

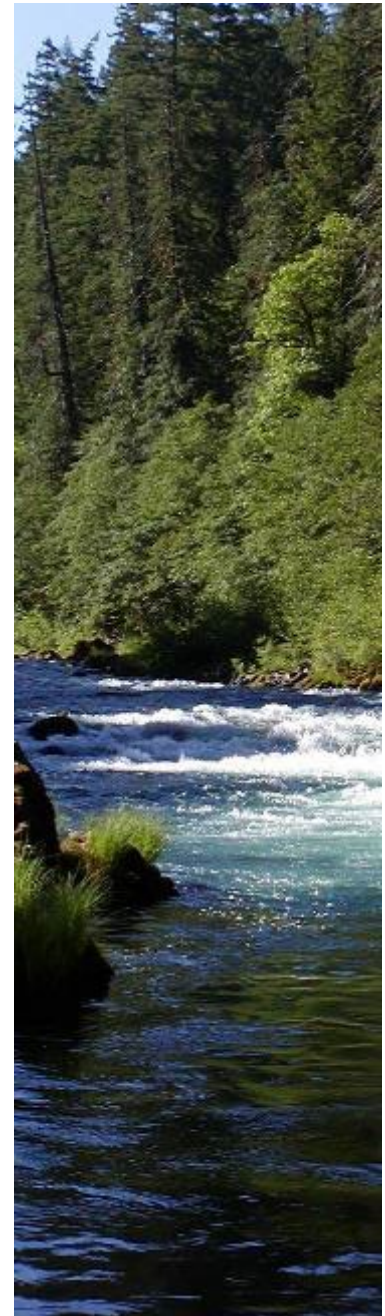
The Value of Connection

April 28, 2022

American Water Works Association | Pacific Northwest Section Conference



REGIONAL WATER PROVIDERS CONSORTIUM



About the Regional Water Providers Consortium

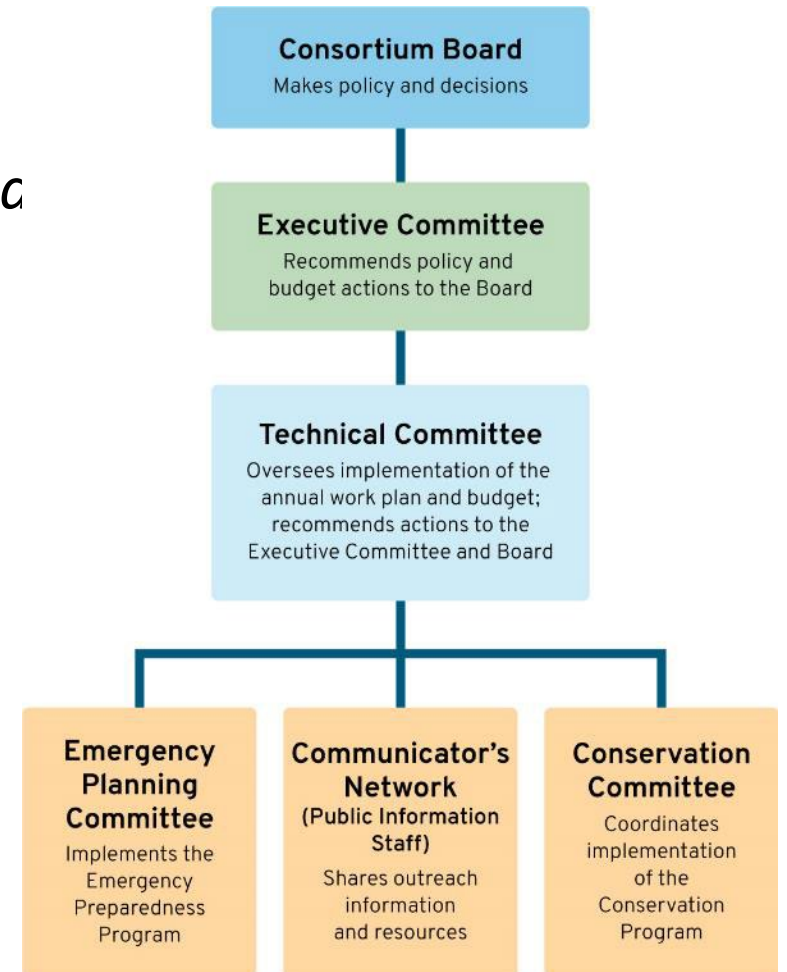
Mission:

