

## NOTICE REGARDING COVID-19

*Corbett Water District cares about the health and well-being of our customers and employees. Currently the office is closed to the public.*

Our office staff will be available by phone at 503-695-2284 from 8:00 a.m. until 4:00 p.m. Monday through Thursday. **For water emergencies after hours please call our emergency number 971-712-3376**

Payments can be made by:

1. **Check** – Please drop your check through slot in office door; use our hydrant drop box in the parking lot or mail through US Mail.
2. **Credit Cards**- Please call the office at 503-695-2284 to pay with a credit card.
3. **Web** - Please visit our website [Corbettwaterdistrict.com](http://Corbettwaterdistrict.com) and click on the “payments” tab to pay your bill online.
4. **Cash** – We are not accepting cash at this time, please convert to a money order and drop off.

If you are unable to pay your water bill during this emergency please call our office and let us know so we can set up a payment plan with you.

*We will continue to provide clean safe water for our community and thank you for your understanding during this health emergency.*

*Corbett Water District*



### GIVE US A CALL IF YOU SEE.....

Water bubbling up out of a water meter box....  
or

Water running down the side of the road when we haven't had any rain or there is no other obvious reason for water in the area....

or

There is no water coming out of the faucets in your house.

Any of these situations could be a sign of a water leak. We will send a crew out to investigate.

Thank you!

## BACKFLOW AND CROSS CONNECTIONS

Water distribution systems are designed so that water flows in one direction from the treatment plant to the customer. It is assumed that because water is always under pressure, it can only flow in one direction. However, under certain conditions, it is possible that flow can be reversed from its intended direction and cause disastrous results. If a main water line in our system should break, or if a fire occurred and the fire district opened several hydrants, the pressure in the water mains could drop dramatically, causing a reversal of water flow. If your plumbing or garden hose, carrying potable water, is connected to a fire sprinkler system, solar heating system, submerged into a hot tub, animal water trough or into your cars radiator to flush out antifreeze this could siphon that material back into the water mains. This is called a cross connection. Customers are responsible for preventing contaminants from entering the public water system through their individual plumbing systems. Backflow devices prevent cross connections.

The Water District is required by the State of Oregon to maintain a cross connection program. We recently sent out backflow test letters to those customers who currently have a backflow device installed. Backflow tests need to be completed by August 1, 2020. If you have any questions regarding backflow or cross connections please contact the Water District office at 503-695-2284.

## WANT TO STOP THOSE PESKY POSTCARD BILLS ?

Postcard bills can get lost in the mail or on your kitchen counter. To avoid this frustration we are now offering the option of paperless billing. If you are interested in receiving your water bill by email please contact our office at 503-695-2284 or email [clerk.corbettwater@rconnects.com](mailto:clerk.corbettwater@rconnects.com). We will continue to send postcard bills to those customers not interested in the e-bill option.

## TOILET REBATE PROGRAM

Toilets are typically the largest indoor water user. Now is the time to replace your old toilets with efficient, water-conserving models. The Corbett Water District is offering a rebate program through funding provided by Union Pacific. **Corbett Water District residential customers can receive a \$100 rebate per toilet for replacing older inefficient toilets with high-efficiency toilets (HETs).** The rebate will be a credit applied to your water account. Rebates are available on a first-come, first-serve basis. The program will end when funds are depleted. Requirements for the rebates:

1. Your Corbett Water District account must be in good standing.
2. The new toilet must be a Water Sense toilet on the approved EPA list found at [www.epa.gov/watersense](http://www.epa.gov/watersense).
3. You must own and live at the property where the new toilet is being installed.
4. The toilet must be installed at the address associated with your Corbett Water District Account.
5. The customer must provide a copy of the purchase receipt which clearly specifies the brand/model of the new toilet and your name as purchaser (this may require you to obtain a receipt from the customer service department).
6. In order to be eligible for the rebate, old toilets must be recycled at an approved location and a recycle receipt must be submitted with the rebate application.
7. Applications for the rebate must be received by the Corbett Water District within 60 days of the new toilet purchase.
8. Rebates are limited to two toilets per customer.

**TOILET REBATE FORMS are available on our website, [corbettwaterdistrict.com](http://corbettwaterdistrict.com) or by calling our office 503-695-2284.**

This program made possible by funding from Union Pacific.



## SUPPLEMENTAL WATER SOURCE

Corbett Water District has water rights to both the North and South fork of Gordon Creek. This surface water is the sole source of water for our community. The Corbett Water Board of Commissioners is researching the possibility of drilling a well for a supplemental water source. Our goal is to assure safe and adequate water for our community. The District will begin drilling of a TEST WELL this summer. This well will be studied to see the feasibility of a larger production well and the possibility of using a well for Aquifer Storage and Recovery (ASR). ASR would allow the District to place treated water from Gordon Creek in the winter (when we have an abundant supply) into the well and then pump that water out in the summer when we have less water available in Gordon Creek. The Water Board plans to conduct a public meeting in the Fall to discuss the progress of the test well.

### Water Bills

Water bills are sent out bi-monthly the end of the even months of the year (Feb/April/June/Aug./Oct/Dec.) with bills due the 15<sup>th</sup> of the odd months (Jan./March/May/July/Sept./Nov.)

All water bills include a “Base Rate” according to the size of the water meter. The Base Rate is charged whether water is used or not. Most residential customers have a ¾” meter. The Base Rate for a ¾” meter is \$25.00 per billing cycle.

All water bills include a number for usage. Usage is measured in 100 cubic feet (ccf). Each 100 ccf or unit of water is equal to 748 gallons of water. One unit of water is billed at \$2.95.

If your water bill shows 24 ccf (17,952 gallons) usage, your water bill would be \$70.80 for water and \$25.00 for base rate. Total bill of \$95.80 for two months.

\$10.00 late fees are assessed to water bills if they are not paid within 5 business days of the due date.

Additional information about water bills can be found at our website [corbettwaterdistrict.com](http://corbettwaterdistrict.com).