

**Willamette Water Supply**  
*Our Reliable Water*

***Big Project =  
Big Communication Challenges***

**May 5, 2016**



**American Water Works Association**

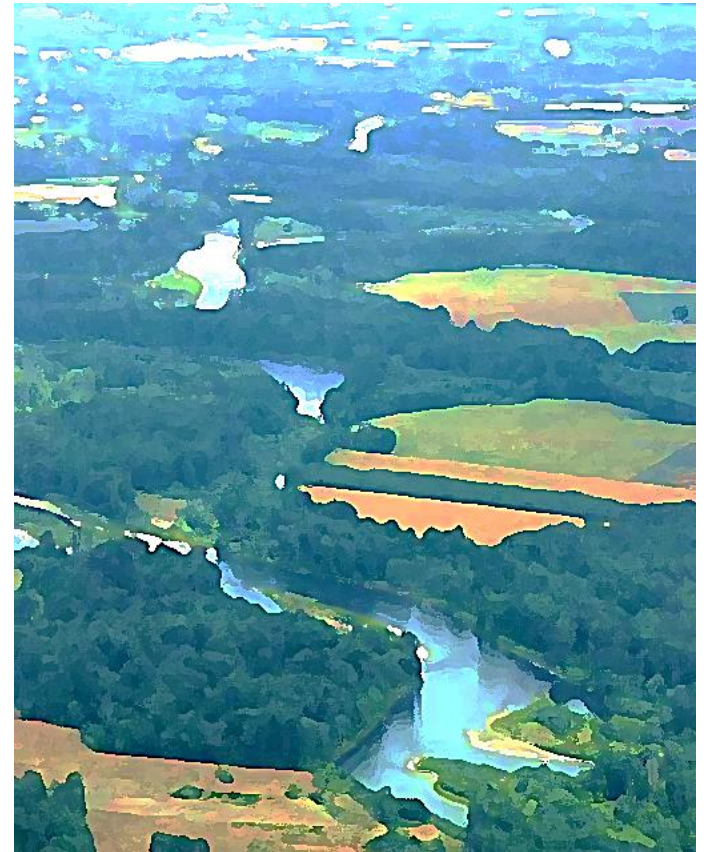
**Pacific Northwest** Section

# Introductions

**Niki Iverson**

Water Resources Manager

City of Hillsboro



# Agenda

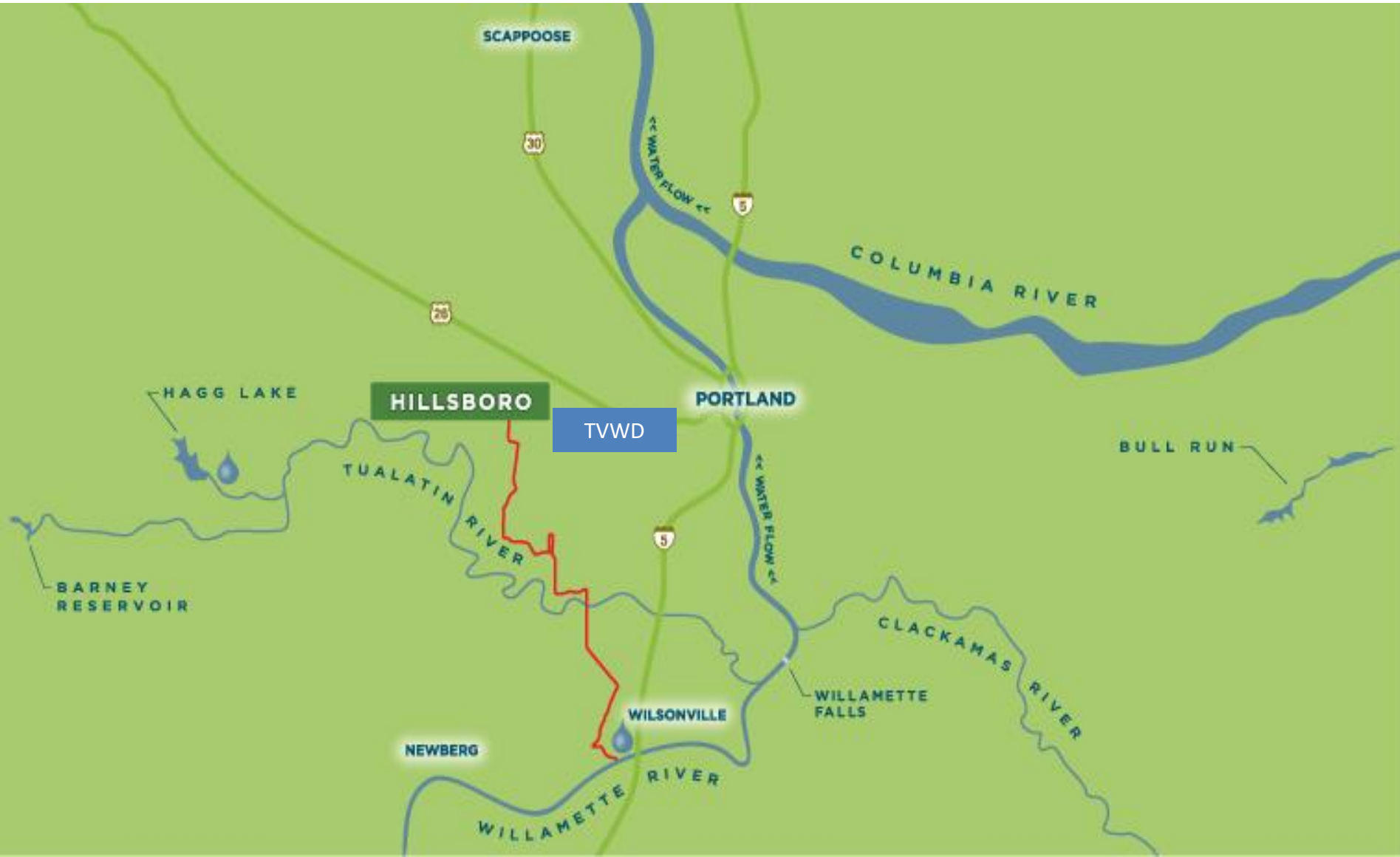
1. Project Overview
2. Making the Right Decisions
3. Permitting
4. Stakeholder Engagement
5. Q&A