To provide leadership in the planning, management, stewardship, and resiliency of drinking water in the Portland metropolitan region.

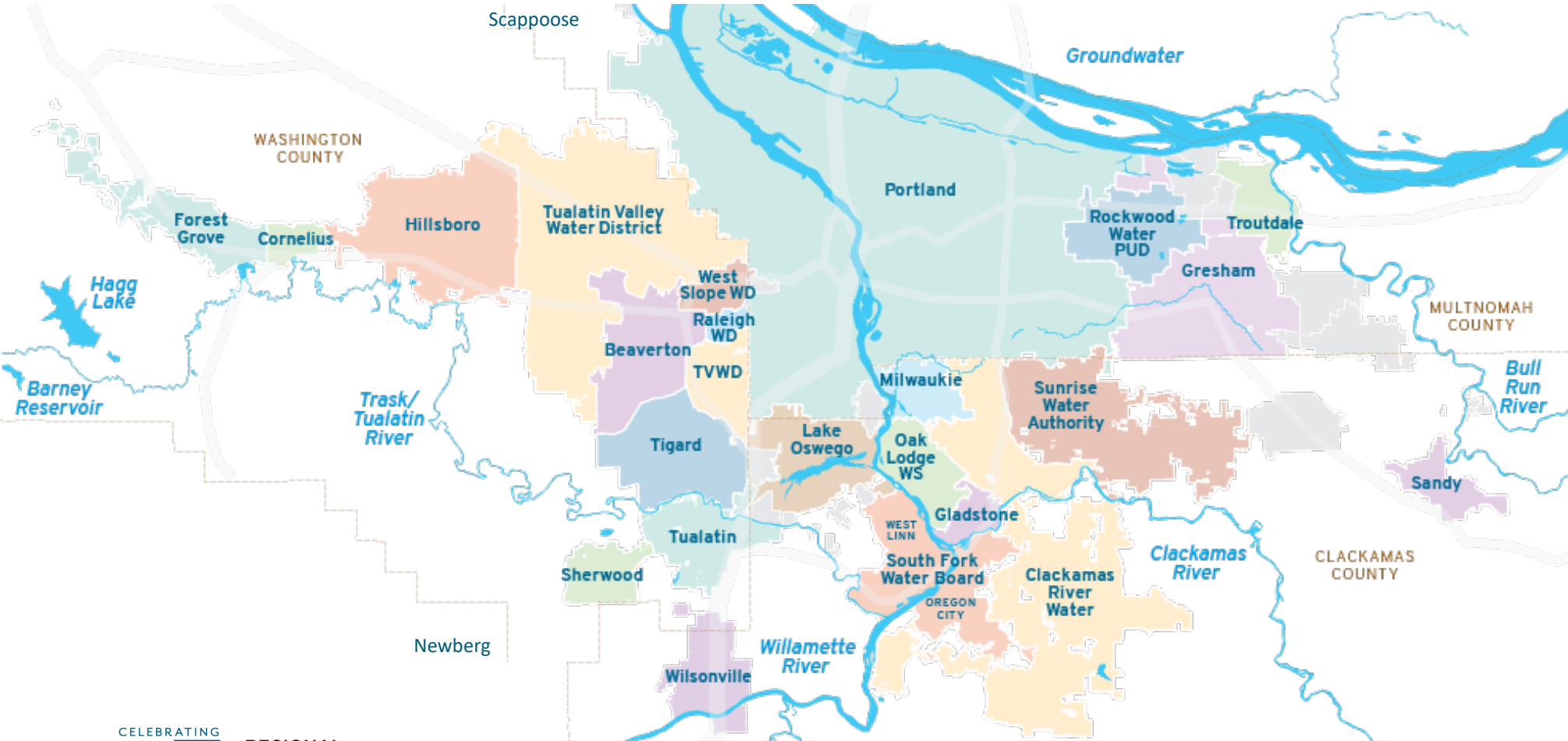
Strategic Focus Areas:

