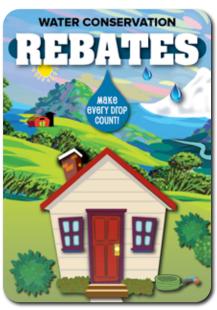


New \$100 Rebate. Leak Detection -Water Monitoring Devices

Repairing water damage caused by leaks can cost thousands of dollars for a typical homeowner. Thanks to smart leak detectors, you can now prevent or mitigate water damage at your home using a leak detector that sends information to your computer and your smartphone. Some of these devices also allow you to create water budgets to understand your water use indoors and out. Some devices require tapping into the existing plumbing system and may require a licensed plumber for installation, while others simply attach to your water meter.



Receive a \$100 Rebate for these Qualifying Products:

• FLO BY MOEN: Whole Home Water Damage Prevention System (Smart Water Shutoff) Reduce your risk of water leaks and damage with the Flo Smart Water Monitor and Shutoff. Flo monitors the temperature and pressure of your home's water and tracks your water usage, allowing the intelligent system to detect leaks as small as a drop a minute—

anywhere in your home. Plus, it can automatically shut off the water before a catastrophic leak occurs, when professionally installed, and spliced into the main water line.

• <u>FLUME</u>: Whole Home Water Monitor + Leak Detector

Flume, a first-of-its-kind, easily installed household device that puts the power of water monitoring into the hands of homeowners. No need for a professional installation.

a) Detect small leaks before they cost money and cause damage.

b) Gain real-timeinformation onyour householdwater consumption.

c) Set water usage goals and budgets for your household.

d) Smart technology sends notifications straight to your phone.

e) Receive push notifications on suspicious water activities while you're away.

• <u>PHYN</u>: Phyn Smart Water Assistant and Phyn Plus Smart Water Assistant + Shutoff

Phyn Plus uses patented, high-definition pressure wave analysis to alert you the second a leak is detected, mitigate costly damage through automatic water shutoff, as well as teach you about your water use. It is recommended to use a plumbing professional for installation.

(Continued on page 2)

CHRISTINE HOLLENBECK, Public Education and Conservation Program Coordinator, (503) 723-3511 • <u>christine@clackamasproviders.org</u> KIM SWAN, Water Resource Manager, (503) 723-3510 • <u>kims@clackamasproviders.org</u>

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Rebate Monitors continued

• STREAMLABS: Home Water Monitor Smart water leak detectors that track water usage and alert you to leaking pipes or appliances allowing you to take action so your home is protected 24/7. For installation, it's recommend to use a Streamlabs Pro Installer.

If you believe a qualifying product has been overlooked, please call **(503) 723-3511** or email <u>christine@</u> <u>clackamasproviders.org</u>. Please contact the retailer for more information.

Important notice for homes with automatic residential fire sprinklers:

Improperly installing a leak detector device could hinder operation of fire sprinklers. Always ensure plumbed leak detection devices are installed only on the domestic water line after it diverts from the fire sprinkler system. Never install a leak detection device into your home's main water service line upstream of the fire sprinkler system. Consult a licensed plumber

Winter Water Conservation Tips



How to Protect Outside Plumbing

- Caulk around pipes where they enter the home.
- Close all foundation vents and fill vent openings with wood or Styrofoam[™] blocks.
- Turn off and drain all outdoor faucets/hose bibs and irrigation systems.

• Wrap all outside faucets/hose bibs with insulation. Use molded foam-insulating covers which are available at hardware stores. Newspaper or rags (covered with plastic wrap) are another option.

How to Protect Inside Plumbing

• Insulate pipes in unheated areas, such as attics, crawl spaces and basements.

• When below-freezing weather is forecasted, open cupboard doors in the kitchen and bathrooms. This allows these pipes to get more heat from inside your home.

• If you leave home for several days, put your furnace on a low setting (50 degrees). This may not prevent freezing pipes but it can help.

• Let a slight <u>drip</u> of water run when temperatures dip below freezing.



