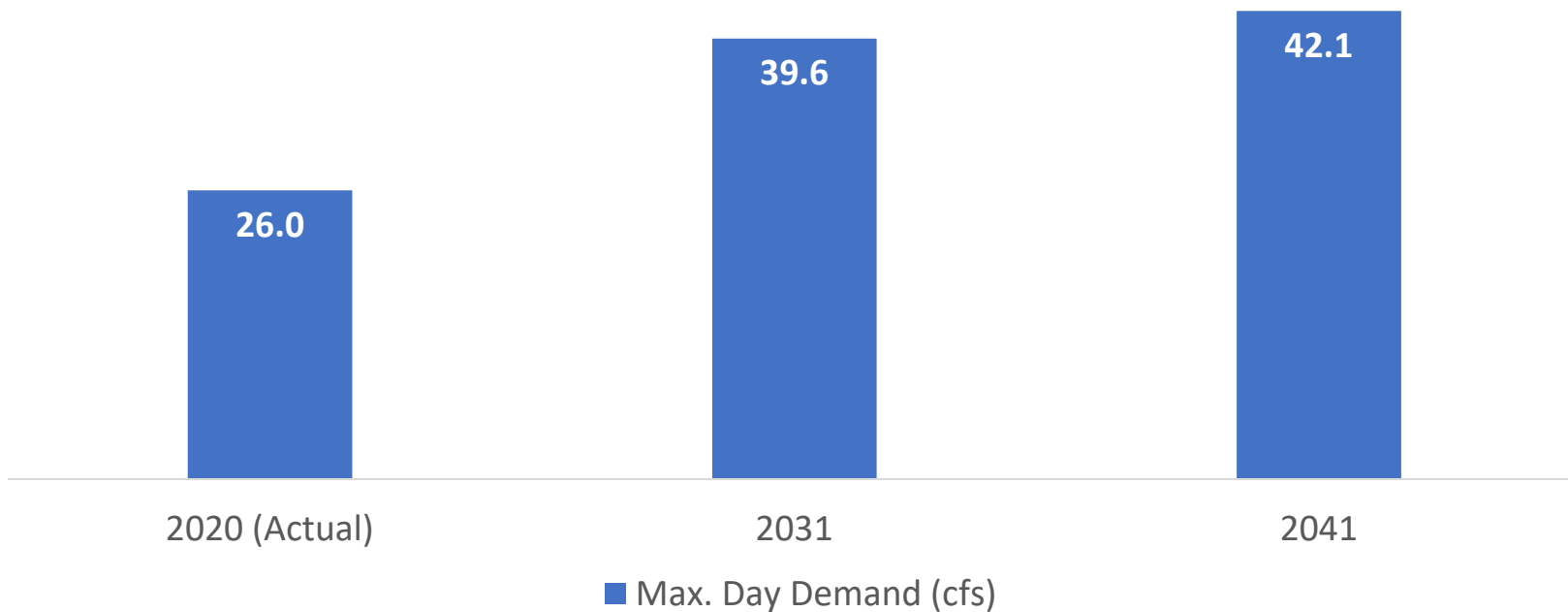
Curtailment Plan (continued.)

- 4 Stages increasing in severity of impact
- First stage voluntary, others mandatory
- Measures for each stage build upon the previous



Future Water Max. Day Demands

Surface Water Rights (46.5 cfs)



Questions?

Next Steps

1. Provide CRW the full draft for final review
2. Affected local governments 30-day review period
3. Submit draft WMCP to OWRD
4. Address OWRD comments
5. Submit final WMCP to OWRD
6. OWRD issues final order (estimated February 2022)

Thank you for your time

The Clackamas River Water Providers (CRWP)

*Working together to protect and conserve
our drinking water source*

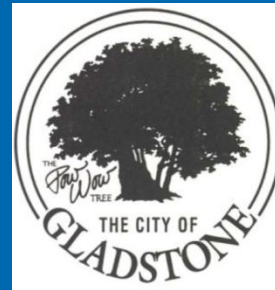
Clackamas River Water Provider Members

*Conservation programs and services are provided to these members

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(Oregon City and West Linn)

