

Willamette Water Supply
Our Reliable Water

Communicating with Customers,
Boards and Commissions on Water
Supply Decisions

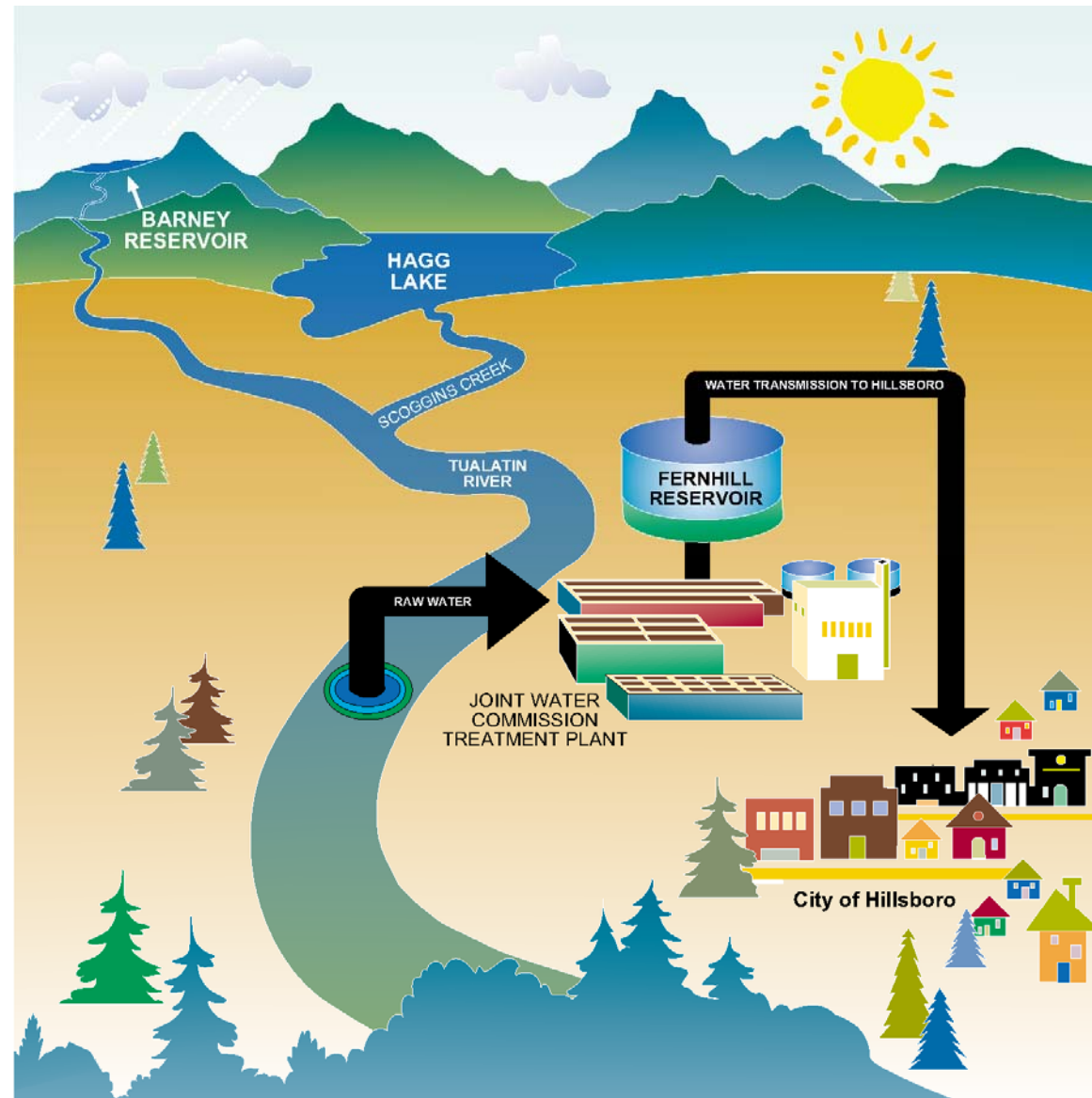
Todd Heidgerken, TVWD
Tacy Steele, Hillsboro Water
Nicki Pozos, HDR