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# Project Overview

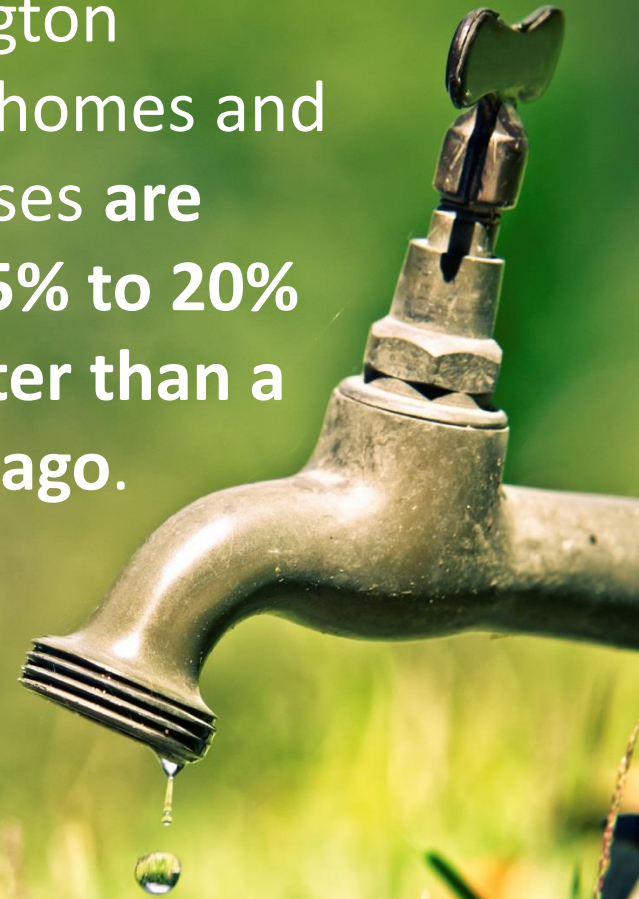
Mid-Willamette source selected after a multi-year technical study and public input.



# Water conservation is our top priority—

*But conservation alone is not enough to meet this future demand.*

Washington County homes and businesses are using 15% to 20% less water than a decade ago.



# Demand for water will go up.



***Water providers need to prepare for more than 400,000 new jobs and businesses and 1 million people by 2030.\****

*\*Based on Metro projections*





These risks threaten our  
water supply:

*Earthquakes*

*Drought*

*Pollution*

*More severe storms*



Multiple sources mean we won't be wholly reliant on any one source to meet the needs of our communities.