How Water Systems Work About the Clackamas River Water Providers

The Clackamas River Water Providers is a coalition of the municipal water providers that get their drinking water from the Clackamas River. The purpose of the organization is to fund and coordinate efforts regarding source water protection and public outreach and education around watershed issues, drinking water, and water conservation, so that we can preserve the Clackamas River as a high-quality drinking water source and minimize future drinking water treatment costs, while being good stewards of the river.



By working together, we are able to jointly fund projects and studies that benefit all the providers but which would be too expensive to do individually. It allows us to foster

closer relationships with each other as intra-basin water suppliers, and to speak in one voice when working with other stakeholders in the basin such as PGE. It also allows us to realize the economies of scale and save money by sharing in the costs of staff people to manage and coordinate programs that benefit all our agencies.

DID YOU KNOW?

• We meet some of the world's most stringent water quality standards.

• From foods and beverages to toothpastes and perfumes, water is the primary ingredient in hundreds of thousands of everyday products.

• In Clackamas and Washington Counties water remains relatively inexpensive, delivered to you at under a penny per gallon.

• Most of the over 300,000 people that get their drinking water from the Clackamas River do not live in the watershed.

• It is not possible to tell if water is safe to drink by visual examination.

• Without water treatment, preventable waterborne disease such as cholera and dysentery would be part of everyday life.



Working together to protect and conserve our drinking water.

• Tap water undergoes far more frequent testing than bottled water does.

• The standards set under the Safe Drinking Water Act are some of the most stringent in the world.

• A typical water tower can hold 50 times the amount of water as found in a normal in-ground swimming pool in someone's backyard (around 25,000 gallons x 50).

• It is a federal offence to tamper with a public water tank, tower, or reservoir.

• During a fire, water reservoirs and towers guarantee that there will be enough pressure to keep water flowing through the fire hydrants.

• In the US, there are almost one million miles of distribution systems representing the vast majority of physical infrastructure needed to get safe water from the source to the consumer's tap.

- Most of our water distribution systems are old and are in need of repair and replacement.
- Whether inside or outside your home, a leak can waste hundreds of gallons of water per year.



• Some leaks are easy to see or hear. Others are small. However, big or small, any leak costs money and should be repaired as soon as possible.

• In Clackamas County dry barrel fire hydrants are used which makes it nearly impossible for a car to run over a fire hydrant and cause it to gush water like they do in the movies.

The Value of Water

How often do you think about your tap water?

Probably not often. Out of sight, out of mind, service on demand, 24/7/365 days per year and it is as easy as turning on your tap. But did you know that this service is at risk?

Much of today's public water systems were built more than 50 years ago and little has been done to rebuild or replace this aging infrastructure. Because we've 'kicked that can down the road' for so many years, we now face a large problem of financing and rebuilding those systems before they fail.

The money for operating and maintaining your water system largely comes from rates. Unfortunately, those rates have not included the full cost of replacing the existing infrastructure. This is why the cost of water is rising. In our region water remains relatively inexpensive. Delivered to you at under a penny per gallon, tap water is one of the best values in today's market.

Tap water is an intricate part of our lives

It is hard to imagine a day without using water. You only have to go without it for a short period to be reminded of its importance. Without water our lives are not only inconveniently interrupted but our public health is also threatened. The future of water requires us to think smart, use water wisely, and recognize the limits of this valuable resource.

Protecting Public Health

The first obligation of the Clackamas River Water Provider (CRWP) members is to provide water that is safe for consumption. In a world where 3 million people die each year from preventable waterborne diseases, our water systems allow you to drink from any public tap with a high assurance of safety.

A safe water supply is critical to protecting our public health Our community water supplies are tested every day. Tap water undergoes far more frequent testing than bottled water. Clackamas River Water Provider members monitor for more than 100 contaminants and must meet close to 90 regulations for water safety and quality. The water standards that we must meet are among the world's most stringent. Without our modern water systems, diseases such as cholera and dysentery would be part of everyday life.



Supporting Our Economy

A safe, reliable water supply is central to the economic success of our communities. Public drinking water is critical to the day-to-day operations of businesses and to the viability of new commercial enterprises or residential developments. Businesses take into consideration the availability and quality of water when determining where to locate their offices or manufacturing facilities. A scarcity of water resources can hold up developments – commercial or residential – placing a strain on our local economies.