2014 PNWS-AWWA Conference Wednesday, May 7

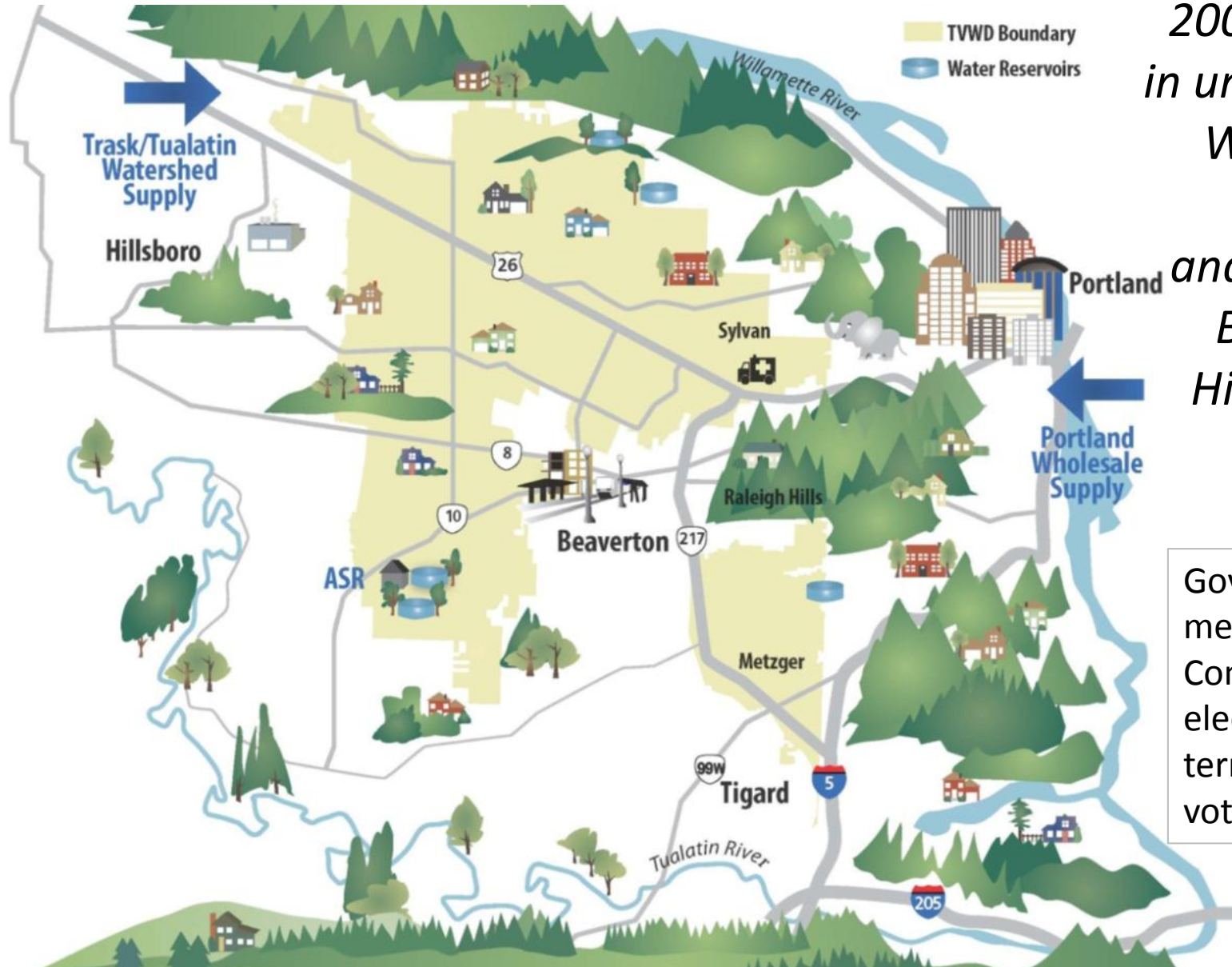
*Serving
75,000
residents from
the Tualatin
watershed*

Governed by a three-member Utilities Commission.

Members appointed to three-year terms by Mayor with consent of City Council.



Tualatin Valley Water District



Serving water to 200,000 people in unincorporated Washington County and portions of Beaverton, Hillsboro and Tigard.

Governed by a five-member Board of Commissioners elected to four-year terms by District voters.



Hillsboro Water embarked on a “Community Conversation” asking utility customers and others to offer input on the preliminary preferred water supply option: mid-Willamette River.