River water



Reservoirs



Groundwater



Purchase  
wholesale  
water



Water  
conservation

# Our Goals

- ✓ Multiple sources of water
- ✓ Reliable, safe water supply
- ✓ Supply that meets growth
- ✓ Conservation a priority



# Willamette Water Supply Program

## *Mission Statement*

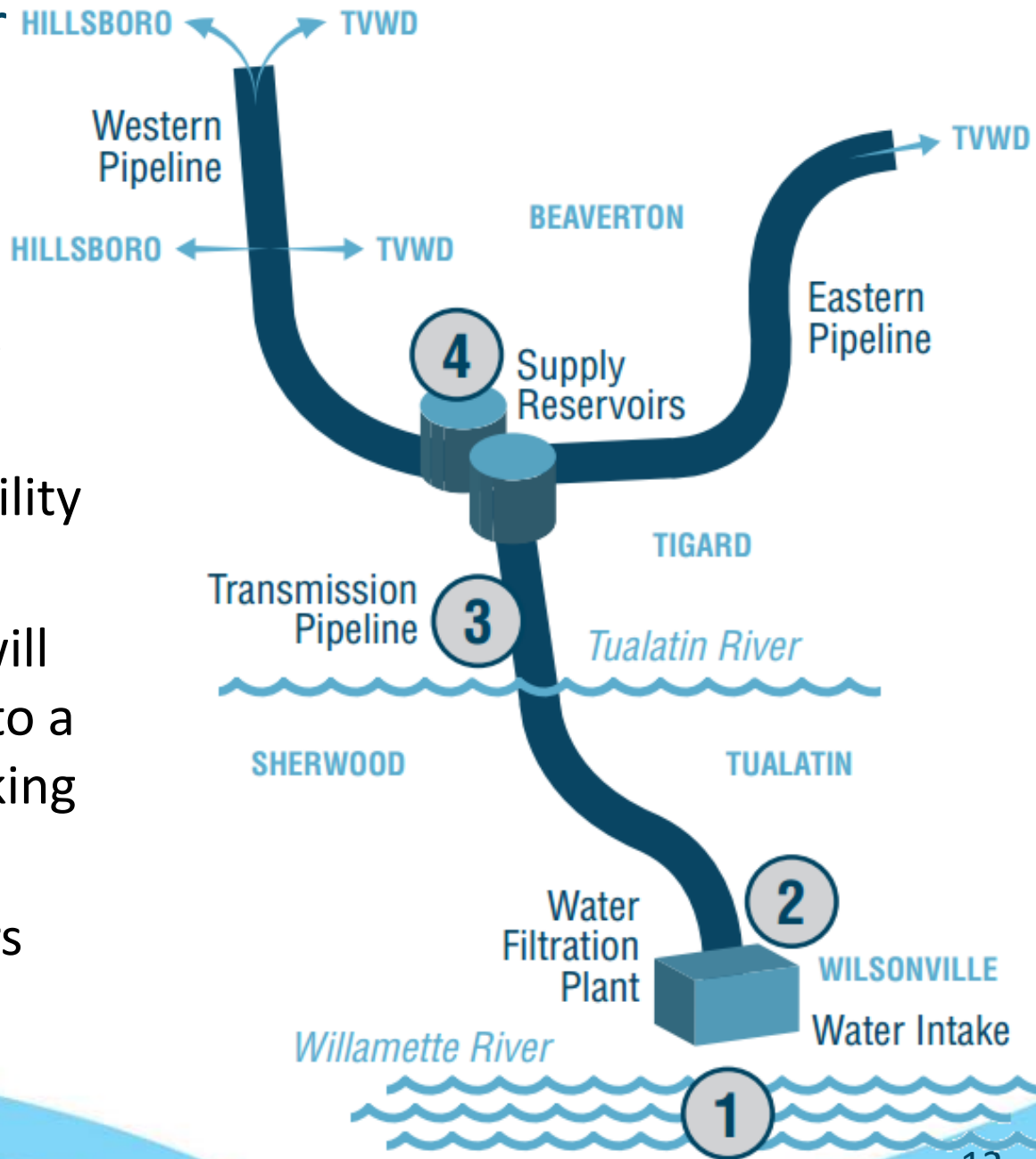
*To provide a **cost-effective, reliable and resilient water supply system** by 2026, that benefits current and future generations of the communities we serve and supports a vibrant local economy.*

***“Washington County is one of the economic engines for the State, and that engine runs on water”***

–Washington County Chair  
Andy Duyck, May 2013

# The Willamette Water Supply System

1. Modified intake on the Willamette River
2. Expanded filtration facility in Wilsonville
3. 30+ miles of pipeline will connect communities to a reliable source of drinking water.
4. Water supply reservoirs





Willamette River Water Treatment Plant will be expanded to filter and treat more water.



