



BOARD BYLINE – Count on Your Water, Even In Emergencies

We know how challenging the public health emergency has been for our community and for the world. While staying healthy through physical distance from each other, we want you to know how much we work to build our community through keeping your water clean. As you know, water and soap are two of the best ingredients to keep yourself and your surroundings free from harmful viruses like COVID-19. Here at OLWS we are working around the clock to make sure your health and safety are protected during these unprecedented times.

Here are a few things you can count on:

1. Your water is safe to drink and use for cleaning. Our disinfection processes meet and exceed strict water treatment standards to protect people from viruses.
2. As an essential service, OLWS works 24/7 to keep your water clean and flowing, from the tap to the treatment plant.

Please call us if you need us, from water or sewer emergencies to financial challenges, we work to meet community needs. Especially during the COVID-19 crisis, the District has suspended late fees and water shut-offs. Call us before your bills feel overwhelming, so our customer service team can work with you to find a financial assistance option that works for you and your needs.

OLWS cares about your well-being. Please contact us with your questions, concerns, and comments at (503) 654-7765.

– Kevin Williams, Board President

During the COVID-19 response, you are invited to attend by phone:

1. Visit our website;
2. Call the phone number listed and enter the access code provided.

OLWS BOARD MEETINGS:

*** MAY 19 at 6 p.m.**

*** JUNE 16 at 6 p.m.**

Remember to trash your wipes, and flush only the 3 p’s.



Oak Lodge Water Services’ Annual Water Quality Report

Each year, OLWS presents a water quality report in which we share important information and details about the water we rely on for our health and well-being. By the end of May, the OLWS Annual Water Quality Report will be posted on our website at: <https://www.oaklodgewaterservices.org/water/page/water-quality-report>.

OAK LODGE WATER SERVICES EMERGENCY CONTACT INFORMATION:

Please call Oak Lodge 24 hours a day at (503) 654-7765 if you see water gushing up out of either the street, ground, or from a manhole. Sometimes there are breaks in our water and sewer mains and pipes. Use the same number if you notice anyone spilling or dumping anything into a storm drain. *Thank you.*

To help people water more efficiently in the dry season, the Regional Water Providers’ Consortium publishes a watering number by zip code for the amount of water that lawns and other plants need each week between April and September. To view the amount in inches or receive a weekly email, visit: www.regionalh2o.org/weekly-watering-number.



Drinking Water through the Lens of COVID-19

We understand your concerns about COVID-19. While there are a lot of uncertainties out there, your tap water is not something you need to worry about. It is safe to drink and use as always. Our treatment and disinfection process kill viruses and bacteria, including the coronavirus. The U.S. has some of the highest standards of tap water in the world and our water treatment consistently meets those standards.

Essential service providers like OLWS continue to carry out our day-to-day responsibilities of providing safe and reliable water and sanitation services to communities. As stewards of public health and the environment, we are well-versed in managing risks associated with protecting the water supply and planning for both routine and extreme incidents.

A few things that we continue to do include:

- Identifying essential employees to maintain continuous operations as well as designating emergency back-up for these employees.
- Staggering work schedules to maximize social distancing requirements.
- Finding solutions to allow some staff to work from home.
- Encouraging personnel to stay home when they are sick.
- Providing back-up or alternate shift rotation for personnel that need to stay home for themselves or their loved ones.
- Limiting all meetings, gatherings and travel.

In addition, here are answers to a few questions we want you to know:

Is my drinking water safe from Coronavirus?

- Yes. All of our drinking water treatment plants meet the Environmental Protection Agency (EPA) and the Oregon Health Authority (OHA) requirements for the treatment of viruses such as COVID-19. Our drinking water is regularly tested throughout our drinking water systems to make sure the water remains safe. Water is key to reducing the spread of Coronavirus in our community. Remember: hand washing is an important part of the strategy to combat the pandemic. The [EPA has a Q&A on COVID-19](#) and drinking water. [The Center for Disease Control and Prevention \(CDC\)](#) has information about water transmission and COVID-19. Have more questions about water quality? Contact your water provider.

Will my water service be disconnected during this emergency?

- No. During this public health emergency we understand that it is important that all of our customers have access to clean, safe water, in particular for hand washing. Our water providers are working hard to provide flexibility and assistance to their water customers to help them pay their water bills. Contact your local water provider to see how they can help you.

Where can I pay my water bill?

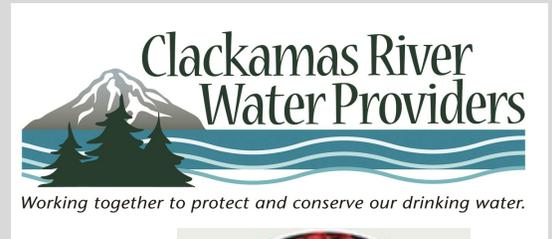
- Our water providers are asking you to assist them in taking proactive steps to help control the spread of the COVID-19 virus so that we can continue to deliver essential services to all our customers. For this reason, most offices are closed to the public for the time being. Customers may pay bills online, by mail, or by phone.

Do I need to buy bottled water?

- No. If you're among those clearing the stores of bottled water, you may save those dollars for something more urgent.

Water is the lifblood of our communities and our economy, which is why we are hard at work so you can stay home and stay safe.

This article brought to you from the Clackamas River Water Providers. For more information and free tools about water conservation, watershed protection information, and source water assessment, visit www.clackamasproviders.org.



May Is Water Awareness Month—There when you need it

National Drinking Water Week is the first week of the month. With the COVID-19 pandemic impacting communities throughout the world, water professionals are working around the clock to ensure that safe, reliable water service continues to flow. This week provides us with a unique opportunity to join together with the communities we serve to in recognizing the vital role water plays in our daily lives.