Community Outreach Pyramid

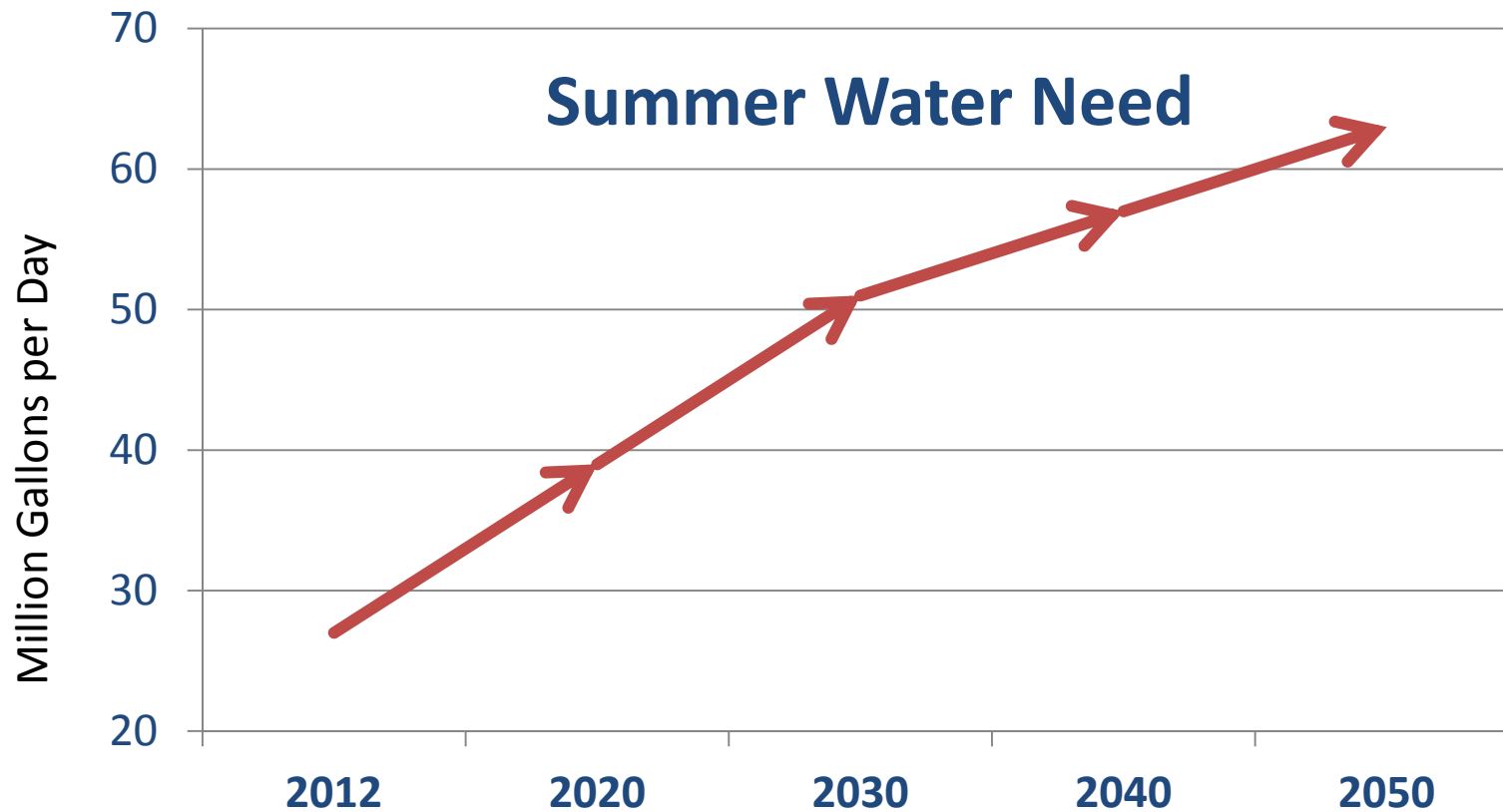
Community outreach was strategically targeted to the most interested groups.



Community Meeting Schedule

Meeting	Date
City of Hillsboro Employees	September 19, 2012
Greater Hillsboro Area Chamber of Commerce	September 25
Public Workshop (South)	October 25
Hillsboro Vision 2020 Vision Implementation Committee	October 29
Industrial Users	October 30
Hispanic Community Workshop	November 7
Youth Advisory Council	November 13
Public Workshop (North)	November 14
Top 25 Users	December 4

Why do Hillsboro and TVWD need more water?



