

CLACKAMAS RIVER WATER
BOARD OF COMMISSIONERS
WORK SESSION

September 27, 2021 at 6:00pm

THIS MEETING WILL HAVE REMOTE ACCESS VIA ZOOM*

AGENDA

16770 SE 82nd Drive, Clackamas, OR 97015



To protect the health of our customers, staff, and commissioners, CRW's Board of Commissioners and staff will attend this meeting through an online Zoom meeting. Anyone who wishes to attend the meeting may do so by internet at <https://us02web.zoom.us/j/86033699435> or by calling the following number [12532158782](tel:12532158782) and join meeting 86033699435 #. Passcode: 433965

Work Session @ 6:00pm

Call to Order, Roll Call

1. **Water Management and Conservation Plan Discussion-** *Tim Henkle & Adam Sussman with GSI Consultants*
2. **Clackamas River Water Providers (CRWP) Annual Report Presentation-** *Kim Swan, Water Resources Manager for CRWP*
3. **Billing and Collection Process Overview-** *Carol Bryck, Chief Financial Officer*
4. **Commissioner Communications-** *CRW Board of Commissioners*
5. **General Manager Update-** *Todd Heidgerken, General Manager*

Public Comment

Adjourn Work Session

Work Session Reminders:

- a. Work Session – audio only
- b. No decisions will be made by the CRW Board
- c. Staff may get direction or a sense of the board on key issues
- d. Members of the public are allowed to attend but not participate (*public comment provided at the end of the session*)

The meeting location is accessible to persons with disabilities. A request for accommodations for persons with disabilities should be made at least 48 hours before the meeting to Adora Campbell (503) 722-9226.

CLACKAMAS RIVER WATER

BOARD WORK SESSION

September 27, 2021

SUBJECT Water Management and Conservation Plan Discussion

PRINCIPAL STAFF PERSON Todd Heidgerken, General Manger
Presentation by Tim Henkle and Adam Sussman of GSI Water Solutions Inc

DOCUMENTS ATTACHED Presentation Slides

Agenda Summary

BACKGROUND CRW has a municipal groundwater water right permit (G-6728) for a well located near Abernathy Creek in the vicinity of Oregon City. As a condition of this water right permit, CRW developed a Water Management and Conservation Plan (WMCP) back in 2011 that fulfilled the requirements of Oregon Administrative Rules (OAR Chapter 690 Division 86). This current plan remains in effect until January 31, 2022.

With the expiration of the current plan approaching, CRW initiated the development of an updated WMCP. To assist with this project, CRW selected GSI Water Solutions (GSI) to develop an updated WMCP to help CRW manage its water resources efficiently and meet the requirement of the Oregon Administrative Rules.

CRW staff has been working with GSI to update the WMCP. Representatives from GSI will be providing the Board with:

- An overview of WMCPs
- A walk through some of the major elements addressed in drafting the CRW WMCP
- An opportunity to answer any questions and receive feedback on the approach
- Review of next steps in the planning process.

Clackamas River Water Water Management and Conservation Plan

Board of Commissioners' Work Session
September 27, 2021



Outline

- What is a Water Management and Conservation Plan (WMCP)?
- Why is CRW Required to Submit a WMCP?
- What's in a WMCP?
- WMCP Development Approach
- WMCP Highlights
- Next Steps in the WMCP Process

What is a WMCP?

- Plan required by the Oregon Water Resources Department (OWRD):
 - To ensure efficient water use
 - To encourage implementation of water management and conservation measures
 - To encourage water supply planning

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Why CRW is required to submit a WMCP?

- ✓ 10 year WMCP updates
 - CRW's WMCP from 2012
- ✓ Water right permit extension
 - Permit G-6728, CRW's only groundwater right

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What is in a WMCP?