More than 30 miles of pipeline will connect communities to the mid-Willamette River supply.



Water storage tanks hold water to be delivered to homes and businesses by gravity and provide emergency storage.

# The Program is organized for success

## Design and Construction

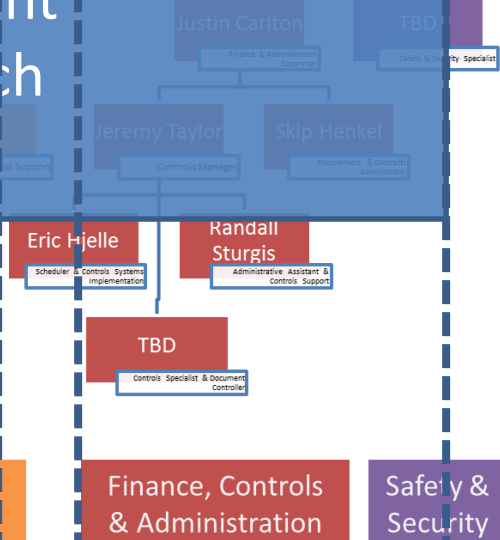
- Design Management
- Construction Management
- Cost Estimating

## Delivery, Quality, Risk Management

- Quality Management
- Risk & Finance, Controls, Administration
- Project Financial Management
- Real Estate Scheduling
- Intergovernmental Reporting
- Procurement & Contract Administration
- Information Technology
- Administration

## Compliance Assurance

## Business Outreach





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# Making the Right Decisions

# Examples of Key Decision

- Pipeline Route Selection
- Evaluating Reservoir Sites
- Setting Resiliency Goals
- Governance and Partnerships Process
- And many others, too...



# Pipeline Route Selections

Started with 117 route options.

Received feedback from policymakers, staff, community, permitting agencies, and a technical advisory committee.

## Questions answered:

- ✓ Is the route acceptable & constructable? (communities & environmental)
- ✓ Will the pipeline route be resilient?
- ✓ Are there cost-saving opportunities to coordinate with road or utility projects?
- ✓ How can we manage costs for ratepayers?

