

DRINK SMART—DRINK TAP!



## Protecting Our Water

**M**Meet Hung Nguyen. As the city's Cross Connection Specialist, he spends his time ensuring that water delivered to city customers is safe to drink. For Hung, this has become part of his life's work. He's worked for the City of Tigard for 31 years, and in the water division since 2000.

"I come from Vietnam and have experienced firsthand the effects of poor water quality," he tells me. "Back home the water was not suitable for drinking – from rivers and wells – but we had no choice.

"What is most meaningful about my job is protecting people from health hazards. Kids, elders, that is why I do what I do – and why I continue to bug everyone."



*Hung Nguyen – As part of his work as the city's Cross Connection Specialist, Hung tests the backflow prevention devices at each city owned property annually, about 60 devices total*

*“There was a time in my life when water was divided up by the teaspoonful.”*

Water systems depend on water pressure to keep water flowing in the intended direction through the pipes. Anything that causes a change in water pressure (like water main breaks, firefighting, etc.) can create a reverse flow, from the customer's plumbing system back into the public water system. This is called backflow.

"Backflow protection prevents the mixing of irrigation water, for example, with our drinking water," says Hung. "This is important because that irrigation water may have been exposed to fertilizers and other outdoor chemicals that can be harmful." Additional cross connections where backflow devices may be installed include fire sprinkler systems, boilers used for heating, and more.

All Tigard Water Service Area customers are required to have their backflow prevention devices tested each year by June 1. Hung receives, tracks and reports on the tests from residential and commercial property owners. All told, about 6,000 residential customers and 500 commercial customers in the Tigard Water Service Area have a backflow prevention device that requires annual testing. Last year, 77% of residential customers completed the required test.

"We cannot survive without water," Hung reminds us. "There was a time in my life when water was divided up by the teaspoonful."

"Everyone has the same water source so we need to work together. It is not the city's water – it's our water." ■

### Questions?

*Tigard has the answers!*

#### **General Inquiries?**

Public Works

**503-718-2591**

#### **Your Water Bill?**

Utility Billing

**503-718-2460**

#### **Water Emergencies?**

Public Works

**503-718-2591**

#### **After-hours Water Emergencies?**

On-call Service

**503-639-1554**



# Here's a tip, fix that drip

**H**ow long have you been ignoring that pitter patter coming from the shower? How about the leaky spigot on the side of the house, or that running toilet? While leaks seem like small problems, over time they can waste both valuable water resources and money.

If you think you have a leak due to higher than average water usage on your utility bill, contact the Public Works Water Department. While we may not be able to determine where the leak is coming from, we can give you recommendations on what to do next. Call 503-718-2591 to speak to a water representative. ■

## FREE Water Conservation Audits



*Starting May 2019*

**I**rrigation water uses approximately fifty percent of all of the treated water produced annually in the United States. By scheduling an audit, a Water Conservation Specialist will help identify and mitigate the effects of your irrigation system's inefficiencies as well as offer suggestions to help correct them. Take action and be a better steward of our most precious resource by scheduling your audit today. Visit [www.tigard-or.gov/wateraudits](http://www.tigard-or.gov/wateraudits) or call 503-718-2591 to schedule an appointment.

## TIGARD Public Works DAY

### Fun with Heavy Equipment

*Dump trucks and backhoes  
and bucket trucks, oh my!*

Celebrate National Public Works Week (May 19-25) with some hands-on fun, both inside and outside the library. Go high in the sky in a bucket truck. Operate a backhoe. Tools, street signs and more fun activities in the library. Take home your own construction hat. More information: [www.tigard-or.gov/recreation](http://www.tigard-or.gov/recreation)

**Tigard Public Library | FREE  
Sat | May 18 | 1-3 p.m.**



## Backflow tests due June 1

All Tigard water customers with in-ground lawn sprinkler systems are required to have their backflow prevention devices tested by June 1, 2019. Your backflow device prevents stagnant or contaminated water from being drawn into the drinking water supply. To ensure these devices are working properly, state law requires annual testing. A person who is state-certified in backflow testing must perform the test and submit the results to the city.

*For more information, including a list of certified backflow assembly testers, visit [www.tigard-or.gov/backflow](http://www.tigard-or.gov/backflow) or contact Cross Connection Specialist Hung Nguyen at 503-718-2603 or [hung@tigard-or.gov](mailto:hung@tigard-or.gov).*



**City of Tigard**  
PUBLIC WORKS DEPT.  
13125 SW Hall Blvd.  
Tigard, OR 97223

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