What supplies were considered?

River water



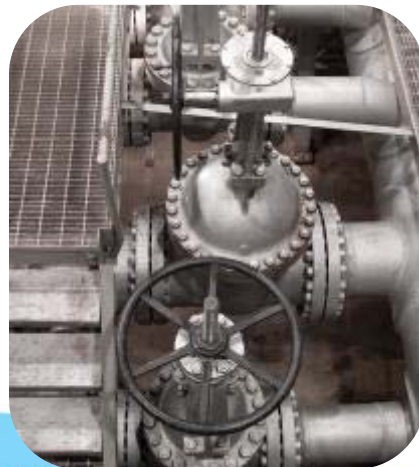
Reservoirs



Groundwater



Purchase
wholesale
water



Water
conservation



Water supply planning criteria

- ☑ Finished water quality
- ☑ Cost and rate impact
- ☑ Can be right-sized
- ☑ Reliability
- ☑ Redundancy
- ☑ Implementation risk
- ☑ Public and business acceptance
- ☑ Construction impacts
- ☑ Sustainability
- ☑ Ownership / control
- ☑ Non-fluoridated supply for Metzger

Tools

Electronic polling gauges participants' views.



6. Promote water conservation as a very important water supply option.

0% 1. Not important

0% 2. ...

0% 3. ...

0% 4. ...

11% 5. ...

17% 6. ...

72% 7. Very important

Mean = 6.6111

Hillsboro's Long-Term Water Supply: Community Conversation

14

Meeting Announcements

Every effort taken to publicize community meetings.

Hillsboro's Future Water Supply – We need your input!

The City of Hillsboro Utilities Commission has made a preliminary designation of the Mid-Willamette option as the preferred additional water source for the next generation of Hillsboro residents. Before making a final decision on the designation, the Utilities Commission has initiated a public outreach process to encourage a community conversation about water supply in Hillsboro.

Hillsboro Water is providing opportunities for input at three interactive workshops this fall. Please consider attending one of the workshops and sharing your thoughts on current and future water sources. The sessions will include short presentations, electronic polling, and roundtable discussions.

Workshop Dates and Locations:
Food and drinks will be provided, along with childcare (2-12 yrs.) for workshop-attending families.

October 25, 2012:
Civic Center, 150 E. Main Street, Room 113B & C, 6:00-7:30pm

November 7, 2012:
(Workshop offered in English & Spanish.)
Lincoln Street Elementary, 801 NE Lincoln St., Library, 6:00-7:30pm

November 14, 2012:
Main Library, 2850 NE Brookwood Pkwy, Community Room, 6:00-7:30pm

Unable to attend a workshop? Comments also accepted at the website below, or call (503) 615-6702.

www.hillsborowatersupply.org

 Hillsboro Water Department shared a link. November 6

Abastecimiento Futuro del Agua en Hillsboro
¡Necesitamos su apoyo!

La Comisión de Servicios Públicos de la Ciudad de Hillsboro ha hecho una designación preliminar de Mid-Willamette como la fuente preferida de agua adicional para la generac...[See More](#)



Hillsboro Water Supply Home
www.hillsborowatersupply.org

Hillsboro Water's Supply Alternatives Analysis is a project designed to identify the most viable water source for consideration as a future supply.

Like · Comment · Share

CITY VIEWS
A publication by the City of Hillsboro, Oregon
Volume X Issue 5 September 2012

The Oregonian
Hillsboro Argus
Portland Tribune

Willamette Water Supply
Our Reliable Water

Attendance

More than 160 community members attended meetings.

Community meetings were well promoted:

- Different locations
- Food and refreshments
- Childcare
- Door prizes
- Bilingual English-Spanish



Polling at community organizations regular meetings had high level of participation and attendance.