- Meeting Water Needs
- Emergency Preparedness and Resiliency
- Strengthening Regional Partnerships

Membership Driven



Consortium Members and Regional Water Sources



25 WATER PROVIDER MEMBERS:

- Beaverton, City of
- Clackamas River Water
- Cornelius, City of
- Forest Grove, City of
- Gladstone, City of
- Gresham, City of
- Hillsboro, City of
- Lake Oswego, City of
- Milwaukie, City of
- Newberg, City of
- Oak Lodge Water District
- Portland, City of
- Raleigh Water District
- Rockwood Water PUD
- Sandy, City of
- Scappoose, City of
- Sherwood, City of
- South Fork Water Board
- Sunrise Water Authority
- Tigard, City of
- Troutdale, City of
- Tualatin, City of
- Tualatin Valley Water District
- West Slope Water District
- Wilsonville, City of



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Drinking water

BY THE NUMBERS

A snapshot of what it takes to bring drinking water from its source to your home or business in the Portland, OR metropolitan region.

The Regional Water Providers Consortium provides leadership in the planning, management, stewardship, and resiliency of drinking water in the Portland, OR metropolitan region.

Get more information and resources at www.regionalh2o.org.



24
water providers

SERVICE AREA COVERAGE FROM

2 square miles TO 143 square miles



1,100
staff 

year the oldest section of water system in the region was constructed

1881

5 primary water sources 



171
pump stations



202 reservoirs and tanks

SMALLEST 10 thousand gallons
LARGEST 50 million gallons



7,000 miles of pipe

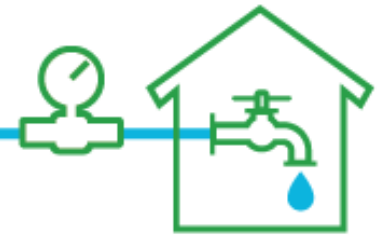
SMALLEST DIAMETER 3/4 of an inch
LARGEST DIAMETER 7.5 feet



874 million gallons storage capacity

46,767
fire hydrants 

444,467
homes and businesses served



Content represents information from most public drinking water systems in Clackamas, Multnomah, and Washington Counties. It is not intended to be a comprehensive set of data; graphic comparisons are not to scale. The Regional Water Providers Consortium is not liable for the misuse of this information.

Conservation

- Public Outreach Campaigns
 - Television
 - Radio
 - Social Media
- Print Materials and Devices
- Youth Education
- Community Events and Workshops



Regional Coordination

- Regional Water Supply Plan
- Source Water Protection Strategy
- Drinking Water Advisory Look-up Tool
- Population Estimates and Forecasts
- Strategic Plan
- Curtailment Coordination and Communication Plan
- Legislative Advocacy



Who is my water provider?

1333 NW Eastman Pkwy



Gresham, City of, (503) 661-3000

Emergency Preparedness and Resiliency

- Public Education
- Drills and Tabletop Exercises
- Tools and Equipment
- Regional Partnerships
- Mutual Aid
- Peer to Peer Learning
- Grants (\$2.2+ million)
- Studies



What makes us unique

- Speak with single voice in a shared media market
- Regional Partnerships and Plans
- Network of Peers (expertise and share resources)
- Economies of scale

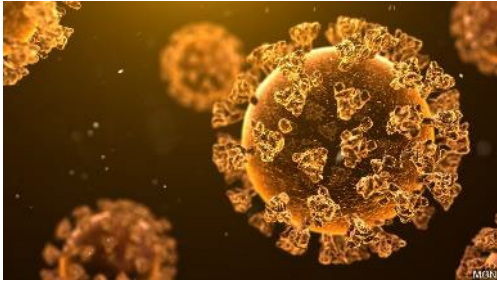


What drives our Emergency Preparedness work?