Descriptions of:

- The water supplier
- Water management and conservation measures
- Water curtailment plan
- Water supply projections

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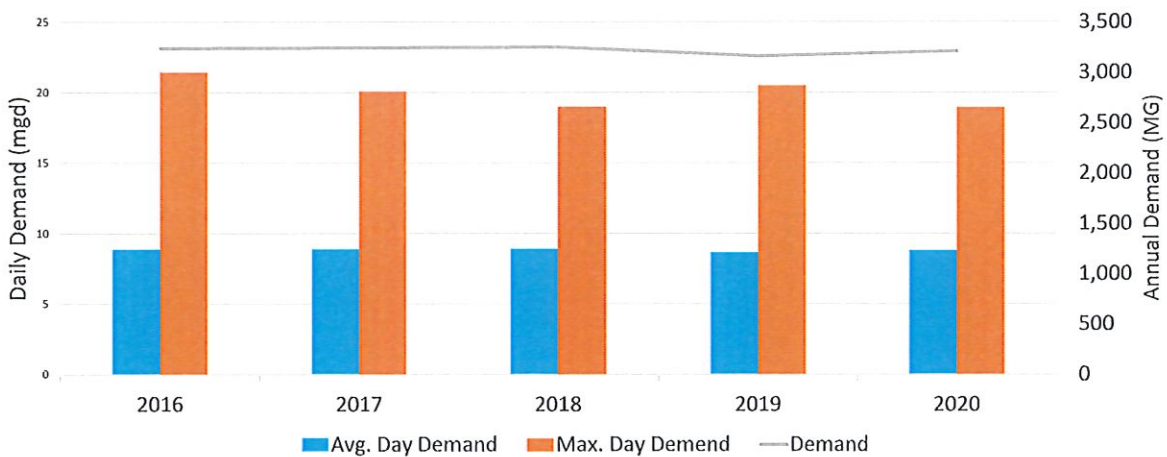
Approach

- Build off 2019 Water System Master Plans (WSMPs) and previous WMCP (2012)
- Update with contemporary information, with major revisions to:
 - Changes to system per WSMPs
 - Current and future water demands
 - Curtailment plan approach

Water Rights

Source	Priority Date	Permit and Certificate Numbers	Authorized Rate
Clackamas River	4/25/1962	Permit: S-27925	15.0 cfs [9.7 mgd]
		Cert: 37794	
Clackamas River	5/20/1968	Permit: S-33586	25.0 cfs [16.2 mgd]
		Cert: 79899	
Clackamas River	5/23/1969	Permit: S-34426	6.5 cfs [4.2 mgd]
		Cert: 84072	
Well No. 1	7/13/1973	Permit: G-6728	8.9 cfs [5.7 mgd]

Historical Water Demands



Water Conservation: Measures and Benchmarks

- Required Conservation Program Measures
 - Annual water audit
 - System-wide metering
 - Meter testing and maintenance
 - Unit-based billing
 - Water loss measures (if loss > 10%)
 - Public education
 - Technical and financial assistance
 - Fixture and retrofit and replacement assistance
 - Reuse and recycling opportunities

Conservation Highlights

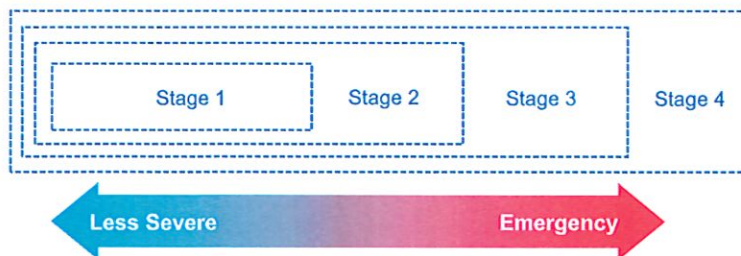
- Maintain current measures offered through the Clackamas River Water Providers (CRWP), e.g.:
 - Free indoor water audit kits
 - Rebates for high efficiency appliances and irrigation equipment
 - Classroom presentations
- Water loss five year average: 8.3% (goal: 10%)
- Evaluate a residential meter replacement program
- Focused water loss efforts (District Metered Area)
- “Fish on the Run” conservation campaign