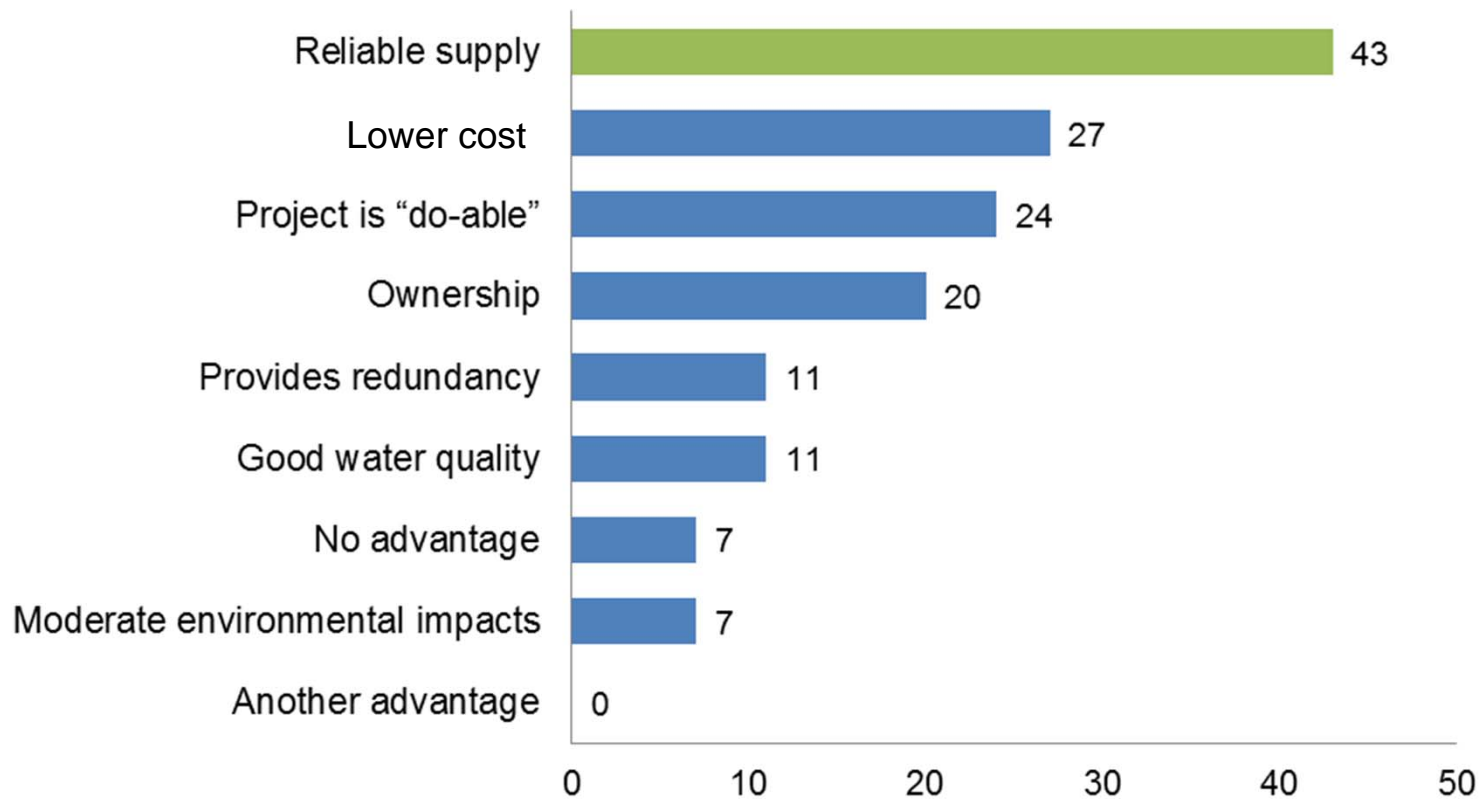
Results of Public Meetings: Values

On a scale of 1 (not important) to 7 (very important), how would you rate the following values to guide decisions about Hillsboro's future water source?

Community Values	Rating
Provide high quality treated drinking water.	6.96
Plan ahead for the long-term drinking water solution.	6.72
Own and control our own water supply.	6.07
Prepare to serve new residential customers.	6.04
Prepare to serve new and expanding business and industrial customers.	6.03
Promote water conservation as a very important water supply option.	5.90
Avoid or mitigate environmental impacts in developing any new water source.	5.62
Diversify Hillsboro's water sources.	5.63
Partner with other communities to develop regional water sources.	5.30