**CORNELIUS PASS PIPELINE PROJECT**

**4.4**  
MILES

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**PIPELINE PACKAGE PLAN**

**SOUTH HILLSBORO AREA PIPELINE PROJECT**

**3.9**  
MILES

*Route and schedule may change.*

**SOUTH BEAVERTON AREA WATER STORAGE TANKS**

**BEAVERTON AREA PIPELINE PROJECT**

**5.6**  
MILES

**TUALATIN-SHERWOOD AREA PIPELINE PROJECT**

**4.7**  
MILES

**SCHOLLS AREA PIPELINE PROJECT**

**7.2**  
MILES

**124TH AVENUE PARTNERSHIP PROJECT**

**2.8**  
MILES

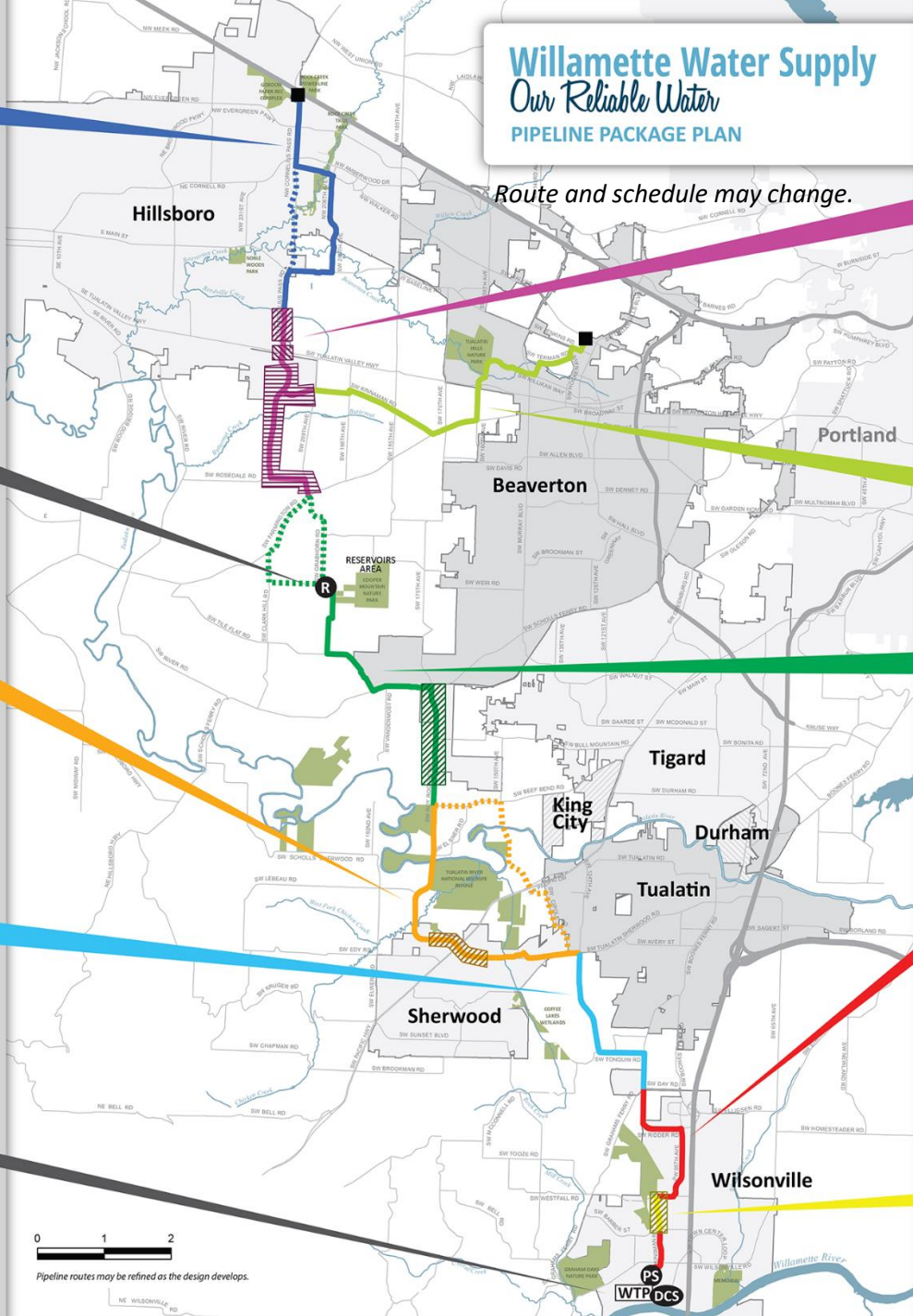
**WILSONVILLE AREA PIPELINE PROJECT**

**3.1**  
MILES

**WILLAMETTE RIVER WATER TREATMENT PLANT EXPANSION**

**KINSMAN ROAD PARTNERSHIP PROJECT**

**0.5**  
MILES

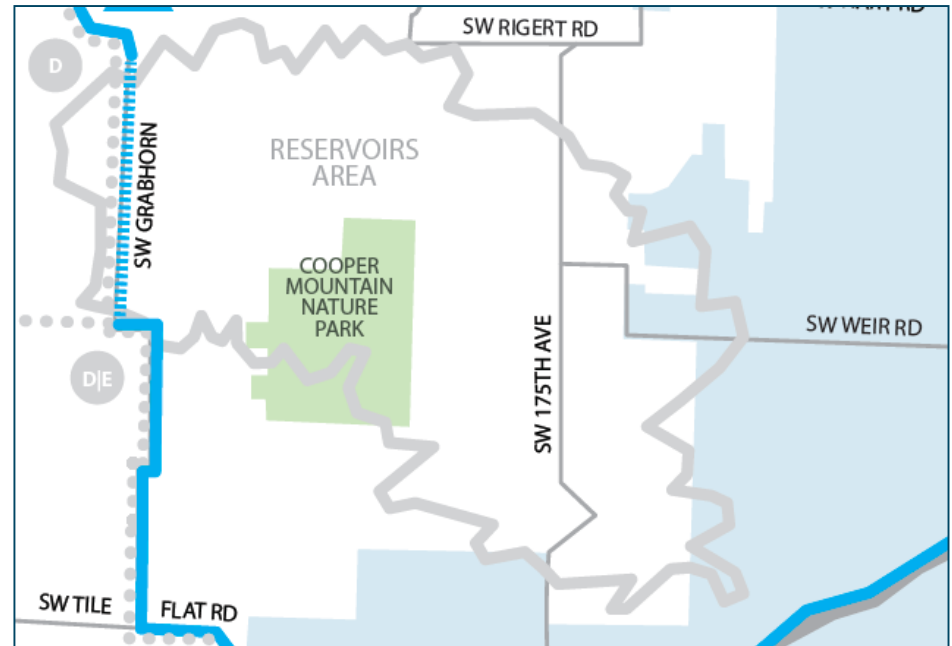


Pipeline routes may be refined as the design develops.

WTP DCS

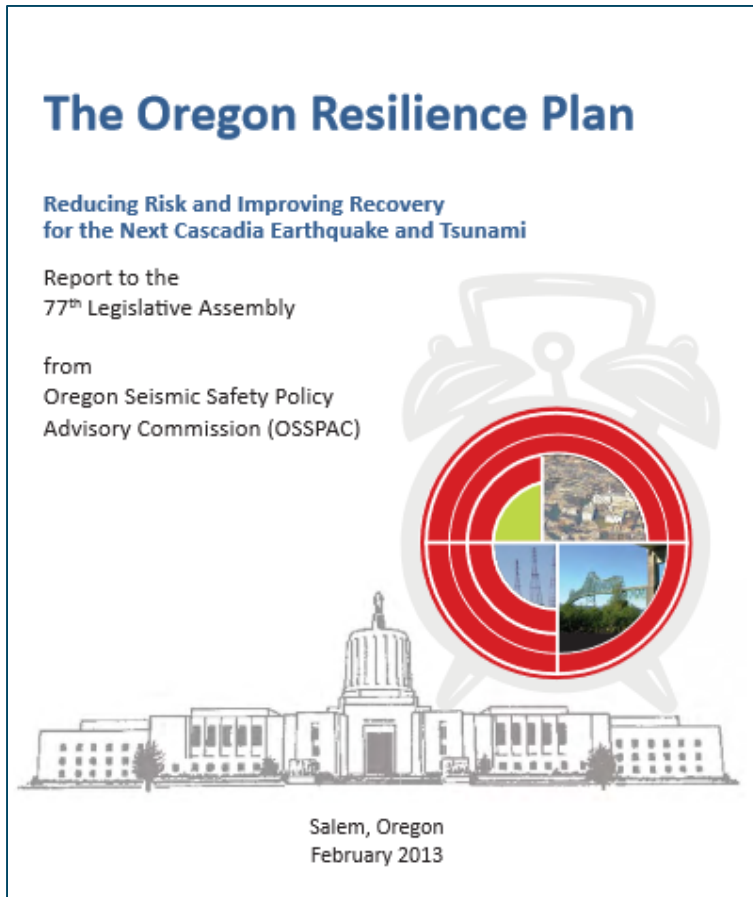
# Evaluating Reservoir Sites

- Identified sites that meet minimum engineering requirements: site elevation and size of property\*
- Sidelined sites with critical flaws -no further evaluation (example: can't get pipeline to the site)
- Shortlisted remaining sites and evaluated using site selection criteria
- Work is ongoing—public outreach is planned



\*470-550 foot elevation / 3.2+ acres

# Setting Resiliency Goals



## Developed Level of Service Goals Based on Good Planning

“The backbone water system would be capable of supplying key community needs, including fire suppression, health and emergency response, and community drinking water distribution points, while damage to the larger (non-backbone) system is being addressed.”

(Oregon Resilience Plan)

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## Permitting

**Early coordination with stakeholders results in better outcomes for communities, the environment and the Program.**



Tualatin River



# Several types of permits are required

- Joint removal/fill application
  - Environmental (NEPA/ESA)
  - Cultural Resources (SHPO/Tribes)
- Land use
- Construction related

# Preferred permitting approach

1. Define permitting strategy
2. Describe baseline conditions and potential impacts
3. Define conservation and mitigation measures
4. Finalize/submit the applications
5. Agency review
6. Program response to agency feedback
7. Land use permitting – Program level
8. Construction permitting – Work Package level

# Coordination with diverse stakeholders

## Resource Agencies



And others!