How the CRWP Functions

- IGA and By Laws
- CRWP Board
- Bi-monthly Meetings
- 5 year Workplan and Annual Budget Process

The Value of Working Together

- Fostering closer relationships with each other
- Collectively funding and coordinating efforts regarding source water protection, public outreach and water conservation
- To realize economies of scale and save money by sharing in costs
- To speak in one voice regarding water resource issues
- Provides a forum for water providers to collaborate in other areas

Source Water Protection Programs Benefits

- Post fire water quality sampling
- National Resources Conservation Service (NRCS) National Water Quality Initiative grant
- Regroup Notification Tool
- Drilling Geographic Response Strategies



Public Outreach and Education & Conservation Benefits



Conservation Rebates



Landscape Water Audits



Conservation Tools



Teacher Resource

Youth Education

CRW Schools:

- Beaver Creek Elementary
- Bilquist Elementary
- Redland Elementary
- Lot Whitcomb Elementary
- Linwood Elementary
- Cascade Heights Public Charter School
- Ogdon Middle School
- Alder Creek Middle School
- Sabin - Schellenberg Professional Tech Center
- La Salle High School

TREATMENT PLANT TOUR VIDEOS:

City of Estacada
Estacada Drinking Water Treatment Plant Tour
from Clackamas River Water Providers
Chris Lewis
04:49

South Fork Water Board
South Fork Water Board Treatment Plant Tour
from Clackamas River Water Providers
06:14

Clackamas River Water Treatment
Clackamas River Water Treatment Plant Tour
from Clackamas River Water Providers
07:32

North Clackamas County Water Commission
North Clackamas County Water Commission Tour
from Clackamas River Water Providers
10:21

Lake Oswego-Tigard Water Partnership
The Path to Pure Water
A look inside the heart of the Lake Oswego-Tigard water treatment process

FISH ON THE RUN

IRRIGATION DONE!

**Doing my part to keep water
in the Clackamas River.**



www.clackamasproviders.org

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Clackamas River Water

Billing & Collections Overview

The process of selling water

Presented by Carol Bryck

September 27, 2021



Bill Frequency and Cycles

- CRW retail customers are billed every two months
- Wholesale customers are billed monthly
- The billing of customers is grouped into “Cycles”
 - Cycles reflect area (north system, south system) or type (residential, commercial, wholesale)
 - Cycles help distribute the workload and revenue

Bill Frequency and Cycles

- Residential Customers on the North side and all customers on the South side are billed on the last day of even months (February, April, June, August, October and December)
- Commercial/Industrial customers on the North are billed on the last day of odd months (January, March, May, July, September, November)
- Wholesale Customer (SWA/NCCWC) is billed monthly.

How are bills calculated?

Bill Calculations

- Water rate chart from ordinance and as presented on CRW website.



Clackamas River Water

Direct Retail Water Rates

Water Rate Effective Date: 5/1/21

Meter Size (Inches)	5/1/2021		5/1/2021	
	Domestic Service Charges		Fire Service	
Full 3/4	\$	57.18	\$	59.85
1		78.67		59.85
1 1/2		112.41		71.59
2		151.01		85.29
3		235.52		121.25
4		372.86		193.23
6		698.82		337.20
8		1,579.44		481.52
10		2,484.74		769.81
12		3,002.02		949.76

Residential Commodity Charge (Volume) per 100 Cubit Feet			
	Volume		Rate 5/1/21
Block 1	1 - 4	\$	2.44
Block 2	5 - 8	\$	2.71
Block 3	9 - 24	\$	3.23
Block 4	25 & up	\$	4.11

Multi-Family, Commercial & Industrial			
	Volume		Rate 5/1/21
Block 1	c	\$	2.99
Block 2	d	\$	3.74

c-Volume up to 1.5 times average winter consumption
d-Volume above 1.5 times average winter consumption