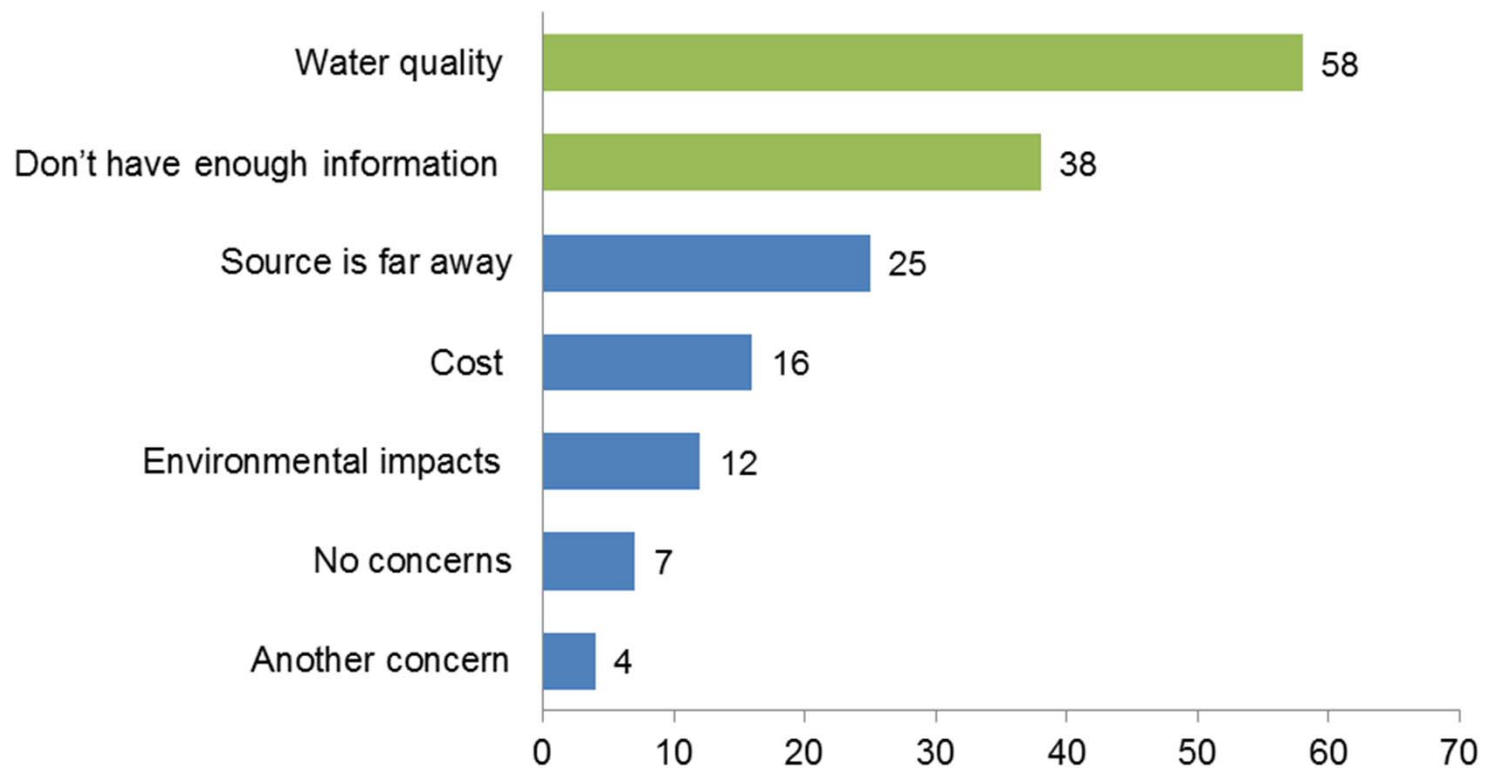
Results: Top Advantage

Top advantage of developing a Willamette River treatment plant in partnership with other suppliers?



Results: Top Concern

Top concern for developing a Willamette River treatment plant in partnership with other suppliers?



Questions and Comments

Protecting public health is a top priority.

Are there any concerns from City of Wilsonville industrial users?

I would prefer any source besides the Willamette.

We need more information about cost and quality.

Applaud the City's water planning



Educate and involve customers in water supply planning.

