



February 2026

LOOKING AT THE NUMBERS



WHAT IS THE SOURCE OF OUR WATER?

Our water comes from the **Clackamas River** where it begins at an elevation of 4,909 feet on the western slopes of the Cascade Range in the Mt. Hood National Forest. Forty-seven miles of the river are federally protected as part of the National Wild and Scenic Rivers System. The Clackamas River Watershed drains nearly 940 square miles of forests, mountain meadows, farmlands, suburban neighborhoods, and light industrial areas before meeting with the Willamette River. More than 300,000 Oregonians rely on the Clackamas River for high quality drinking water, hydroelectric power, and outdoor recreation.



2025 FINANCIAL AUDIT PROVIDES USEFUL OVERVIEW

We are pleased to share our 2025 Annual Comprehensive Financial Report (ACFR). The report provides detailed information about CRW's financial conditions and operations for the fiscal years that ended on June 3, 2025 and 2024. The annual audit report is just one example of how the District works to demonstrate our value of financial accountability.

The full report is available for viewing or download on our website: <https://www.clackamasriverwater.gov/annual-financial-reports>

Our independent auditors for the 2025 ACFR were Baker Tilly. We also extend our sincere thanks to the staff whose hard work and collaboration made this report possible.



IS YOUR CONTACT INFORMATION CURRENT AND UP-TO-DATE?



Please call **(503) 722-9220** or go to <https://crwater.specialdistrict.org/update-your-contact-information> to update your contact information. The phone number you provide will be our first method of contact so please provide the phone you are most likely to use. Do we have your email address? Email is another great way for us to reach our customers with important information as this provides an alternative way to contact you if phone systems are down.

HELP SAVE WATER DURING 'FIX A LEAK WEEK'



Because minor water leaks account for more than 1 trillion gallons of water wasted each year in U.S. homes, the U.S. Environmental Protection Agency's **WaterSense®** program promotes **FIX A LEAK WEEK** **March 16-22, 2026**. *Fix a Leak Week* is an annual reminder to check household plumbing fixtures and irrigation systems for leaks.

The Facts on Leaks:

- The average household's leaks can account for more than 10,000 gallons of water wasted every year, or the amount of water needed to wash 270 loads of laundry.
- Household leaks can waste more than 1 trillion gallons annually nationwide. That's equal to the annual household water use of more than 11 million homes. Visit: <https://www.epa.gov/watersense/fix-leak-week#Checking%20for%20Leaks>.
- Ten percent of homes have leaks that waste 90 gallons or more per day.
- Common types of leaks found in the home include worn **toilet** flappers, dripping **faucets**, and leaking **showerheads**. All are easily correctable. Visit: <https://www.epa.gov/watersense/fix-leak-week>
- Fixing easily corrected household water leaks can save homeowners about 10 percent on their water bills.
- Most common leaks can be eliminated after retrofitting a household with new **WaterSense** labeled fixtures and other high-efficiency appliances.

HOW TO GET A LEAK ADJUSTMENT ON YOUR WATER BILL

A sudden, hidden leak can cause an unusually high water bill. If this happens, customers may be eligible for a leak adjustment, to provide partial relief for excess charges.

Step 1: Repair the Leak Promptly

Leak adjustments are only considered for sudden and accidental leaks that occur beyond the water meter. Once you discover a leak—or are notified by the District—it must be repaired within 30 days. Repairs must be verifiable, either through receipts or inspection.

Step 2: Gather Required Documentation

After completion, collect the following information:

- Date of request
- Customer name, service address, and phone number
- Date the leak was repaired
- Location of the leak and what caused it
- Proof of repair costs (such as invoices or receipts)

Step 3: Submit Your Request on Time

Leak adjustment requests must be submitted within 30 days of the repair. Requests received after this window may not be eligible for review.

Step 4: Review and Credit Processing

Customer Service staff review each request to ensure it meets the policy criteria. If approved, the adjustment is calculated by comparing the excess water use during the leak period to your average usage for the same time of year in previous years. Customers are notified of approval or denial within 30 days, and approved credits are applied to the account within 45 days.

Important Things to Know:

- Leak adjustments are limited to four approvals within a five-year period per customer or property.
- Adjustments are not granted for high usage caused by things like running faucets, hoses left on, or excessive lawn watering.
- Customers are responsible for maintaining plumbing and water lines beyond the meter.
- If you have questions or disagree with a decision, there is an appeal process available through Customer Service.

To obtain a leak adjustment form, please contact Customer Service at **503-722-9220** or email service@crwater.com.



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Pay your bill online at:

[crwater.com/pay-your-bill](https://www.crwater.com/pay-your-bill)

503-722-9220



Mon- Thurs 7:30 a.m. - 5:00 p.m.
Friday 7:30 a.m. - 4:00 p.m.

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