- Working together to ensure reliable and safe drinking water in event of emergency
- Cascadia earthquake and other threats
- Federally required risk and vulnerability assessments and emergency response plans
- Oregon Resilience Plan
- Building public trust



Summary of Events



Out of Stock
Chlorine
Until 2022



Wildfires
July - September 2020

Chlorine Shortage
June 2021

March
2020

December
2021

COVID-19 Pandemic
March 2020 - Present

Winter Storm
February 2021

Heat Dome
June 2021

COVID – 19 Pandemic

- Information and strategy sharing
- PPE
- Connect with customers, deliver financial assistance and core programs
- Translations
- Late fee, shut-off policies, and revenue impacts
- Return to work – June 2020!
- Legislation



Nước máy của quý vị an toàn để uống.

Quá trình lọc nước của chúng tôi diệt các vi sinh, bao gồm cả vi rút.

Wildfires

- Differing impacts
- Deconflicting information
- OSHA requirements
- Emergency water distribution
- Wildfire messaging road map
- Elected officials' engagement



RDPO
REGIONAL DISASTER
PREPAREDNESS ORGANIZATION

February Winter Storm

Value: INTER-connections



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Chlorine Shortage

Value: Customer/Public connections

Hillsboro's Drinking Water Remains Safe to Drink & Use

The chlorine shortage is not affecting Hillsboro's drinking water quality or supply at this time. Learn more at Hillsboro-Oregon.gov/Water.



El agua potable de Hillsboro sigue siendo segura para beber y usar

La escasez de cloro no está afectando la calidad o el suministro de agua potable de Hillsboro en este momento. Aprenda más en Hillsboro-Oregon.gov/Water.



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Heat Dome

**Value:
Connecting people
with ways to stay safe**



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December 2021 Regional Hotwash or...

Hotwash, rinse, dry, repeat

Hotwash B'gosh

Fire, Ice, and Everything else

Handwash Hotwash



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Overview of Hotwash

Purpose:

Debrief on the multiple and concurrent emergencies from March 2020 to December 2021

- December 7, 2021
- 41 people from 19 member agencies participated
- Managers, operations, communications, emergency management

