

# 2024 Annual Report

**KNAPPA'S WATER** is supplied by eight wells situated on state and private timber land south of Highway 30. There are three types of aquifers that produce ground water: confined, unconfined, and perched. Unconfined aquifers are supplied by surface run-off and are, generally, rather shallow wells subject to contamination. A perched water table is water that is trapped below ground by confining layers that surround or nearly surround the water. Think of a large underground tank. When tapped by a well, the water is drawn off but, in time, the wells fail because the tank goes dry.

KWA wells draw water from confined spaces. The wells are drilled through a confining layer in this case, basalt. The wells are not surface water influenced and, therefore, more protected from contamination. We are required to test each well annually for coliform and E. coli bacteria and find none. The recharge zone, according to a geologist who helped KWA site wells, is probably up toward the head waters of Big Creek. Because the water travels several miles over a period of years before it reaches the wells, many of the contaminants have attached to soil particles and no longer pose a risk for human consumption. KWA water is considered medium hard because, during its slow move to the wells where it is extracted, it picks up particles of chloride, iron, and manganese.

Typically, wells are not drilled into an underground river. Rather, as is the case with KWA, the wells are drawing water from pores in fractured basalt, sands, and gravels.

For a comprehensive report on KWA wells, you may stop by the office and ask to see the "Source Water Assessment Report" developed by Tom Pattee, registered geologist and project manager for Drinking Water Services, Oregon Health Authority.

We read meters and issue water bills every two months.

Payment is due the 10th of the following month.

If you do not receive your bill as scheduled above, please let us know. We will gladly send a duplicate to avoid missing a timely payment on your account.

We currently accept cash, checks or money orders, visa/debit payments, and eChecks.

Processing fees are as follows:

Card transactions \$0.30 + 3% (of payment amount)

eChecks have a processing fee of \$0.99

**Water rates, effective 01/01/2025, are as follows:**

Water (billed every 2 months).....	\$	20.00
Plus, Per-1000-gallons-used.....	\$	6.75
Late Fee.....	\$	35.00
NSF Check Fee.....	\$	35.00
New Hook-up (one time).....	\$	4,385.00
Membership (one time).....	\$	115.00
Membership Transfer.....	\$	50.00
Turn-on Fee.....	\$	50.00
...working hours.....	\$	50.00
...after hours/weekends.....	\$	75.00

**RATE INCREASE ANNOUNCEMENT** This decision to increase rates was not made lightly. While we remain significantly lower in rates and fees than neighboring systems, we want to share with you the reasons behind this change.

**Rising Operational Costs** Over the past year, we have seen significant increases in the costs of essential services and supplies, including:

- **Fuel Prices:** The rising cost of fuel has affected transportation, machinery, and service operations. This has had a direct impact on our ability to maintain and repair infrastructure efficiently.
- **Material Costs:** Prices for the materials needed to maintain and upgrade our water systems—such as pipes, pumps, labor and other key components—have increased substantially.
- **Power Supply Costs:** Energy prices have risen, and as a utility provider, our power needs to operate our water systems have become more expensive.

**Insurance Costs** We are facing a more than 30% increase in insurance premiums. As an essential service provider, ensuring the safety and reliability of our water infrastructure is crucial. Unfortunately, rising costs in the insurance industry are impacting our operational expenses.

**State-Mandated Infrastructure Upgrades** The state has implemented new regulations that require upgrades to certain infrastructure, including our wells and other critical components. These mandates are necessary to ensure the continued safe and reliable delivery of water to our community. While these updates are important, they also come with significant costs related to maintenance and replacement of aging systems.

**Our Commitment to You** We understand that any increase in rates can be concerning. Please know that we are committed to delivering high-quality water to our customers at the most reasonable rates possible. These changes are necessary to keep our system running smoothly and to comply with state regulations, ensuring that we can continue providing reliable and safe water services for years to come.

We greatly appreciate your understanding and continued support. If you have any questions or concerns about this rate increase, please do not hesitate to contact us at (503) 458-6461. Thank you for being a valued part of the Knappa Water Association.

