



# CUSTOMER NEWSLETTER – OCTOBER 2023

75 years of Reliable Water and Responsive Service

As we continue to look forward to our 75<sup>th</sup> anniversary in August 2024, we are looking back at some of our history. Even something as simple as a water bill has changed a lot between 1949 and now!

## BILLING SYSTEM TECHNOLOGY

Our first water bills were printed on a simple postcard and continued that way for over 60 years. In February 2013 we changed to a letter-size bill to provide more space for information.



Today we are pleased to offer a convenient online portal with multiple payment options, paperless billing, automatic payments and more. Here are some tips to help you read and better understand your water bill.

RWDonline.net  
(541)746-1676

P.O. Box 8  
Springfield, OR  
97477

CUSTOMER  
1234 Sample Bill Way  
Springfield, OR 97477

### Account Statement

**ACCOUNT INFORMATION**  
 ACCOUNT: 000000-000  
 SERVICE ADDRESS: 1234 Sample Bill Way  
 SERVICE PERIOD: 9/26/2023 to 10/25/2023  
 BILLING DATE: 10/25/2023  
 DUE DATE: 11/6/2023

**METER READING**  

Serial No	Date	Previous Reading	Current Reading	Cons
1234567890	9/15/2023	1300	1310	10

**CURRENT CHARGES**  
 RES IN DISTRICT 3/4" 60.00  
 TOTAL CURRENT CHARGES 60.00

**BILL SUMMARY**  

Previous Balance	40.00
Payments Received	-40.00
Adjustments	0.00
Additional Billing	0.00
Current Charges	60.00
<b>TOTAL AMOUNT DUE</b>	<b>60.00</b>
Budget Current Charges	60.00
Actual Charges	39.10
Deferred Amount	-20.90
Total Deferred Amount	96.25

**AMOUNT DUE**  
 TOTAL AMOUNT DUE BY 11/6/2023 60.00

**USAGE HISTORY**

**ACCOUNT INFORMATION**  
 PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT  
 PLEASE MAKE CHECK PAYABLE TO:

**AMOUNT ENCLOSED**  
 AUTO PAY      REMIT PAYMENT TO:

Check the graph for CONSUMption in the current month as it compares to the same month last year. June this year used more than June last year since summer weather came early, but August was less than a year ago since rain and cooling arrived and ended summer earlier. Temporary guests can also impact your usage.

With **Budget Billing** the dollar amount stays the same each month so you need to view the graph and amount of water used to recognize if you have a leak or problem.

### CONS = Consumption

This is the amount of water (in units) that you used in between two meter readings. 1310–1300 = 10 units (1 unit = 748 gallons) Water used this month 10x748 = 7,480 gal

If you are on Budget Billing you will see a **Budget Current Charges** that keeps the payment the same every month based on your average month from the prior year. The **Actual Charges** amount shows what you would have been charged without Budget Billing. The monthly difference, positive or negative, shows as the **Deferred Amount** and the **Total Deferred** shows how your credit or amount owing builds up over the year until the annual adjustment month.

Typical winter usage may be as low as 1-2 units per month. This depends on things like number in the family, number of showers, & number of loads of laundry. Summer usage can be over 100 units for some due to outdoor usage like washing cars, filling pools, and watering lawns.

### WATER TREATMENT INVESTMENTS

We continue to move forward while waiting for the US EPA to adopt new regulations for PFAS (per- and polyfluoroalkyl substances). The PFAS term applies to a large group of human-made chemicals used worldwide since the 1940s to make many water-resistant, stain-repellant, non-stick products and some firefighting foams. PFAS chemicals are widespread in the environment and they have been found in the drinking water supplies of millions of Americans—including in Rainbow Water District.



Oregon has non-regulatory drinking water health advisory levels for PFAS. The levels of PFAS chemicals found in several District wells are below Oregon's health advisory level, but could exceed a proposed federal maximum contaminant level of 4 parts per trillion.

Rainbow is not waiting for the EPA to finalize the new rules. Steps being taken by the District to address PFAS contamination and continue to operate a reliable system include:

- ✓ There is no known or apparent source for the low levels of PFAS found locally, but we continue to research, collaborate with other water providers, and regularly sample water from all District wells and send these to a lab for testing.
- ✓ We are working with an engineering consultant to evaluate our existing facilities and determine what modifications are appropriate to add the ability to treat for PFAS. This study will help us determine the cost of adding treatment and how much space is needed.
- ✓ In support of the treatment feasibility study, we commissioned two "pilot" projects, small scale tests of different treatment technologies using our own water for the experiment.
- ✓ We have joined with other water utilities across the nation by filing a lawsuit against PFAS manufacturers. Any funds received through this legal action could help pay for the cost of new treatment facilities, reducing the financial burden on our customers.

More information:

US Environmental Protection Agency: Meaningful and Achievable Steps You Can Take to Reduce Your Risk (<https://www.epa.gov/pfas/meaningful-and-achievable-steps-you-can-take-reduce-your-risk>)

Oregon Health Authority Drinking Water Services: PFAS (<https://www.oregon.gov/oha/PH/HEALTHYENVIRONMENTS/DRINKINGWATER/OPERATIONS/Pages/PFAS.aspx>)

Department of Environmental Quality-Addressing PFAS in Oregon (<https://www.oregon.gov/deq/Hazards-and-Cleanup/ToxicReduction/Pages/PFAs-in-Oregon.aspx>)