## Interest Groups

Business

Economic Development

Conservation

Transportation

Agriculture

Land Use

Recreation

Resilience

Academic

Construction

## Local Government Agencies

Tualatin Valley Water District

Hillsboro

Beaverton

Tualatin

Tigard

Sherwood

Wilsonville

Washington County

## Public Interests

Property owners

Business owners

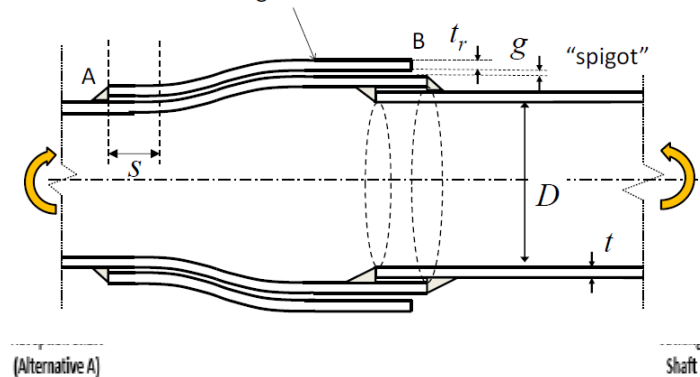
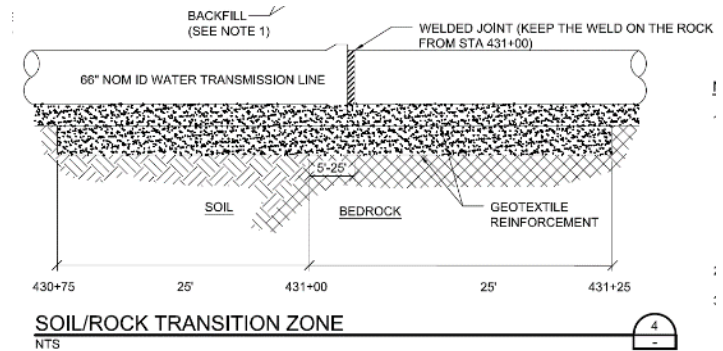
Facility neighbors

Ratepayers

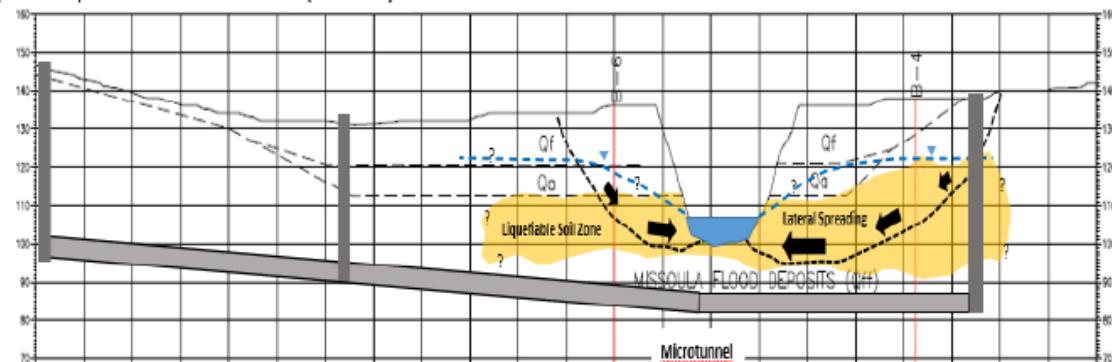
General public

# Strategies we are implementing for appropriate mitigation

- Avoidance
- Specific designs
- Limit stresses



Reception Shaft  
(Alternative B)



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# Stakeholder Engagement

# Proactive outreach keeps the public, key stakeholders, and elected officials informed

- Implement using targeted, multi-faceted engagement
- Collaborate with each community
- Provide information to all preferred pipeline route neighbors
- Inform the Program of key stakeholder needs and concerns
- Publish up-to-date information
- Update policymakers and staff



# Communications toolbox

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MID-WILLAMETTE RIVER

THE PROGRAM

QUICK FACTS

NEWS ROOM

COI



## Examples

- Talking Points
- Fact Sheets
- Video
- Media
- Banners
- City Council/Community presentations
- Willamette Water monthly
- Website
- One-on-one meetings with property owners

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# Understanding local diversity improves outreach