Curtailment Plan

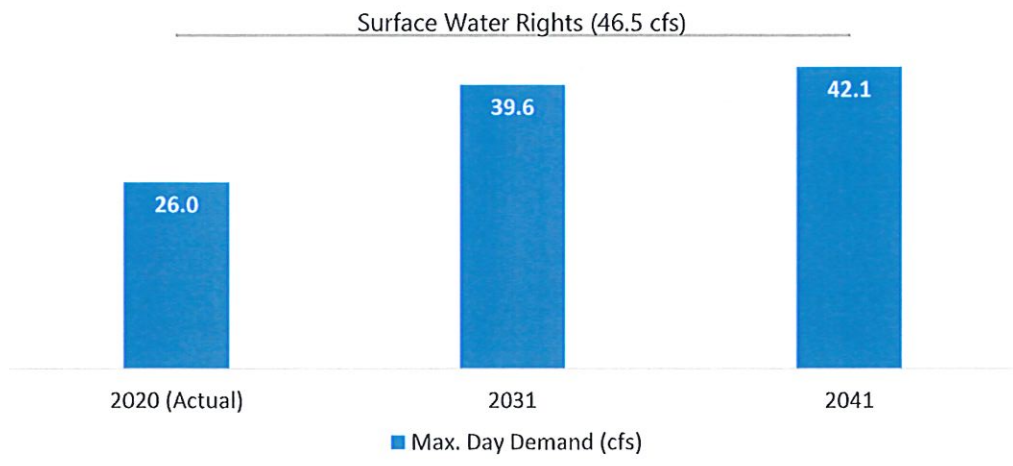
- Plan revised to focus on system function
- Triggers based on operational impacts of water shortage, i.e. reservoir levels relative to fire flow storage volumes requirements
- Flexibility to modify triggers and associated measures
- Distinction between curtailment and conservation

Curtailment Plan (continued.)

- 4 Stages increasing in severity of impact
- First stage voluntary, others mandatory
- Measures for each stage build upon the previous



Future Water Max. Day Demands



Questions?

Next Steps

1. Provide CRW the full draft for final review
2. Affected local governments 30-day review period
3. Submit draft WMCP to OWRD
4. Address OWRD comments
5. Submit final WMCP to OWRD
6. OWRD issues final order (estimated February 2022)

Thank you for your time

CLACKAMAS RIVER WATER

BOARD WORK SESSION

September 27, 2021

SUBJECT	Clackamas River Water Providers Consortium Annual Report Presentation
PRINCIPAL STAFF PERSON	Todd Heidgerken, General Manger & Kim Swan, Water Resources Manager for Clackamas River Water Providers
DOCUMENTS ATTACHED	CRWP Update Presentation Slides

Agenda Summary

BACKGROUND

Clackamas River Water is a member of the Clackamas River Water Providers (CRWP). The CRWP members include the Cities of Estacada, Lake Oswego, Gladstone, Tigard and Oak Lodge Water Services, South Fork Water Board, Sunrise Water Authority and Clackamas River Water. As members of the CRWP, we support the activities of the CRWP through membership dues.

The CRWP is an organization that coordinates source water protection programs in the Clackamas Basin. Another primary focus of the CRWP is the coordination and implementation of public outreach, education and conservation programs and activities on behalf of its members. More recently the CRWP has been a valuable forum to exchange information and coordinate messaging associated with emergency events.

Kim Swan, Water Resources Manager for the CRWP, will be providing an update of the programs, activities, and materials that have been developed and implemented by the CRWP.

The CRW Board will also be provided a copy of the most recent CRWP Annual Report. The report is also available online at: <https://bit.ly/2XYTAZP>.

The Clackamas River Water Providers (CRWP)

*Working together to protect and conserve
our drinking water source*

How the CRWMP Functions

- IGA and By Laws
- CRWMP Board
- Bi-monthly Meetings
- 5 year Workplan and Annual Budget Process

Source Water Protection Programs Benefits

- Post fire water quality sampling
- National Resources Conservation Service (NRCS) National Water Quality Initiative grant
- Regroup Notification Tool
- Drilling Geographic Response Strategies



Youth Education

CRW Schools:

- ❑ Beaver Creek Elementary
- ❑ Bilquist Elementary
- ❑ Redland Elementary
- ❑ Lot Whitcomb Elementary
- ❑ Linwood Elementary
- ❑ Cascade Heights Public Charter School
- ❑ Ogdon Middle School
- ❑ Alder Creek Middle School
- ❑ Sabin - Schellenberg Professional Tech Center
- ❑ La Salle High School