### **ANNUAL MEMBERSHIP MEETING**

Members are welcome and encouraged to attend the Annual Membership Meeting, Monday, January 13, 2025 at 7:00pm. We will be approving the 2025 operating budget. Additionally, there will be an election to fill 4 Director positions.

2024 brought 1 new & 22 transferred memberships.

**OFFICE HOURS** are  
Monday through Thursday  
9am to 1pm

### **IN CASE OF A WATER EMERGENCY**

(503) 458-6461 during business hours  
(503) 741-1096 after hours or weekends

**LEAK FINDER'S REWARD** We continue to offer a Reward of \$50 to anyone who reports a leak on "our side of the meter."

**PERIODICALLY** patrons have experienced short-term discoloration in their water. This is usually caused when a hydrant on the main line serving the patron has been opened either for flushing main lines or fire department use, particularly in sections that are not being Alooped@ to another section of main, resulting in a dead end in the system. This discoloration is not contaminants, but natural sediments and should clear quite fairly quickly. We are making it a priority to install blow-off valves in such locations to help eliminate such occurrences during main line flushing.

We have had a few patrons experience odor in their homes= service lines. Several samples were taken from interior faucets, at both sides of the affected meter, and our water sources. Our Operations Manager is working diligently with our engineer to solve this issue and eliminate it. If you experience this problem, please contact us immediately with the following information: What year was your home built? Have any Anew@ fixtures been installed or replaced? Is the issue throughout the home or isolated to specific fixtures? Does the odor come and go? Are there times when it gets better or worse? Having this information will help our engineer and Operations Manager find a solution to the issue.

**WHAT SHOULD I DO IF THERE'S A LEAK AT MY HOME?** The homeowner is responsible for repairing and maintaining the water line between the meter and his/her home. First, make sure all the water is turned off inside and outside your home. Look at the sweep hand or triangle located inside the water meter. If there is movement, water is going through the meter, indicating there is a leak somewhere in your water system. One of the most common sources is the perpetually-running toilet. Put a few drops of food coloring in the tank then come back in an hour to see if any coloring has seeped into the bowl. If so, that=s your culprit. Another spot to look at is for an outdoor faucet or hose left open. Knappa Water Association responsibility ends at the customer side of the meter. If the meter or meter box are vandalized or accidentally damaged, please call us as soon as possible. Maintenance and repair of all piping from the meter to and in the house is the homeowner's responsibility.

**LEAK ADJUSTMENT POLICY** Knappa Water's leak adjustment consideration requires a "timely" written request. "Timely" would be defined as Aupon discovery@. Any qualified adjustment is made under policy criteria including the request for and prompt repair/confirmation of the leak. A copy of the policy is available at the Knappa Water office.

To minimize the risk of unexpected leak discovery, if you plan to be away for an extended period of time, we urge you to either: 1) turn your water off at the meter, or 2) designate someone to check on your home and property regularly.

**PROTECT OUR WATER FROM CONTAMINATION** Normally, Knappa Water flows from our system to your property. Under certain conditions, water can flow back from your property into our main lines. This is called back siphonage and may occur due to loss of pressure in our main lines. Low pressure in a main can occur during line flushing, a break in a main, a system shut down, or when high amounts of water are being withdrawn to fight a fire. If a hose is submerged in a wading pool, hot tub, laundry sink, or livestock trough during a main line low pressure event, non-potable water could be siphoned back into the water mains.

### **TIPS ON HOW TO PROTECT OUR DRINKING WATER:**

**DON'T** leave the end of a hose submerged in a bucket, pool, hot tub, laundry sink, livestock trough, etc.

**DON'T** use a hose-end spray attachment unless it has a built-in back flow prevention device.

**DON'T** use a hose to unplug a blocked toilet, sewers, etc.

**DO** read the label on radiator flush and fill kits to make sure they are properly equipped.

**DO** install vacuum breakers on all outside faucets.

Remember, your water tap or sink is actually the end of the water supply system and beginning of the sewer system. Always maintain an air gap between the faucet and the sink. Back flow prevention devices, approved by the Oregon Health Authority Drinking Water Services, are required by law at any residence or business that poses a potential health hazard to our water system. Homes with hot tubs, pools, underground sprinkler systems, or livestock watering tanks are examples. If you have any questions, please contact our office.