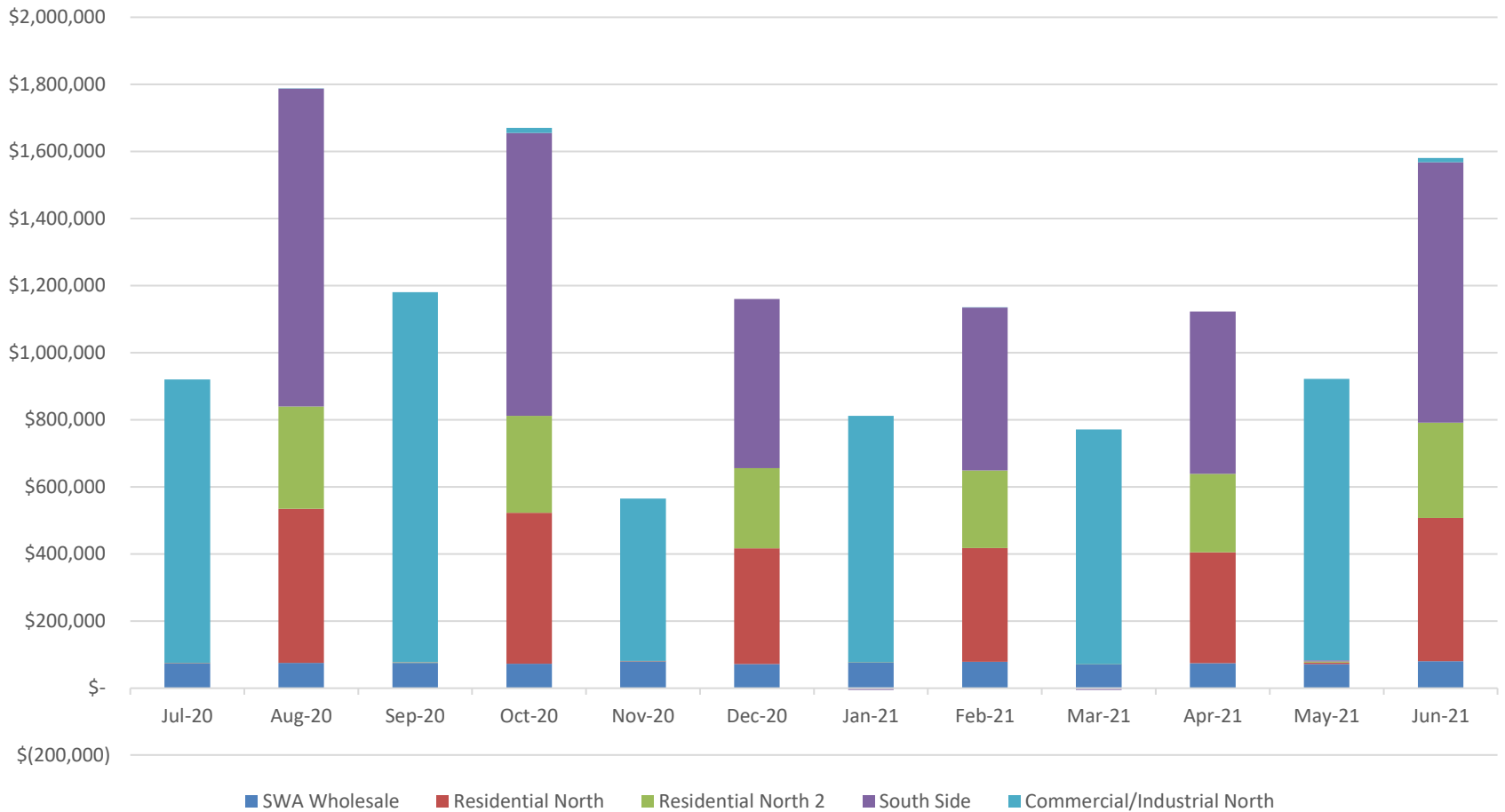
Average winter consumption: Total consumption (volume) recorded on a customer's bills generated between December and March of each year.

These rates were approved with Ordinance 01-2020 on May 14, 2020 with an effective date of May 1, 2021 and will remain in effect on July 1, 2021.