Input provided by the public informed **policymakers decision.**

Communications Plan

Phase 1: Customer Education

October – Jan 2013

- *Community briefings
- Website / newsletter
- *Media outreach

Phase 2: Future Investment Options

February – March

- *Business & industrial / residential customers open houses
- Website / newsletter
- *Media outreach

Phase 3: Ongoing Customer Education

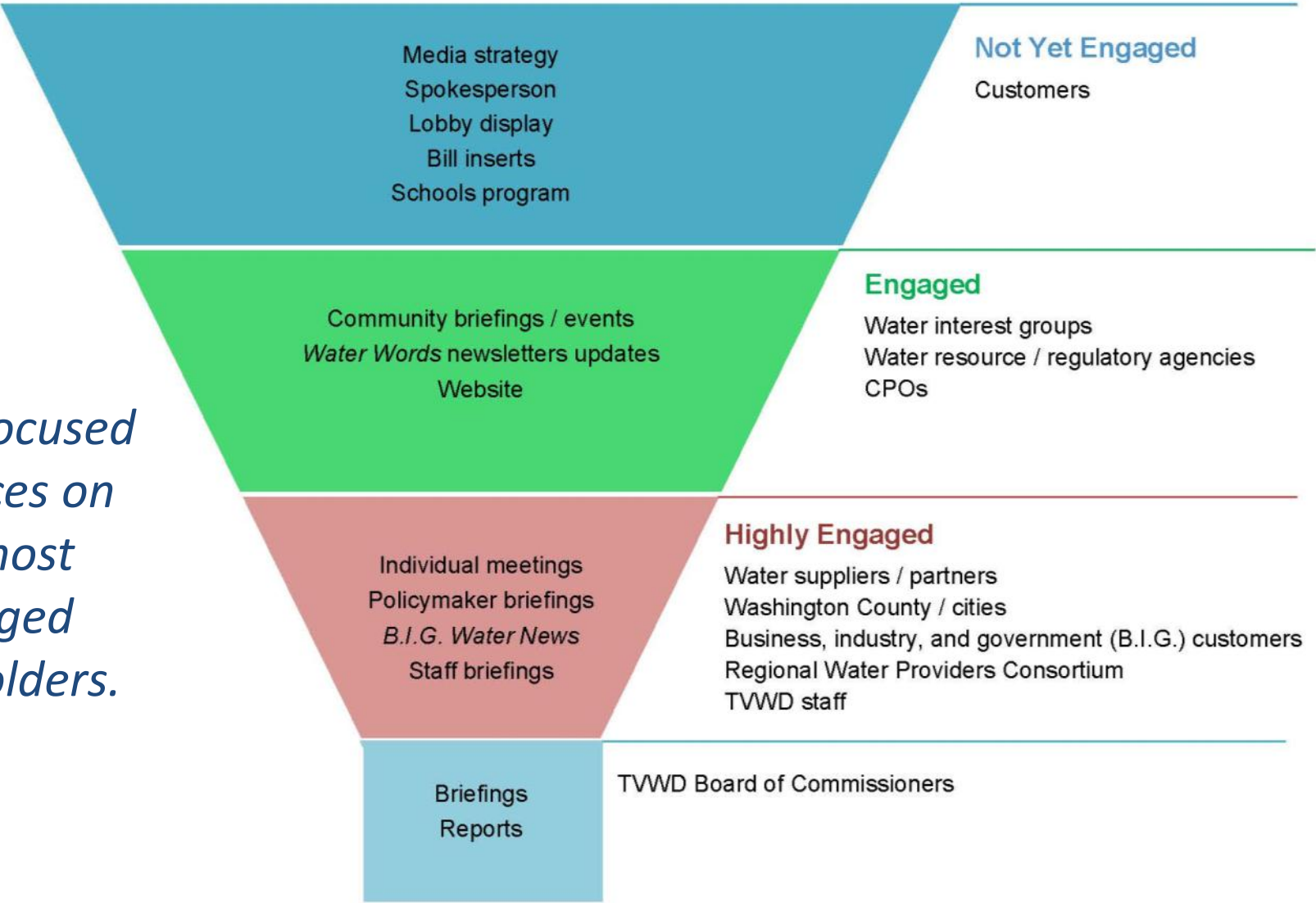
April – Ongoing

- Newsletter articles
- *Media outreach
- Additional outreach program as needed

***Board participation**

Community Outreach Funnel

TVWD focused resources on the most engaged stakeholders.



Meeting Announcements

- ✓ Water Words utility bill newsletter
- ✓ Business Industry and Government Newsletter
- ✓ Meeting announcement cards dispersed at front office
- ✓ Website notices
- ✓ Press releases
- ✓ One-on-one interview with local reporter
- ✓ Two newspaper ads (Oregonian ,Washington County Section)
- ✓ 354 Invitation postcards and personalized letters mailed
- ✓ Email and phone call follow up with customer and public groups

Tualatin Valley Water District is planning how to meet customers' long-term drinking water need for 30 years and beyond.