TREATMENT PLANT TOUR VIDEOS:

City of Estacada



South Fork Water Board



Clackamas River Water Treatment



North Clackamas County Water Commission



Lake Oswego-Tigard Water Partnership



Kimberly Swan

Water Resource Manager

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CLACKAMAS RIVER WATER

BOARD WORK SESSION

September 27, 2021

SUBJECT Billing and Collection Process Overview

PRINCIPAL STAFF PERSON Carol Bryck, Chief Financial Officer

DOCUMENTS ATTACHED None – PowerPoint presentation to open discussion

Agenda Summary

BACKGROUND Most of CRW’s revenue comes from water sales to residential and commercial customers. In FY 2021 retail water revenue was 97% of CRW’s total General Fund Revenue. Retail water sales includes residential, multi-family, commercial and irrigation sales. Given recent questions from the Board, time has been set aside to provide an overview of CRW’s:

- billing process;
- payment methods and associated costs; and
- impacts of COVID-19 to our customers and the District

Billing Process:

CRW customers receive bills every two months. The exception to this is our only wholesale customer (Sunrise Water Authority/NCCWC) which is billed monthly. The District’s billing is broken up into “cycles”. This helps to distribute the workload and spread revenue over the 2-month period.

Examples of billing cycles include:

- Cycle 1 and Cycle 2 are North of the Clackamas River, primarily residential accounts, and are billed on the even months and due the 15th of the odd months.
- Cycle 3 is South of the Clackamas River and includes all types of accounts and are billed on the even months and due the 15th of the odd months.
- Cycle 4 is commercial/industrial (large meter) North of the Clackamas River and is billed on the odd months and due the 15th of the even months.

Revenue is seasonal with more earned in the summer months and less during the winter. This cyclical revenue is illustrated in the Monthly Reports provided to the Board monthly.

A common question that we receive from customers is how the water bill is calculated. Residential customers are billed a base charge (fixed amount that is based on meter size) and block rates for water usage (amount of water used as measured by the water meter and expressed in 100 cubic feet (CCF)) One CCF equates to 748 gallons of water. Commercial and industrial accounts also have base rates and block rates calculated on a winter average basis for that specific customer. Block rates allow for the water rate to increase as more water is used.

Methods of Payment:

There have been significant changes in how utilities collect revenue. With more demand for online information and payment methods, customers have transitioned from the traditional cash/check method to the use of credit/debit cards or other online payment methods. The use of more card or electronic payment methods have shifted costs to merchant fees from lockbox or depository services, however the costs and timing involved with collecting cash/checks has greatly reduced staff time and shortened the time it takes to resolve a customer issue.

COVID Impacts:

With the onset of the pandemic and given the uncertainty on the District and its customers, CRW took a number of steps to provide greater flexibility for our customers. Examples of these steps included:

- Delaying implementation of the May 1, 2020, rate increase
- Suspending late fees
- Suspending shutoffs for non-payment

These actions did impact revenue. The other result is that some customers built up larger than normal unpaid balances. Staff has been working with these customers to get these accounts current while also phasing our processes back to the normal billing, notice and collection timelines.

CLACKAMAS RIVER WATER

BOARD WORK SESSION

September 27, 2021

SUBJECT Commissioner Communications

PRINCIPAL STAFF PERSON CRW Board of Commissioners

DOCUMENTS ATTACHED

Agenda Summary

BACKGROUND Time is being set aside during the work session to provide an opportunity for Commissioners to:

- Identify topics for consideration at future works sessions or board meetings;
- Discuss future agenda items.

CLACKAMAS RIVER WATER

BOARD WORK SESSION

September 27, 2021

SUBJECT General Manager Update

**PRINCIPAL STAFF
PERSON** Todd Heidgerken, General Manager

**DOCUMENTS
ATTACHED** None

Agenda Summary

BACKGROUND Time has been set aside to briefly update and inform the Board on topics since the September Board Meeting.