



17153 Crane Drive Bend, Oregon 97707 ♦ (541) 593-2902 ♦ www.WaterWonderland.org

Water District Update

Water Rates Study

The WWID contracted with the Oregon Association of Water Utilities to conduct a study of water usage rates. The purpose of this study is to examine water usage within Oregon Water Wonderland and ensure we have the financial resources needed to meet inflating annual operating expenses, maintain the infrastructure, improve the distribution system, and implement the future capital improvements plan as outlined in the 20-Year Master Plan. This study is expected to be completed by late 2024 with implementation in 2025. It will include various options for water charges that will be presented to the WWID Board of Directors and will take many factors into consideration including fairness to all water users whether they use only a few thousand gallons each month, as well as the high end users.

Water Rates Increase

Water rates were last increased in July 2012 and current revenues do not cover the ever rising cost of operations and maintenance on the system. The Board of Directors have spent considerable time discussing the water rates and decided to increase them this year while waiting for the rate study to be completed. The usage tiers will remain the same while the Basic Usage Fee will increase from \$21/mo. to \$27/mo., and the Conservation Fee will increase from \$1.85/1,000 gallons to \$2.35/1,000 gallons.

Starting July 1, 2024 the rates will be as follows:

Tier 1 - Basic Usage Fee - \$27.00/month for zero to 12,000 gallons

Tier 2 - Conservation Fee - \$2.35/1,000 gallons and up

Water Conservation

We would like to remind all property owners and users that water conservation measures are and will continue to be of concern. The WWID is required (per OAR Chapter 690, Div. 86) to follow water conservation measures as part of the Water Management and Conservation Plan. We highly urge all property owners and users of WWID water to consider the use of water saving practices and devices. The WWID has information on these practices and the many devices available which conserve water.

Each year we have property owners who experience water leaks during the winter. In some cases these leaks can go undetected for many months. This can add up to thousands of gallons wasted and can be quite costly to the property owner. Please pay close attention to water usage on your monthly water bills to help identify abnormal water usage. We also encourage property owners to observe their own water meter following the winter snow melt to check for possible leaks. Here's how: (a) make sure you are not actively using water within the home such as using the washing machine, dishwasher, or the water heater

is refilling, etc., (b) open up water meter box and note whether the water meter dial is moving, (c) if the dial is not moving after several minutes, you have no major leaks, (d) if meter dial is moving and continues to for several minutes, you potentially have a leak. If you are unable to read your meter or need assistance with this, call the office and WWID personnel can assist you.

Capital Improvements / Projects

The WWID strives and continues to pay for its projects with cash reserves and has acquired zero debt, while also being on track with Capital Projects as outlined in the 20-Year Master Plan. Below is a list of capital improvements and projects completed since 2013, outlining total cost and year completed:

- \$397,968 (2013) Unit 1 Seevers Well Site steel bolted reservoir
- \$65,122 (2014 - 2015) Upgrade all water meters in Unit 1 and Unit 2 to radio read meters
- \$70,220 (2016) Unit 1 generator install
- \$73,955 (2017) Unit 2 generator install
- \$560,595 (2018 - 2019) Unit 2 Merganser Well Site steel bolted reservoir
- \$83,654 (2019) 20-Year Master Plan Update / Water Management & Conservation Plan
- \$12,634 (2019) iMAG well flow meters on all three well site pumps
- \$9,142 (2021) Merganser Well Site landscaping
- \$13,653 (2021 - current) Water Rights
- \$12,625 (2022) Seevers Well Site new well pump
- \$20,408 (2023) Crane Well Site new well pump housing
- \$26,581 (2023) iMAG flow meters on all three well site production lines

Total Capital Improvements 2013 to 2023 = \$1,346,557

Current 2024 Capital Improvements and Projects:

- \$12,000 budgeted for Water Rates Study
- \$5,340 spent of \$50,000 budgeted for new blow off stand pipes
- \$43,144 spent of \$60,000 budgeted for VFD pumps at all three well sites

Future Capital Improvements and Projects (2025 - 2039) as outlined in the 20-Year Master Plan:

Unit 1 -

- New well
- Reservoir #2 at Seevers well site
- Replace / upgrade Seevers well site booster pump station

Unit 2 -

- Replace / upgrade Crane and Merganser booster pump stations
- Merganser generator

If you have questions or concerns please contact the District office at (541) 593-2902. If our office is closed, the 24-hour answering service will assist you.

Sincerely,

Board of Directors - Water Wonderland Improvement District