Quality of Life

Tap water is more than a convenience; it is central to our everyday lives. Any measure of a successful society is in some way related to the access of clean safe water. Otherwise... How would we shower or flush our toilets? How would we rinse our produce, clean dishes, wash clothes, water plants and landscapes, or wash our cars?

Fire Protection

Well-maintained water systems are critical in protecting our communities from the threat of fire. In our communities, water flowing to fire hydrants and home faucets comes

(Continued on page 5)

Winter Quiz:

1. CRWP Members monitor water for how many contaminants?

A. Around 50 **B.** Close to 5,000 **C.** Over 100

D. They do not monitor

2. The Clackamas River flows for 82.7 miles from the elevation of:

- **A.** 2,000' to 1000' feet **B.** 6,000' to 12' feet
- **C.** 4,000' to 1500' feet **D.** 10,000' with little
- elevation change

3. Oregon's water infrastructure is in significant need of repair, upgrade, and investment.

A. True **B.** False Answers - Can be found on page 7

4. Winterizing your water pipes include:

- A. Disconnecting hoses
- **B.** Turning off irrigation water
- C. Protecting outside faucets and pipes
- D. All of the Above

Value of Water continued

from the same system of water mains, pumps, and storage tanks. A water system that provides reliable water at a high pressure and volume can be the difference between a manageable fire and an urban inferno. Firefighters are the primary users of fire hydrants, but your public water provider is responsible for maintaining the

hydrants. Hydrant maintenance is supported by the money generated through your water bills.

When you consider the critical needs addressed by water service, public drinking water will always be a tremendous value. In fact, it will be a bargain. You simply cannot put a price on a service that delivers public health, quality of life, fire protection, and economic development.

Want to learn more?

Check these short videos or visit the following websites. Watch the Water Environment Federation's two and half minute video, <u>Water: What it is Worth to You?</u> which describes how water and wastewater systems are important but undervalued, and how the public must take action to support the upgrades that our water infrastructure needs, or watch the EPA's Video, <u>Be aware,</u> <u>Be prepared, Protect Critical Water Infrastructure</u>.

Watch the Alliance for Water Efficiency's three-minute video, **Water: What You Pay For** to find out what a typical residential water bill covers, and the costs of delivering a consistent, reliable flow of safe and affordable drinking water to your faucet.

Check out **The United State(s) of Water** info graphic to learn more about our dependence on water and the infrastructure that connects, protects, and supports it.

Indoor Water Conservation

It's easy and inexpensive to make changes in your house that can save you money each time you turn on the water, flush your toilet, and wash dishes – all year round.

Start with your bathroom

If you're like most people, you probably use the most water in your bathroom, so it makes sense to make your first changes there:

> Switch your bathroom <u>faucet aerator</u> and <u>showerhead</u> to <u>WaterSense-labeled</u> models - they use 20% less water without compromising performance. The CRWP provides our member customers with free bathroom and kitchen faucet aerators and shower heads. To request your free water conservation devices email Christine at <u>christine@</u> <u>clackamasproviders.org.</u>

2. Reduce the amount of water flowing through your <u>toilet</u> by regularly checking for and fixing leaks, and retrofitting older toilets. Contact <u>christine@clackamasproviders.org</u> for your free toilet leak detection tablets/strips and information about EPA Water Sense High Efficiency Toilet rebates.

3. Take shorter showers. Each minute you shave off your shower time saves up to 2.5 gallons of water.

Beyond the bathroom.

Check other parts of your house for water savings:

1. <u>Look for leaks</u> – Many leaks are inexpensive and easy to fix. Contact the CRWP for your FREE Indoor Home Water Audit Kit.

2. Consider upgrading your <u>clothes washer</u>. The CRWP provides rebates for Energy Star Certified Clothes washers. Visit the <u>rebate page</u> on our website for more information.