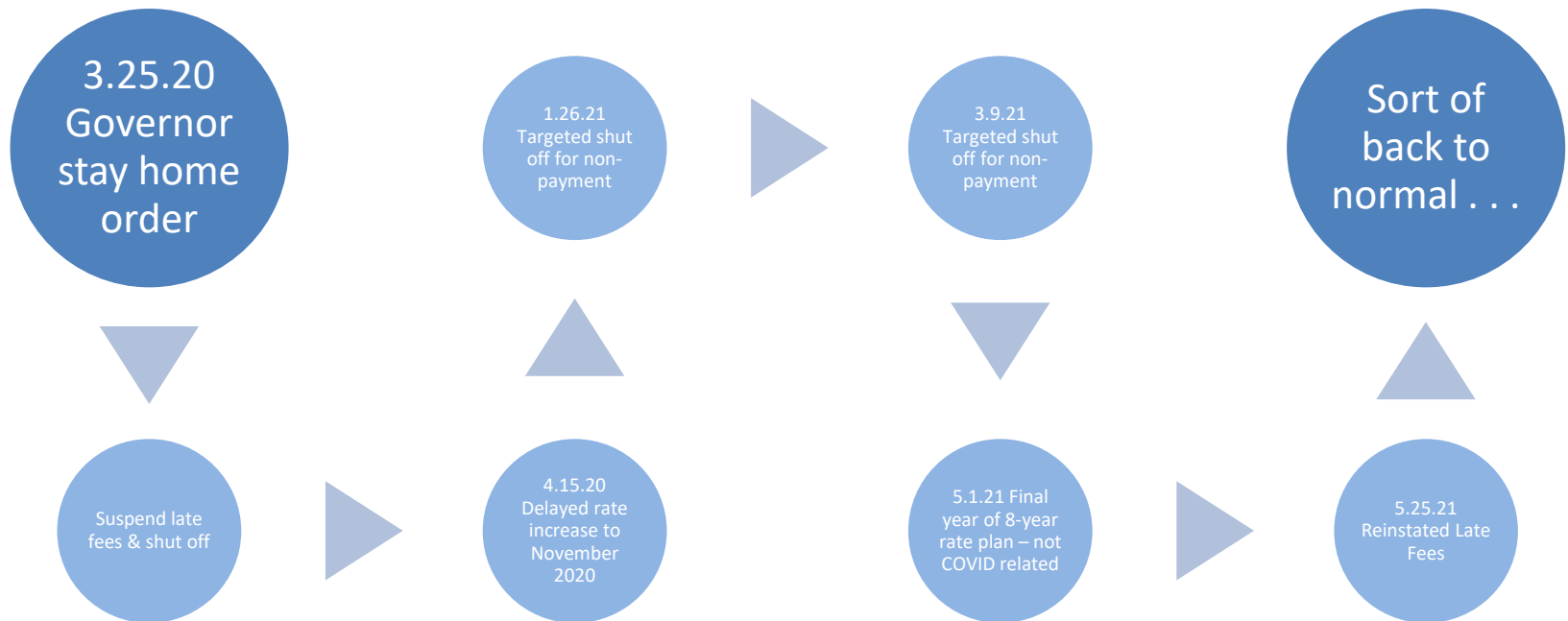
Bill Calculations – Example

- **Residential account** – average is 16 ccf per bill cycle. CCF is 100 cubic feet or 748 gallons. 16 ccf is 11,968 gallons of water.
- Base charge for ¾” meter - \$57.18
- Consumption charges –
 - 4 ccf * \$2.44/ccf = \$ 9.76
 - Next 4 ccf * \$2.71/ccf = \$10.84
 - Next 8 ccf * \$3.23/ccf = \$25.84Total bill - \$103.62
- **Non-Single-Family accounts** are calculated on a winter average basis.
- Commercial or Multi-Family – 2” meter – 75 ccf. – Winter Avg - 30
- Base charge for a 2” meter - \$151.01
- Consumption charges –
 - 45 ccf * \$2.99/ccf = \$134.55
 - Next 30 ccf * \$3.74/ccf = \$112.20
- Total bill - \$397.76

