



April 2025

IMPORTANT UPDATE:

CRW CLOSURES:

May 26, 2025 to observe Memorial Day Holiday
June 19, 2025 to observe the Juneteenth Holiday

**TIP
OF THE
MONTH**

**SPRING CLEANING
AROUND YOUR
WATER METER BOX**



Now that Spring is here, at least according to the calendar, it is time to check and see if your water meter box is clear of plantings or other objects that could make it difficult to read the meter. Keeping meter boxes clear of objects helps our Meter Readers easily access the meter box to conduct timely and accurate reads.

We appreciate your help.

UPCOMING CHANGES TO OUR BILLING SOFTWARE AND ONLINE PLATFORM

As a valued customer, we want to inform you about some important updates regarding our billing software and online billing platform. These changes are designed to enhance your experience, modernize our financial system, and improve our services moving forward.



What You Need to Know:

- **Upcoming Billing Cycle:** Due to these changes, our next billing cycle will be delayed one week and will be sent out by the first week of July.
- **Action Required for Online Payments:** After June 30th, customers who pay online, by electronic funds transfer (EFT) through your bank or who are set up on automated payments will need to update their payment information in the new system. Your current payment information cannot be transferred due to security requirements.
- **More Details Coming Soon:** As we approach this deadline, we will be providing additional information on our website (crwater.com) about these updates, including how they may affect your account and what you can expect. Please check our website regularly for updates.

We appreciate your understanding and patience during this transition. Our customer support team will be available to assist you with any questions. Should you have any immediate questions, please don't hesitate to reach out to our customer support team.

Thank you for being a valued customer!

BUDGET HEARING

The Clackamas River Water Budget Committee met in April to hear the budget message and to deliberate on the proposed Biennial 2025 – 2027 budget.



A Budget Hearing will be held on June 12 for the Board of Commissioners to Adopt the approved budget. The budget document is available on the CRW website at <https://www.clackamasriverwater.gov/financial-reports-documents>.

TIME FOR ANNUAL BACKFLOW TESTING

WHAT DO “BACKFLOW” AND “CROSS CONNECTION” MEAN? WHY IS IT IMPORTANT TO TEST?

Providing safe drinking water to our customers is our primary focus, but there are ways you can help protect drinking water too! One way is to make sure you don't have any cross connections in your private plumbing system. Another way is to get your backflow prevention assembly tested annually. The property owner is responsible for preventing contaminants from entering the public water system through their private plumbing system. Where required, an approved backflow prevention assembly must be installed, maintained and tested annually to make sure it's working properly. Help protect our water system by getting your backflow prevention assembly tested by June 30, 2025.

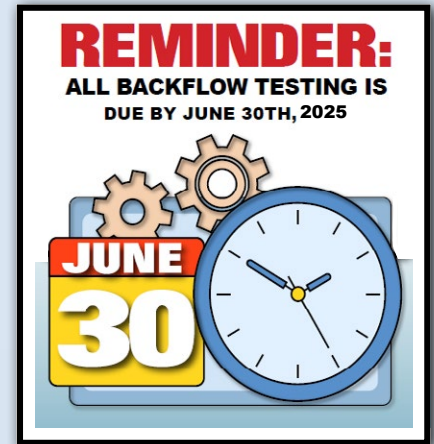
What is backflow? Drinking water is delivered to your tap in pressurized water pipes. Normally the water flows in one direction at constant pressure. However, under unusual circumstances such as very large main breaks or large-scale firefighting, system pressure may drop low enough to cause “backflow” conditions. Water flows backwards during these

events, increasing the risk of contamination from properties not equipped with an approved backflow prevention assembly.

What is cross connection? A cross connection is any physical connection between piping used for drinking water and piping used for other

types of water or liquids. Some of these contaminants might only affect the taste or odor of the water, but some may make the water unsafe to drink. Examples of common cross connections are hot tubs, sprinkler/irrigation systems, garden hoses, and auxiliary wells.

For more information: www.cewater.com/backflow



DRINKING WATER WEEK- MAY 4-10



CRW is joining communities across North America in celebrating [Drinking Water Week](#), **May 4-10, 2025**.

This annual observance led by the American Water Works Association

(AWWA) serves to highlight the importance of healthy drinking water and recognize the tireless efforts of water professionals who keep it flowing around the clock in our communities.

For several decades, AWWA and its members have celebrated *Drinking Water Week*, a unique opportunity for both water professionals and the communities they serve to join in recognizing the vital role water plays in daily lives.

Free materials for download and additional information about *Drinking Water Week* are available on the *Drinking Water Week* webpage.

<https://www.awwa.org/communications-and-outreach/drinking-water-week/#materials>



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



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