3. Turn the sink faucet on only to rinse or use a large container filled with rinse water when washing dishes by hand. You will save about 2.5 gallons of water for every minute your faucet does not run.

4. Scrape instead of pre-rinsing. Save yourself up to 20 gallons of water by scraping food off your dishes instead of pre-rinsing them. Energy Star certified dishwashers and today's detergents are designed to do the cleaning so you don't have to. If your dirty dishes sit overnight, use your dishwasher's rinse feature. It uses a fraction of the water needed to hand rinse.

5. Wash only full loads. Dishwashers use about the same amount of energy and water regardless of the number of dishes inside, so run full loads whenever possible.

6. Know where your master shutoff valve is located. This could save water and prevent damage to your home. <u>Click here</u> for more information and images of master shut off valves.

From the Forest to the Tap

The Clackamas River provides high-quality drinking water to over 300,000 people in Clackamas and Washington Counties. We often take our water supply for granted until it is threatened, either by drought, water main breaks, or some other event. Because water flows instantly from our faucets, most people never think of how the water gets from the forest to our taps.

The Clackamas River watershed is made up of 16 sub watersheds and can roughly be divided in half with the upper portion being forested areas and rugged terrain, while in contrast, the lower portion of the watershed being primarily agricultural and densely populated areas. The Clackamas River begins on the slopes of **Olallie Butte** and flows 82.7 miles from its headwaters (elevation 6,000 ft) to its confluence with the Willamette River near Gladstone and Oregon City (elevation 12 ft).

Water is taken out of the river and then treated for human consumption. Once the water is treated it moves through a complex system of pipes, valves, and pumps to storage tanks or reservoirs. There it is stored until it is needed by homes and business in our communities.

The Costs of bringing water to your tap

Everyone pays a water bill, either directly, or it is figured into rental costs. Most people have no idea what they are paying for.

• **Intake structures** – The Clackamas River Water Providers have five intake structures on the Clackamas River where water is taken out of the river. These facilities must be maintained to function properly.

• **Treatment process** – We have several different treatment processes – conventional treatment, direct filtration, slow sand, and membrane filtration. Treating and disinfecting water have costs associated with chemical use and electricity. There is also ongoing maintenance cost to make sure that these facilities continue to meet drinking water requirements. Both chemical and electrical costs continue to increase.

• **Testing** – State and federal drinking water regulations require water providers to meeting over 100 different water quality standards. This includes testing done during the water treatment process as well as finished water within the distribution system. Sampling and testing can be very expensive.



• **Moving Water** – Electricity is used to power pumps which move water from the river through the treatment process and into the distribution systems.

• **Distribution Systems** – This is the network of pipes, reservoirs, valves, and pumping stations that move water around. Much of this infrastructure is very old and needs ongoing maintenance, repair and/or replacement which cost money.

• Water Management – Water providers implement several programs to manage public drinking water systems. Two of these are Water Conservation and Source Water Protection programs. Both aim to ensure we have plenty of high-quality water for years to come.

All these things cost money, but we are still able to provide water at a cost of under a penny per gallon. When you compare that to buying a bottle of water you will realize what an amazing service our public water systems provide. So next time, you take a drink of water remember what it takes to get that water to your faucet and the dedicated people behind the sense that make it all happen.

The region's water needs are constantly changing population growth, cities' configurations change, and evertightening State and Federal water quality standards must be met. But the Clackamas River Water Providers stays alert and flexible. Our long history of success allows us to face the future with confidence, secure in its ability to meet the challenges that lie ahead while keeping the cost of water as low as possible.

(Continued on page 7)

League of Oregon Cities 2021 Water Infrastructure Survey

Excerpts taken from the 2021 Summary Report:

It has been well-documented and long understood that Oregon's water infrastructure is in significant need of repair, upgrade, and investment. Our water infrastructure



plays a critical role in supporting community public health, livability, economic development, environmental protection, housing, and a growing population.