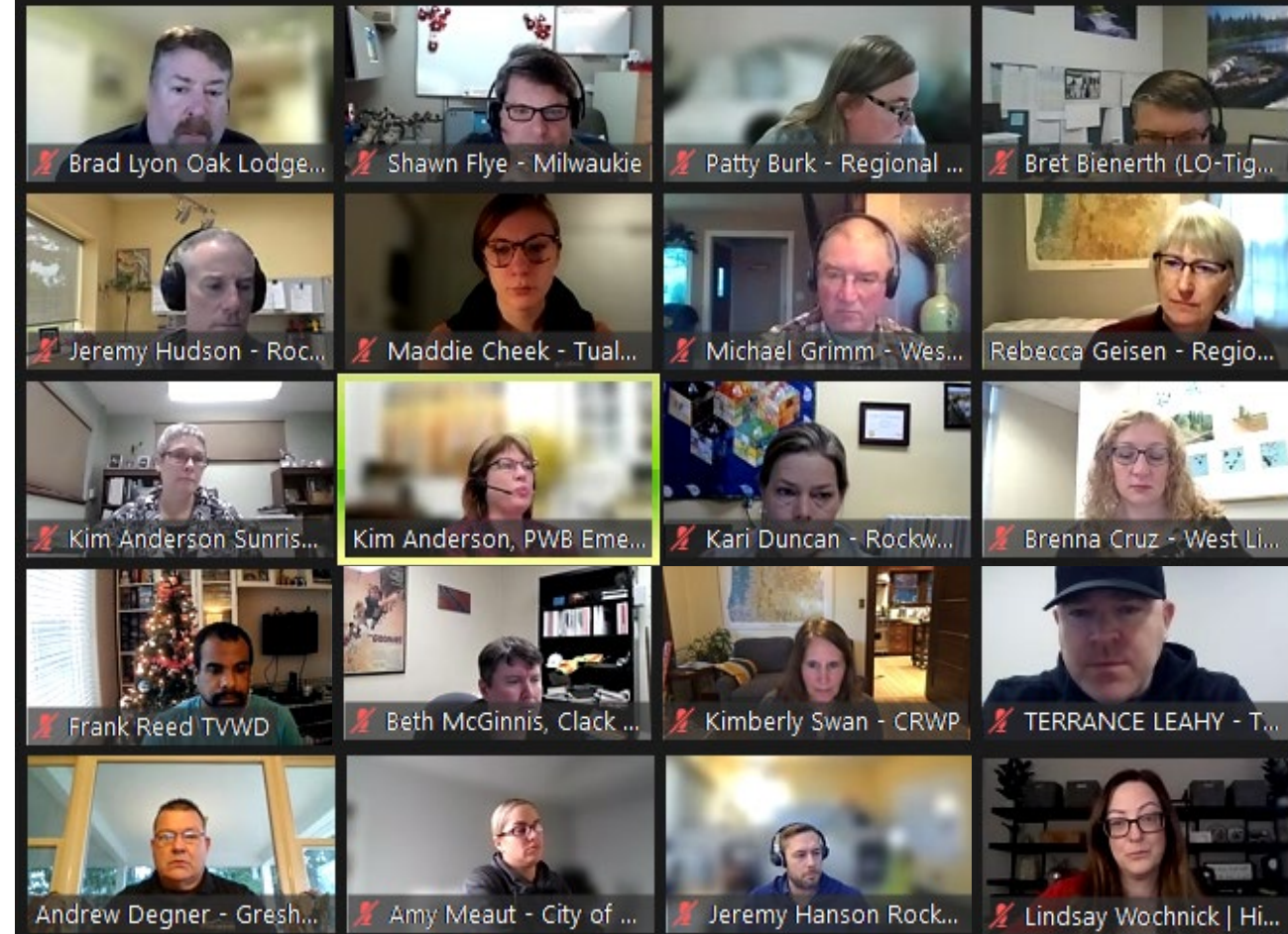
Objectives

- Share lessons learned
- Identify continuous improvement
- Identify resource needs



