



PO Box 1193, Lake Oswego, OR 97035

May 3, 2021

Dear Palatine Water District Customer,

We write to you to provide information on two separate topics:

- 1) we urge you to take steps to conserve water and/or reduce your billing as the warm weather seems to have arrived early this year, and
- 2) to notify you that EPA is making revisions to the Lead and Copper Rule which will require the water district to conduct an inventory of Lead Service Lines (LSL) or demonstrate absence of LSLs by Jan 16, 2024. The revisions require that the inventory:
 - Must include all service lines connected to water system, both sides of the meter,
 - Can use records, codes and lead ban date, doesn't have to be manual inspection,
 - LSL inventory must be updated annually or triennially, based on sampling frequency, and,
 - All systems with known or possible LSLs must develop an LSLR plan.

Information provided in the remainder of this letter addresses water conservation. We anticipate providing further information about the revised Lead and Copper Rule next Fall, as it is provided from pertinent State and local agencies and a plan is developed to address requirements.

Please consider scheduling and conducting water intensive activities such as power washing, filling or topping off swimming pools and fountains, and irrigation testing and start-ups well before July 1st. Palatine Hill Water District's purchase agreement with Portland Water Bureau is structured so that after July 1st our water is much more expensive.

In terms of conservation, here are some things to consider:

Toilets:

- Toilet leaks are the most common reason for water use increases. Sometimes it's easy to tell that your toilet is leaking: you hear running water or a faint hissing or trickling coming from the toilet. But many times, water leaks can be silent, which is why toilet leaks are often overlooked.
- Pop a dye tablet (or food coloring) into your toilet tank, DON'T flush, and wait 10 minutes. If the colored water moves into the toilet bowl, you have a leak.
- A national study by the Water Research Foundation in 2016 found that toilets can account for up to 24 percent of the water used in your home. While today's federal requirements specify that new toilets must use no more than 1.6 gallons per flush, there are still many old and inefficient toilets in operation that consume 3.5 or more gallons with each flush. Today, the most efficient toilets use 1.28 gallons per flush or less.

Irrigation Systems: Please note that PHWD does not provide billing relief due to irrigation-related leaks.

- Please **tune up your irrigation system** prior to July 1st, checking to make sure no leaks developed over the winter.
- **Repair broken heads and pipes immediately.** Regularly inspect your system for broken pieces and leaks throughout the warm weather months. An automatic system still needs maintenance.
- Consider installing a **flow meter** just behind the irrigation valve to determine if water is moving through the system when it is not running.
- Alternatively, you can install a **flow sensor** that indicates which zones may be leaking in your irrigation system when it is not running.
- Consider installing a **rain sensor.** Rain sensors or rain shutoff devices prevent an automatic system from turning on during or after rainfall. If you have a soil moisture sensor, you don't need a rain sensor.
- Adjust the **direction of your sprinkler heads.** Make sure your sprinkler heads are sending water to the plants, not the pavement.
- Adjust your **watering schedule.** Pay attention to rain showers, cooler weather, and periods of extended high temperatures. Adjust your watering times accordingly.
- Keep in mind that **established trees and shrubs** typically don't need much supplemental water.
- Water in the **morning or evening.**
- Watch for **puddles and runoff.**
- **Aerate or dethatch** your lawn.
- **Water lawns with one inch of water per week (more during long, hot dry spells).** Water lawns separately from other plants. The best practice for watering your landscape is to apply 50 percent of what you put on grass to perennials and shrubs, and 75 percent to vegetables (but new plant starts require more water).

Regional Water Providers Consortium Conservation Tips for Indoors and Outdoors
<https://www.regionalh2o.org/sites/default/files/Indoor%20Outdoor%20Tips.pdf>

Remember, if you have an irrigation system or any kind of cross connection, you need to install a **backflow prevention assembly** and have it **inspected annually** each Spring. Please mail a copy of the inspection report to the PHWD at PO Box 1193, Lake Oswego, OR 97035

Backflow Testing Information:

<https://www.portland.gov/water/backflow-prevention#toc-who-needs-to-install-an-approved-backflow-prevention-assembly->

Please visit <https://www.palatinehillwaterdistrict.com> for more information on these and other topics **and register your e mail and text number for emergency alerts** and online billing and payments which we hope to have available to customers by the end of 2021.

Thank you from your Commissioners,

Leslie Goss

Jean Stoll

Paul Duden

Laura Martin

Stephen Holmes