Not only is Oregon's existing infrastructure in serious need of repair, but local water and wastewater providers are also facing new and emerging challenges that will require additional investment and add additional costs. These challenges include:

• Seismic upgrades to better ensure that some of the critical components of water systems will be able to withstand a Cascadia earthquake (e.g., system backbone; lines to hospitals; reservoirs/storage);

• Additional system capacity to support needed housing, including affordable housing;

• Additional water supply storage to combat persistent drought and declining snowpack; and

• New and more stringent water quality challenges/permit requirements, including for stormwater.

In late 2020, the League of Oregon Cities (LOC) sent out an updated survey to its membership to, once again, identify water-related infrastructure needs across the state. The LOC contracted with Portland State University's (PSU) Center for Public Service to conduct the survey. The survey was sent out in November of 2020, with questions that sought to differentiate between medium-term (within the next 10 years) and long-term (within the next 20 years) needs. The updated survey (previous survey was in 2016) also included questions designed to gain a better understanding seismic resilience needs for water systems and issues related to water/sewer rate affordability.

Of the 100 cities that responded to the survey (out of 241 total cities in Oregon), it identified \$9.7 billion in water infrastructure needs, including both water quality-related needs and drinking water/water supply needs. With this data, PSU was able to estimate approximately \$23 billion in statewide water infrastructure costs in the coming 20 years.

CRWP members include both cities and water districts and this survey does not include information for the hundreds of water districts in the state and therefore undercounts the actual infrastructure cost needs in the state. To read the full report go to:

https://www.orcities.org/application/ files/3816/2196/3174/Infrastrucuture_Survey_ Summary_Report_5-25-21.pdf

Forest to Tap continued

Get Involved

• Visit our website at <u>www.clackamasproviders.org</u> to find out more about the CRWP.

• Attend a Clackamas River Water Providers, city council or water board meeting.

• **Conserve water**, especially in the summer months when river flows are at their lowest. The more water we save during the summer months the more water we can keep in the river for fish.

• **Protect our watershed** by not dumping oil and other hazardous waste where it can enter storm drains.

Winter Ouiz:

Answers Question 1 - Answer is C

Question 2 - Answer is B

Question 3 - Answer is A Question 4 - Answer is D

Water System Vocabulary

CRWP offers an <u>Activity Book</u> that teachers can use to help inform students about the importance and value of clean water, and how to protect this precious resource. It includes many cool games, puzzles, and activities to become more familiar with the Clackamas River Watershed where we get our high quality drinking water.

The *Word Search* game is one of many activities found in the book. Easy, yet challenging, take a look below, and see how may words you can find.



Word Search

Clackamas Public Water Systems provide water at all hours, 365 days a year! Find the words listed on the right, and circle them in the box below:

																		-				
	I	S	С	Υ	м	Q	S	т	Ν	Α	R	D	Υ	н	Е	R	I	F	Υ	G		
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8	Ζ	Е	Α	Α	Е	Y	Е	т	Q	U	Ρ	Q	Ζ	I	Ζ	L	U	Α	Α	R		
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ŕ	Т	т	w	Е	J	Е	G	0	Κ	Е	U	D	Е	Е	Q	Ν	т	т	Е	S		
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	G	I	т	Α	D	D	z	I	L	Ν	С	Α	Α	L	М	R	S	0	т	I		
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	D	S	т	R	Е	A	т	М	Е	Ν	т	Ρ	L	А	Ν	т	Х	D	G	R		

Words:

Clackamas River Drinking Water Treatment Plant Water Quality Testing **Pump Stations Pressure Zones Fire Hudrants** Reservoirs Water Meters Pipes **Distribution Systems** Water Conservation Leak Detection Utility Bill Estacada Lake Oswego Tigard **Oregon City** West Linn Happy Valley Damascus **Clackamas River Water Oak Lodge Water Services** Gladstone

Faces of Drinking Water by Christine Hollenbeck

For our Winter 2023 interview article we interviewed Beth McGinnis, the seminew Emergency Manager for <u>Clackamas</u> River Water.

CRWP: Beth, how long have you been working for Clackamas River Water (or CRW)?

Beth: I have been at CRW for 16 months.

CRWP: What is your position at CRW?

Beth: I am the Emergency Manager, but my job portfolio covers safety and security programs as well.