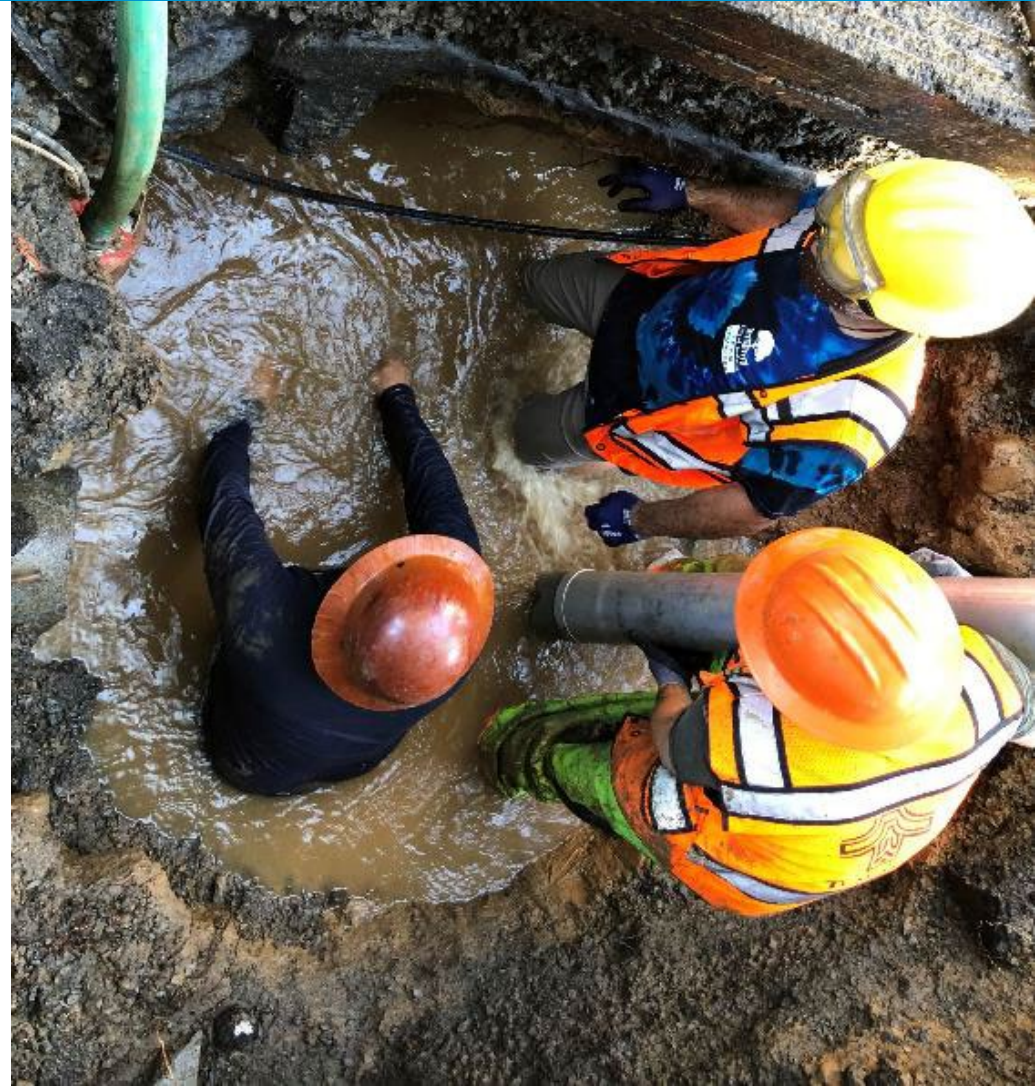
Lessons Learned – People

- Common experience
- Supportive of one another
- Strong institutional knowledge
- Learned about customer knowledge e.g., Chlorine



Lessons Learned - Operations

- Equipment vulnerabilities
- Emergency plans need updating
- People were key to success
- Technology gaps exposed
- Fuel needs highlighted



Challenges

- Ongoing uncertainty
- Staff tensions and morale
- Changing organizational culture needs
- Keeping people informed
- State agency coordination
- Impacts to work

**Your water
remains safe to drink.**

Learn more about the chlorine shortage and your drinking water at regionalh2o.org/chlorine-shortage



**Su agua potable
sigue siendo segura.**

Aprenda más sobre la escasez de cloro y el agua potable regionalh2o.org/chlorine-shortage



Positive changes to our work

- More inclusive outreach
- Strengthened connections
- Increased awareness of emergency management and planning
- Regional resilience

BEFORE THERE'S AN EMERGENCY



**Get ready.
Get water.**

GET PREPARED: regionalH2O.org



What can we do better?

- Strengthen partner connections
- Improve emergency response capabilities
- Better tools to support customer needs



Next Steps

- Share!
- Incorporate lessons learned
- Grants
- Cultivate partnerships

Regional After-Action Tabletop



DATE: December 7, 2021
8:00 a.m. – 12:00 p.m.