Residential

Income Levels

Non-English Speakers

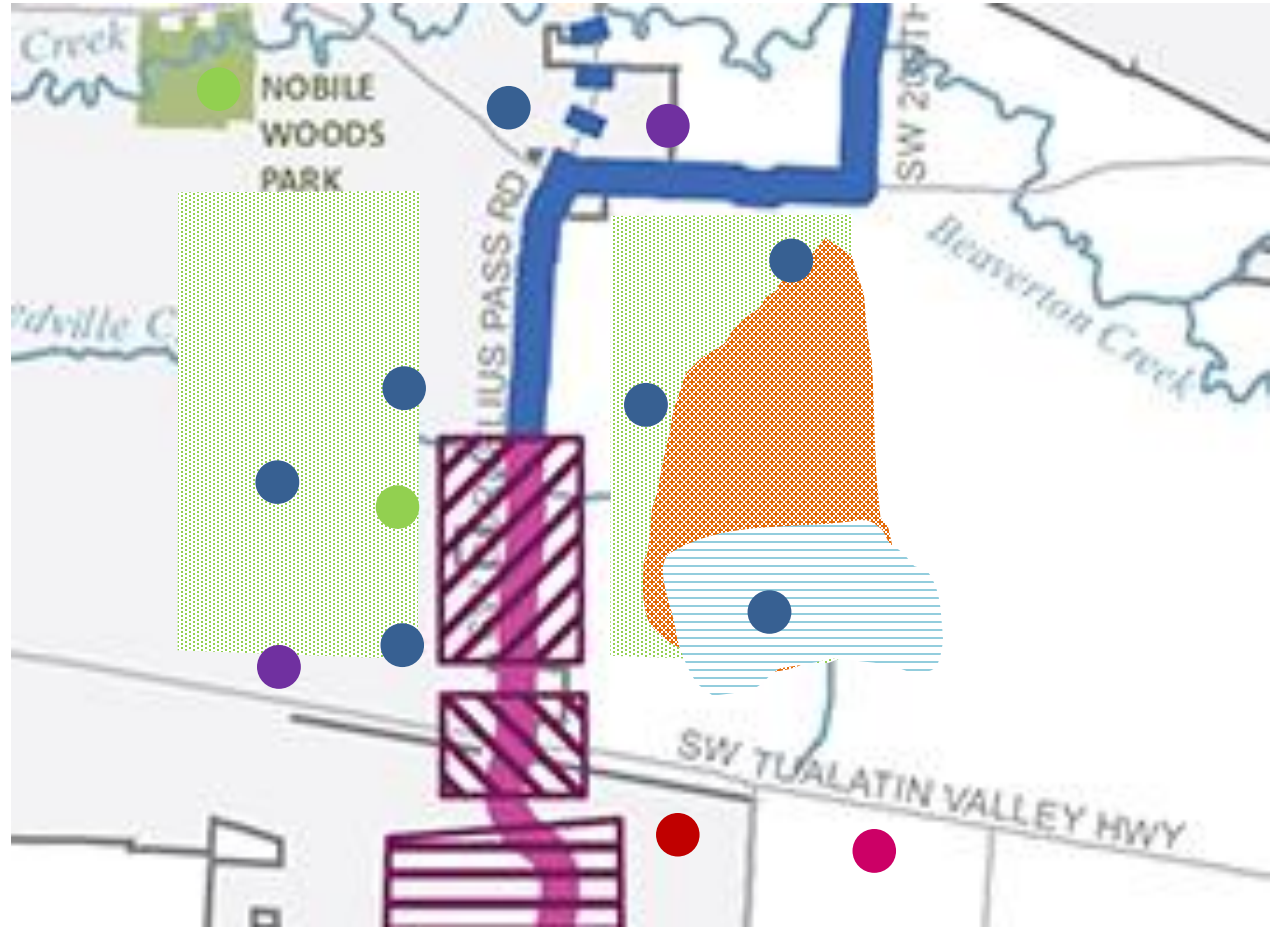
Schools

Parks

Major Employer

Major Retail

Emergency Services



OPPORTUNITY PROJECT: CORNELIUS PASS WIDENING (FRANCES TO TV HWY)

*Example only.*



# Communications Challenges

- On going water quality concerns
- Election cycles and shifting public attitudes
- Ever changing media landscape
- Ease of grassroots action
- Public concern about construction impacts
- Rate increases
- And others!



# Communications Successes As Well!



*On November 12, 2015 TVWD and Hillsboro celebrate groundbreaking for the first piece of Willamette Water Supply Program water pipeline.*



Thank  
you!