TVWD is in the midst of an important planning and decision process to determine the best mix of options for the District's future water supply portfolio. TVWD has enough water for today - but needs to take steps to ensure there's enough water to meet future demands.

Options being explored for long-term development include increased storage at Hagg Lake, groundwater wells along the Columbia River and the mid-Willamette River at Wilsonville.

If you are unable to attend this open house, there will be another open house on **March 2** or TVWD staff will provide a presentation that best fits your needs - from a 30 minute presentation to a small group briefing. Please give us a call to schedule.

www.tvwd.org

Join us at our Open House to learn about the proposed future water supply options.

Wednesday, January 23

5:30-7:00 pm

Short Presentation at 5:45 pm

TVWD Headquarters
1850 SW 170th Ave Beaverton, OR

The District is committed to getting input from our community in decisions on TVWD's water supply portfolio. The results of this input will help inform upcoming decisions by the District's elected Board of Commissioners.

Questions? Contact Jim Meierotto, Outreach Coordinator

503-848-3036 or Jimmi@tvwd.org

Community Outreach Schedule

- Open House January 23, 2013
- Business Breakfast February 5
- Open House March 2
- TVWD Employees January
- Eight presentations January-March 4
- Water Managers Advisory Board
 - Washington County Public Affairs Forum
 - Westside Economic Alliance
 - Willamette River Water Coalition
 - OHSU West Campus
 - Beaverton School District
 - Tualatin Valley Fire and Rescue
 - Intel



Six public TVWD Board Work Sessions
May 2012-January 2013

Communications Tools

- Fact Sheet
- Q&A
- 6 Things to Know
- Presentation
- Information Boards
- Feedback Form

6 things to know about TVWD's Reliable Drinking Water
Tualatin Valley Water District

Your Reliable Drinking Water Future
Tualatin Valley Water District
November 2012

Water is Essential
In the Pacific Northwest, we are fortunate to have an abundant amount of water. It is easy for us to take water for granted. Every day we turn on our taps and get clean, safe water. We don't often think about what we can't see—the infrastructure that treats and delivers water to our homes and businesses. Tualatin Valley Water District (TVWD) provides water to customers year round, 24 hours a day, for drinking, fire protection, and other uses by residents, business and industry.

Did You Know?

- ✓ **The District doesn't own or control over half of its water supply.** The City of Portland retains complete control over its Bull Run and Columbia wellfield sources. Although TVWD is Portland's largest customer, the District has little say in decisions.
- ✓ **Multiple water sources provide reliable water to meet customers' needs.** The District will draw upon a portfolio of sources to preserve Washington County's economy, jobs, public health and environment.
- ✓ **Developing water sources requires decades of advance planning.** The time for planning, decisionmaking, permitting, acquisition, design and construction can take decades. The clock is ticking.
- ✓ **The District can achieve significant cost savings through effective planning with other water supply partners.**
- ✓ **Anticipating the long-term need for a new water source TVWD began years ago to prepare for this financial investment.** This approach reduces the need for steep rate increases to pay for investments in reliable supply.

TVWD Looks Ahead
TVWD is in the midst of an important planning and decision process to determine the best mix of options for the District's future water supply portfolio. **TVWD has enough water for today—but needs to take steps to have enough water to meet future demands.** Projections show Washington County's population will increase by 230,000 people by 2030.

Compare Current Water Rates

Community	Average Monthly Residential Rate
Sherwood	\$53.07
Gresham	\$39.82
Beaverton	\$31.23
TVWD	\$29.45
Forest Grove	\$26.73
Salem	\$25.73
Hillsboro	\$24.82
Springfield	\$21.80

The District's current water rate is mid-range compared to peer utilities.

What TVWD learned (was a bit surprising)

Community feedback mirrored what
Hillsboro heard:

No pushback on Willamette River option—but
there were questions / concerns about water
quality and impacts to rates.

Results of Communications Effort

February 12, 2013: Hillsboro's Utilities Commission selected the Willamette River as the preferred long term water supply source.

August 21, 2013: TVWD Board of Commissioners adopted Ordinance 01-13 which directed TVWD staff to move forward with the supply decisions.

Now: Hillsboro & TVWD jointly working on Preliminary Design for the Willamette Water Supply Program

Takeaways

- Do involve the public / stakeholders in supply decisions
- Make technical information easy to understand
- Educate first!
- Don't forget:

Policymakers are your #1 audience