CRWP: How did you acquire your position at CRW?

Beth: I came to CRW after a layoff at a local hospital where I was employed.

CRWP: What was your background prior to working in drinking water?

Beth: I have a background in public health and health/medical emergency management. My Masters is in Public Health from Oregon State and I spent my first 7 years working in the administration and planning of HIV prevention and care programs in Western Washington state (11 counties).

During that time, I was able to take some Incident Command System courses that were required and I really enjoyed it. I worked on public messaging planning for pandemic responses, responded to norovirus outbreaks in senior living homes, raw milk e. Coli outbreaks are some examples of the initial work I did in public health emergency response.

In 2009, I made the jump to the public health/medical emergency management arena and worked in various roles through Multhomah County and the Oregon Health Authority.

CRWP: What is your favorite/least favorite part of your job?

Beth: My favorite part is to breakdown complex and sometimes intimidating concepts and make them relate-able to all. I am a trainer at heart, so building these "light bulb" moments and seeing it payoff is super rewarding. I tend to prefer roles that support direct workers.

CRWP: Do you plan on retiring from Clackamas River Water?

Beth: Retirement is at least 20 years out for me. I have a lot rolling around in my mind about the journey between water utilities and the emergency management enterprise. Some of which will be worked out in our upcoming grant project.

CRWP: : What accomplishments are you most proud of in your career?

Beth: My most meaningful role was with the NW Oregon Healthcare Preparedness Organization, a coalition of 6 counties in NW Oregon's hospitals and allied health providers to respond to disasters (medical, like COVID, and other emergencies (wildfires) where health is a component of the response).

I helped create processes and guidance for the healthcare system to navigate major issues in providing care in extraordinary circumstances where the demand for care far exceeds the capacity of the healthcare community. Tough decisions about resources, population prioritizations, and changing care delivery systems were in my wheelhouse. Much of the work I have done in healthcare has been used to guide the response to COVID-19 and our current pediatric respiratory illness, triple-demic (RSV, COVID-19, Influenza).

Beth McGinnis Emergency Manager Clackamas River Water



CRWP: What advice would you give to someone starting out in the field of public drinking water (What do you wish you knew your first week working at CRW)?

Beth: This is hard because I am still a water newbie but if I had to give advice to an emergency manager coming to water for the first time, I would help them understand that there is a distinct difference between the infrastructure (pipes/valves) that move water and the water itself, as a commodity.

The average person doesn't know that the water in their pipes may not have been made by the utility they pay their bill to. Wholesale water purchases are dependent on a working water treatment system. If the ability to make water is impacted, some water agencies will struggle as they don't have their own water treatment capacity in house. I learned the interdependence issues with drinking water in my first week and it has been invaluable to my work with CRW and the CRWP.

CRWP: How has the industry changed since you began working in the water industry?

Beth: Well, I have only been in water

(Continued on page 10)

Faces continued

for 16 months, but I can tell you that the area of emergency management in water utilities is only growing. The EPA's mandate for emergency response plans and related risk assessments has pushed water utilities to look at this capacity from within and determine how to meet the regulatory challenges while existing in partnership with the emergency management agencies at their county and municipal levels, as required.

Since water is a community life safety "lifeline" being able to work in partnership with the government on our worst days will make our response stronger. My hope is that the grant we have obtained will start building that cooperative infrastructure for the CRWP and Clackamas County.

CRWP: What do you think is most important about your position?

Beth: I think I am a facilitator and advocate for resilience, safety, security, and strategic investment. I have no problems bringing up challenges, but I also want to help solve the issues.

CRWP: What would you like the public to know about their drinking water?

Beth: I think the public should know that re-establishing water service after an incident is a big priority for us, but we must balance customer service restoration with our broader "community good" role as water is something we can't exist without and in those first two weeks after an earthquake, it will be important to work with us to help everyone survive while we get parts of the system up and running.

CRWP: What can the public do to help make your job easier?

Beth: The public can support my role by storing water (1gal/ person/day, for at least 2 weeks) to help get over the initial response period. Emergency water storage is going to be critical for the survival of us all and many of the animals that we have in our lives.

