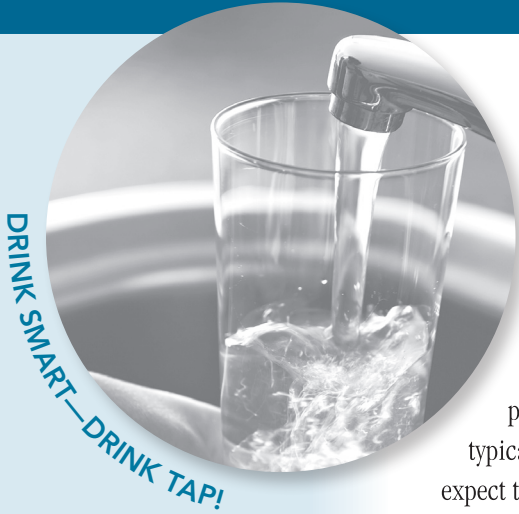


Providing a clean, safe, dependable supply of drinking water to the residents of Durham, King City, two-thirds of Tigard, and Tigard Water District.



Tigard Water Service Area

New Water Rates

Effective January 1, 2012, water rates will increase 14 percent. Under the new rates, a typical residential customer should expect to pay \$5 to \$8 more per month. Each customer's bill will vary based on water consumption, the size of their water meter and pumping charges, where applicable. This is the second of several increases that will take place through the year 2015.



The Clackamas River is a high quality water source.

Questions?

Tigard has the answers!

Your Water Bill?

Utility Billing
503-718-2460

Water Quality?

Jennifer Joe
jennifer@tigard-or.gov
503-718-2599

Water Conservation?

Jennifer Joe
jennifer@tigard-or.gov
503-718-2599

Backflow Prevention?

Hung Nguyen
hung@tigard-or.gov
503-718-2603

Water Emergencies?

Public Works
503-718-2591

After-hours

Water Emergencies?

On-call Service
503-639-1554

General Inquiries?

Public Works
503-718-2591

Since 2008, Tigard and Lake Oswego have been working together to develop a new water system that will meet both communities' future water needs. Water rate increases are necessary to fund the construction of a new Clackamas River intake, state-of-the-art water treatment plant, reservoir, pump station and many miles of pipeline — about \$120 million in projects arising from the Lake Oswego-Tigard Water Partnership.

Several local engineering firms have begun to design the new water system, and it's a big undertaking! A working, miniature version of the water treatment plant was recently constructed in temporary structures at the existing treatment

plant site. This pilot treatment plant enables partnership staff to evaluate the future plant's water treatment processes, water quality, functionality and operation.

Once the partnership projects are online in 2016, Tigard will receive 14 million gallons of water per day — the new water supply for the 58,000 customers within the Tigard Water Service Area.

For more information about:

- ▶ **Water Partnership:** www.lotigardwater.org
- ▶ **Water Rates:** www.tigard-or.gov/WaterRates

Utility Manager John Goodrich
503-718-2609
JohnG@tigard-or.gov

(More water rate information on reverse side)

IMPORTANT NOTE

In addition to water service, other fees and services may appear on your utility bill. **The rate increase only applies to the water service portion of your bill.**

▶ More Water Rate Information

Water charges include a fixed monthly customer charge and a variable, or tiered, water usage charge. The fixed charge is the price all customers pay each month, regardless of how much water they use.

For the typical single-family, residential customer, the fixed charge is \$17.99. Added to this fixed charge is the water usage charge, which is tiered (see chart below) depending on how much water is used.

For a residential customer:

- ▶ **TIER 1:** the first 0–6 CCF (100 cubic feet or 748 gallons) of water used will be billed at **\$2.33** per CCF.
- ▶ **TIER 2:** 7–15 CCF of water used will be billed at **\$3.40** per CCF.
- ▶ **TIER 3:** 16 CCF or more of water used will be billed at **\$3.89** per CCF.

Most single-family, residential customers have a 5/8-inch water meter. Customers

with larger meters pay a higher monthly fixed rate. Larger meters also have higher tier thresholds. Tiered water rates are used for residential, multi-family and commercial customers. Industrial and irrigation customers are billed at a uniform water rate.

Customers in higher elevation zones are billed monthly for an additional booster pump charge. This charge recovers the additional costs of energy and pump capacity to move water to a higher elevation. A typical single-family, residential customer located in a higher elevation will be billed \$4.32 per month. Booster pump charges are based on meter size, with larger meters paying a higher charge.

For questions regarding your city utility bill, contact our Utility Billing Office at 503-718-2460. For questions regarding water rate increases related to the Lake Oswego-Tigard Water Partnership, contact our Public Works Department at 503-718-2609.

MORE INFORMATION

www.tigard-or.gov/WaterRates

2012 Water Conservation Calendars Now Available

The water conservation calendar, “Life Grows Where Water Flows,” is now available at the Tigard Public Library, 13500 SW Hall Boulevard, and the Tigard Public Works Building, 8777 SW Burnham Street.

The free calendar showcases the artwork of 14 elementary students from the Tigard Water Service Area. The artwork was selected from a contest held earlier this year — nearly 500 entries were submitted, representing six elementary schools.



St. Anthony School student Teddy Fronczak (middle) is pictured with City of Tigard Environmental Program Coordinator Jennifer Joe (left) and teacher Karen Cruickshank (right). Teddy's artwork is featured in the 2012 calendar.

YOU'RE INVITED!

Interested in learning more about your water?

The City of Tigard serves 58,000 water customers in Durham, King City, two-thirds of Tigard and the Tigard Water District. Each of these areas is represented on the Intergovernmental Water Board.

The board meets the second Wednesday of each month at 5:30 p.m. in the Tigard Public Works Building at 8777 SW Burnham Street. The public is welcome to attend! Meeting agendas are posted at www.tigard-or.gov/IWB.



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Tigard, OR 97223

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