LOCATION: Zoom Meeting
<https://us06web.zoom.us/j/82802220315?pwd=MEpJZklnQm1tUUFwTlVDS0VzRlh5Zz09>
Meeting ID: 828 0222 0315 Passcode: 123456

OBJECTIVES:

- Share lessons learned to improve response to future events
- Identify continuous improvement of regional response
- Identify resource needs for future grant proposals

Agenda

8:00 – 8:10: Welcome and overview of morning

8:10 – 8:20: Recap of Emergency Events

8:20 – 9:10: Break-out Session #1 – COVID-19 and responding to a global pandemic

- Break-out into four groups to discuss questions (30 minutes)
- Report out to full group (20 minutes – 5 minutes each group)

9:10 – 10:00: Break-out Session #2 Severe Weather Events (Winter Storm and Heat Dome)

- Break-out into four groups to discuss questions (30 minutes)
- Report out to full group (20 minutes – 5 minutes each group)

10:00 – 10:10: BREAK

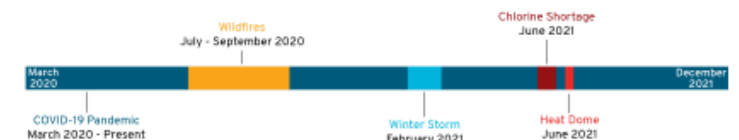
10:10 – 11:00: Wildfires

- Break-out into four groups to discuss questions (30 minutes)
- Report out to full group (20 minutes – 5 minutes each group)

11:00 – 11:40: Chlorine Shortage/Supply Chain Disruptions

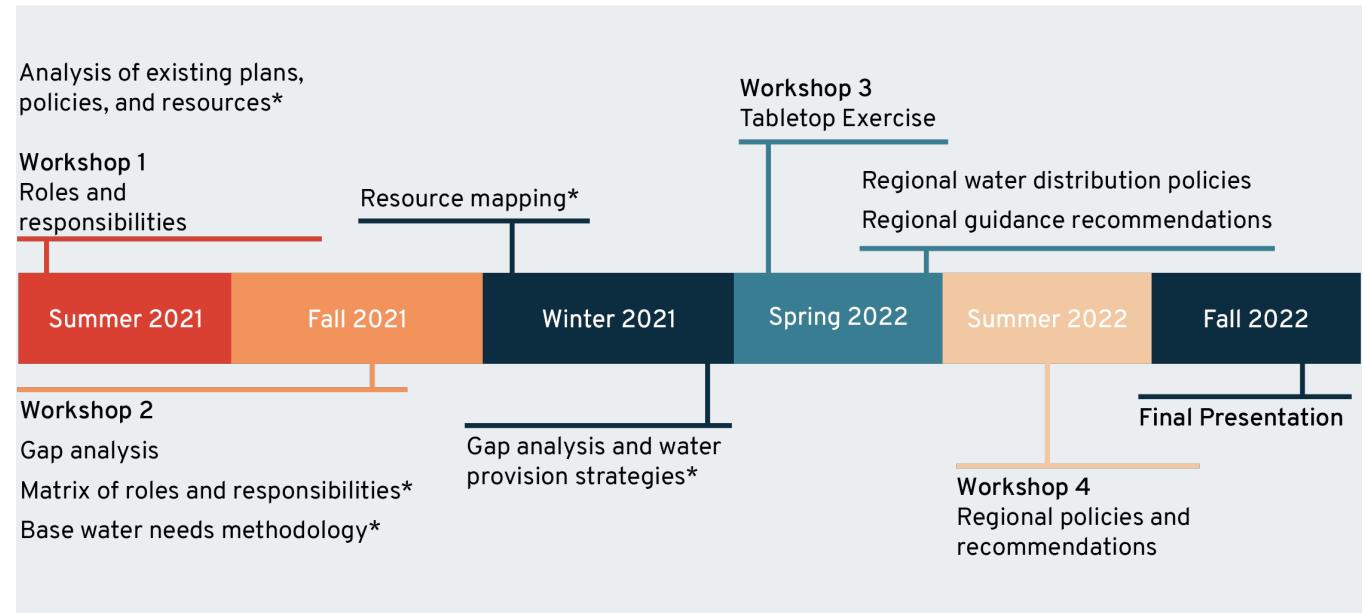
- Break-out into four groups to discuss questions (20 minutes)
- Report out to full group (20 minutes – 5 minutes each group)

