

Board Byline: The Progress We've Made in 2025

This year, six capital improvement projects started throughout our service area — each reflecting our commitment as board members to protect public health and provide excellent service to our customers.

It's easy to take for granted the everyday essentials — like safe drinking water and reliable wastewater treatment — that keep our community running. Maintaining and upgrading our infrastructure is vital to ensuring these services remain dependable for decades to come.

On the reverse side of this newsletter, you'll find an overview of some of the projects currently underway as we continue working toward our long-term improvement goals. Thank you to our customers for your continued support and patience as we carry out this important work.

2025 by the Numbers

2,892 ft

sewer mains
replaced

91

storm catch
basins cleaned

10

fire hydrants
replaced

397

water meters
replaced

11

water main
breaks repaired

64

sewer laterals
replaced

New Online Billing System Launching December 1

Next month, we'll transition to Xpress Bill Pay as our new online bill payment provider. Here's what to expect:

xpress
BILL PAY

Early November (now): This is your heads-up that a change is coming.

Late November: Online bill pay customers will receive an email with instructions for setting up a new Xpress Bill Pay account.

December 1: Xpress Bill Pay goes live for Oak Lodge — you can start paying your bill there!

If you currently pay your bill online

You'll need to create a new Xpress Bill Pay account to continue paying online. We'll send detailed instructions to make setup easy, and our staff will be available if you need help.

If you're enrolled in autopay

You'll still need to create a new account and re-enable autopay in the new system. Payments will no longer be processed through the old system after January 1, with a brief transition period in December to give customers time to switch.

Why you'll love Xpress Bill Pay

Enjoy convenient features like personalized due date reminders, faster payment posting times, and enhanced security protections.

Learn more on our website:

www.OakLodgeWaterServices.org/XBP

Make Sure We Can Reach You When It Matters Most!

Maybe it's been a while since you first created your account, and you've since updated your email address or phone number. Please take a moment to ensure we have up-to-date information so we can reach you quickly in the event of a service disruption or emergency.



If you're a commercial customer, you may also want to list an emergency contact if it's different from your billing contact.

Our team is happy to help update your account — just call us at 503-654-7765 to make any changes.

Rain Ready: Sandbags Available to Combat Flooding

Starting November 15, we'll offer a limited number of sandbags to help our customers mitigate flooding during the rainy season.



Self-serve pick up is at our Technical Services office: 14611 SE River Rd. Oak Grove, OR 97267.

Holiday Closures: Our offices will be closed November 11, 27-28 • December 24-25 • January 1
Staff are on-call via our main phone number for emergencies.

Active Improvement Project Updates

Water and sewer system improvement projects are happening across the district. Visit OakLodgeWaterServices.org/active-projects for the latest updates.

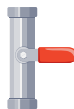
- 1 Oatfield Road Water Main Replacements Project**
Replacing over 3 miles of water mainline pipes, increasing their size for greater capacity and upgrading to more durable, corrosion-resistant ductile iron for greater long-term service reliability.
- 2 Courtney Ave. Sewer Improvement Project**
Upgrading aging sewer mains along Courtney Ave. prior to the Clackamas County Complete Street project. As part of this work, lateral connections from the main line to individual property boundaries will also be replaced.
- 3 Jennings Lodge (LS5) Sewer Improvement Project Phase 2**
As part of our inflow & infiltration (I&I) reduction program, this effort involves rehabilitating sections of approximately 60-year-old wastewater mains to help keep rainwater out of the sewer system.
- 4 Glen Echo (LS6) Sewer Improvement Project**
Continuing our I&I reduction work, this project will upgrade faulty wastewater pipes to improve system integrity.



Get Winter-Ready!

Find your water shut-off valve before freezing weather strikes

Know how to turn off the water to your house in case of an emergency, such as a burst pipe.



Avoid pouring fats, oils, or grease (FOG) down the drain during holiday dinners

Fatty or oily substances, like gravy, can harden in pipes, leading to blockages (and costly plumbing repairs). Instead, let them cool, then use a spoon or spatula to scrape them into a lidded container for disposal in the trash.



Remember: your winter water use sets your wastewater rates for next year

Oak Lodge uses a winter averaging system, meaning the amount of water you use during the winter months determines your wastewater bill for the following year.



Emergency Contact Information

Our team is available 24/7 at **(503) 654-7765**. Please call us if you see water gushing from the street, ground, or from a manhole. Also contact us if you notice a sewer spill or witness illegal storm drain dumping.

Board Meetings

You're invited to attend OLWS board meetings. Join via Zoom or in-person at 14496 SE River Road. Meetings are held on the second Tuesday of the month at 4:00 P.M.:

November 12 | December 9 | January 13

Find more details at oaklodgewater.com or email info@olws.org for assistance.

Healthy Watersheds Committee Meeting

Interested in watershed issues? Attend the next Healthy Watersheds Committee meeting on Tues., Dec. 16, 6:30-7:30 p.m. at our Technical Services office. More details at: www.oaklodgewater.com/meetings