Seasonal Revenue Fluctuations



Modifications made due to COVID-19

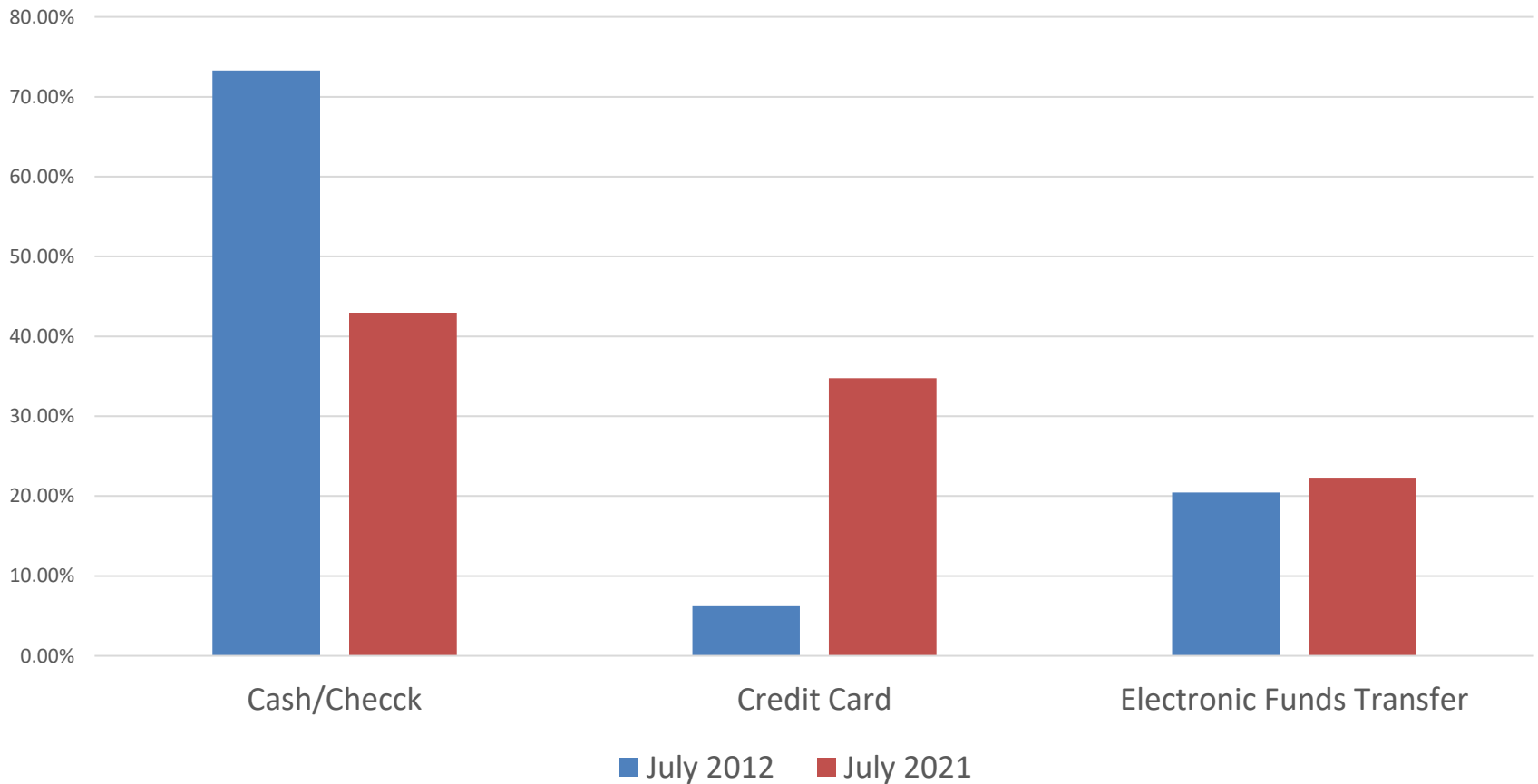


How do our customers pay us?

See Monthly Report

Cash Receipts

Percentage of Payment Methods 10 years ago and Now



Cash Receipts

All payment types have a cost associated with them:

- The least expensive way to receive payment is through our RapidPay program. This is an automatic cash withdrawal from a customer's bank account on the due date.
- The most expensive way to accept payment is through credit cards – with varying costs depending on the type of card.
- We also accept credit cards for other fees and charges including System Development Charges and other miscellaneous receivables. So, calculating the cost charged for water bills by the processing company will vary.

Questions?