11:40 – Noon: Wrap-up and Next Steps



Other regional projects we are working on

- Multilingual emergency preparedness how-to videos on emergency water
- Provision of Emergency Drinking Water Framework Plan



Multilingual Video Project

- 30 videos in 10 languages
- Worked with community members on each phase of the project
- Budget: \$140k+



Provision of Emergency Drinking Water Framework

- Urban Area Security Initiative grant funded project - \$250,000
- Clackamas, Clark, Columbia, Multnomah and Washington Counties



RDPO

Regional Disaster Preparedness Organization

Unified. Prepared. Resilient.



SALUS RESILIENCE

RH2

seft
CONSULTING GROUP

THE FORMATION LAB

THE "GAP"



Water Utilities

Impacted
Communities'
Emergency Drinking
Water Needs

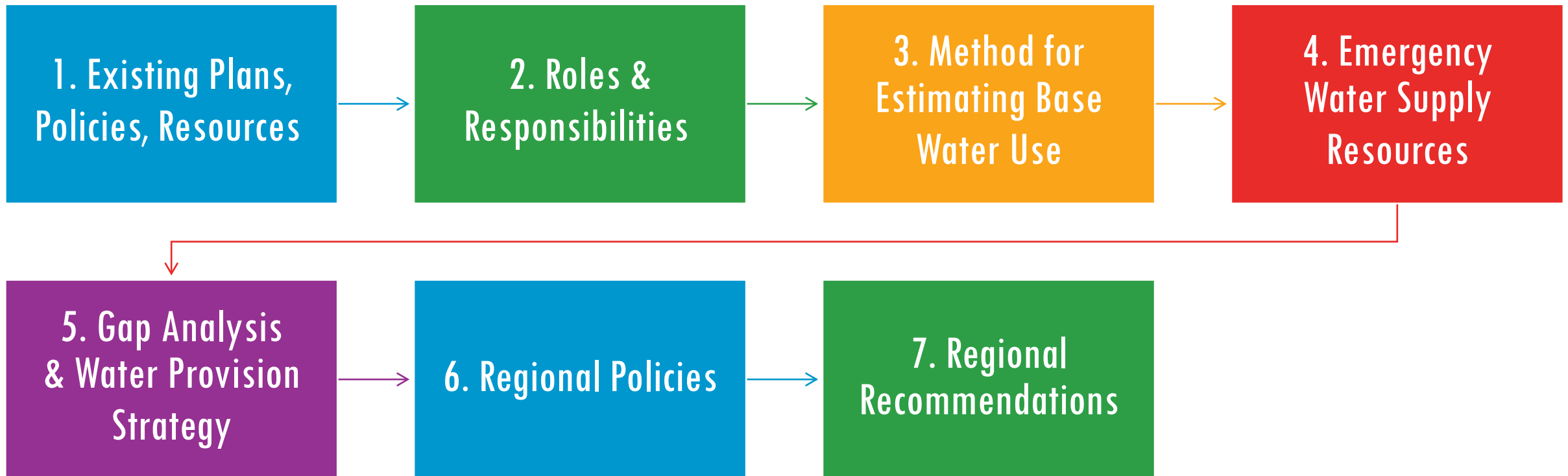
Emergency
Response

Project Goals

- Advance coordinated planning
- Clarify roles and responsibilities
- Ensure water provision to vulnerable and under-served communities
- Develop regional resilient water supply
- Develop regional policies
- Support Oregon Resilience Plan and AWIA goals



Framework Approach



We are Here



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Learn more and access the materials
in this presentation at:

regionalH2O.org/AWWA



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www.regionalH2O.org