CRWP: What is the one thing you can't live without at work?

Beth: I can't live without art at work. My office is an explosion of color and inspirational figures, quotes, and my personal art projects. My kids' art is tucked in here too.

CRWP: What would you say water is to you?

Beth: Life, energy, opportunity, resilience.

CRWP: What do you do for fun outside of work?

Beth: I spend time with my family (spouse, 11-year-old twins, a gaggle of animals) - I craft, draw daily, paint, and my major skill is needlework. I have a multiple year cross stitch tapestry that I work on most evenings for at least a half hour.

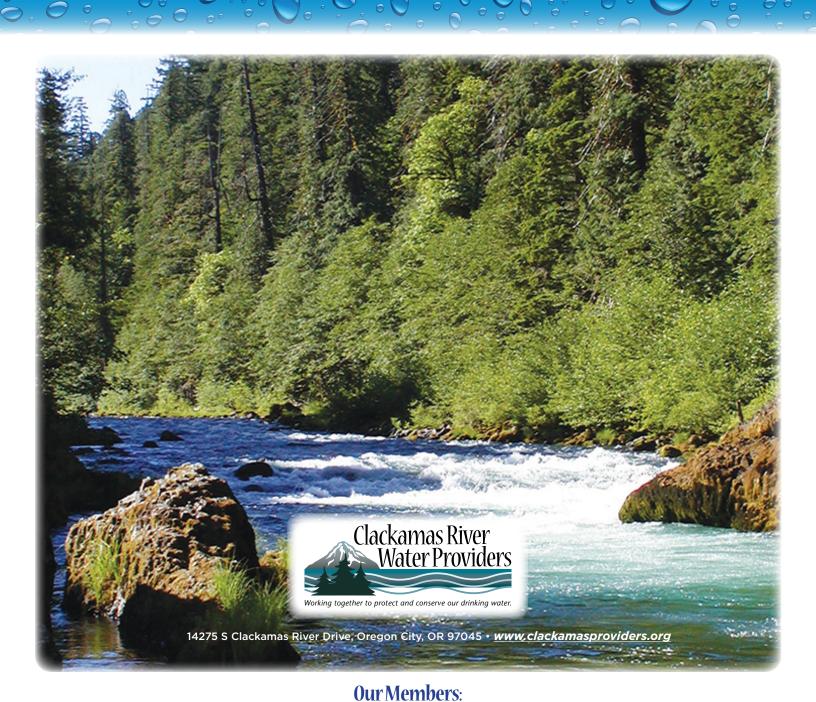
Beth is a native Virginian and hails from a small community on the VA/NC border. She came west after her undergrad to attend OSU for her master's degree and ended up staying in Oregon. It has been 22 years since she left Virginia. This year was her break-even year with the amount of time she was in Virginia and here in Oregon. We think we can call her an Oregonian now.

CRW and the CRWP have been awarded the State Homeland Security Program grant which we applied for last spring. The purpose of this grant is to create opportunities for interagency collaboration and problem solving between water providers and Clackamas County Disaster Management and Clackamas County Public Health Division to determine the resources needed and the procurement process to meet the objective of providing emergency, life sustaining drinking water for the first 2 weeks post catastrophic event.

We are happy to have Beth and her expertise on board and look forward to working with her to help build a more resilient Clackamas River Water Providers group.

Sign-up for Public Alerts #ClackCo PublicAlerts PublicAlerts

By providing your contact information as a county resident, you can opt-in to receive critical emergency messaging via email, phone call and text during times of disasters. Important messages that could be relayed include notices to evacuate, shelter-in-place, shelter locations and other extremely important information. To learn more and sign-up **CLICK HERE**.









www.ci.gladstone.or.us www.ci.oswego.or.us









www.tigard-or.gov

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www.oaklodgewaterservices.org

CHRISTINE HOLLENBECK, Public Education and Conservation Program Coordinator, (503) 723-3511 • christine@clackamasproviders.org KIM SWAN, Water Resource Manager, (503) 723-3510 • kims@clackamasproviders.org

www.sunrisewater.com