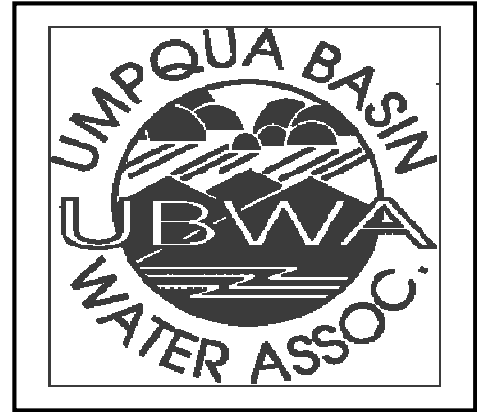


ON TAP



"Drinking Water You Can Trust"

Vol. 18 Issue 1

March 1, 2004

2003 YEAR IN REVIEW

2003 was a busy and successful year for Umpqua Basin Water Association, Inc. Our membership continued to grow with the addition of 91 new members bringing our total membership to 2969, a 3.2% increase.

Our distribution system continued to grow with the addition of 7750 feet (1.5 miles) of new mainlines. Seven separate extension lines ranging from 500 feet to 2600 feet in length were built and paid for by customers and developers at a total cost of \$190,173.00.

The Association replaced and upgraded 4000 feet of mainline on Upper Cleveland Rapids Road, built 1450 feet of 12" mainline to the new Melrose Tank site and developed the Melrose Tank site and access road at a total cost of \$191,762.00. Additionally, the Association contracted for a Hydraulic Modeling and Tank Performance study with Economic and Engineering Services, Inc. in the amount of \$17,975.00. Finally, the Association purchased capital equipment that included security fencing, a small pick-up truck, computer hardware and software, office equipment and a utility trailer for a total amount of \$44,946.00. Grand total, the value of all projects and capital purchases for 2003 came to \$444,856.00. Funding for the Association's portion of these projects came from our Funded Depreciation, Capital Improvement and Equipment Reserve accounts and totaled \$254,683.00. No borrowing or financing was required.

THANKS TO OUR MEMBERS

We would like to take this opportunity to thank you, our members, for your excellent response regarding problems in the water system. Often times your call is the first indication that we have a problem. We fill out a customer complaint communications form every time someone calls with a concern about water quality, water pressure, customer service or possible leaks. We then follow through on the problem and send a copy of the form back to the reporting customer, informing them of the resolution to the problem. In 2003 we had 146 customer reported problems broken down as follows: Water Quality-10, Pressure Problems-48, Customer Service Problems-37 and Possible Leaks-51. We appreciate your calls and encourage you to continue notifying us of potential problems. **Thanks for a job well done!**

YEAR 2004 PROJECTS

2004 looks to be a very busy year for your Association with several projects being planned. Security fencing projects at several tank sites and pump stations are planned for this spring/summer. The new Melrose Tank storage reservoir (500,000 gallons) is set to be built in May. This summer, we will be building seven (7) vaults with check valves or control valves at various locations around the system to improve the hydraulic performance of the distribution system.

Simultaneously, four additional telemetry stations will be built in order for the new control valves to operate in concert with the storage reservoirs they will be serving. A new 18" transmission mainline from the treatment plant to the Garden Valley/Fisher Road intersection is currently being designed with construction anticipated by summer. Upgrade/improvement of the San Souci pump station is anticipated for this summer also.

Concurrent to all these projects, the Association is conducting a Vulnerability Assessment of the water system. This is in response to 9/11/02 and must be filed with the Department of Homeland Security by June 30, 2004. Following the Assessment, an Emergency Response Plan must be developed and submitted by December 31, 2004.

Finally, the Association will receive proposals from several engineering firms for the upgrade and improvement of the water treatment plant this summer. One firm will be selected as the best method for Umpqua Basin Water Association, Inc. to meet future growth demands for the next 25 years as well as new and emerging regulatory changes from the USEPA and the Oregon Health Division. Construction should follow in the next two years.

RATE CHANGE REMINDER

As announced in last year's newsletter, the water rates increased 3% effective January 1, 2004. The monthly demand charge remains unchanged at \$14.00 per month which includes an allowance for the first 2,700 gallons of usage. The commodity charge for consumption 2,701 to 50,000 gallons is now \$3.92/thousand gallons and for 50,001 gallons and up is now \$2.32/thousand gallons. This is the second year on a five year rate adjustment schedule. Revenues generated by the new rates will be used primarily to defray increases in operating expenses, meet expanded testing requirements, and conduct and implement the vulnerability assessment and emergency response plans required by U.S. Congressional anti-terrorism legislation. The cost of a new Membership (hook-up fee) was raised last January 1, 2003 and will remain unchanged for 2004 at \$1900.00.

BILLING OWNERS ONLY

Umpqua Basin Water Association (UBWA) gets asked several times every year; *"Can you send me the bill? I am renting from the owner."* The answer to the question is always "NO".

In the By-Laws of UBWA, it states; *Where the membership is held by the owner(s) of rental property, the billings will be to the owner(s), and the responsibility for payment will be that of the owner(s) and not that of the tenant. This to apply to all rental property.*

This By-Law was put into place to protect the owner(s) investment in the purchase of the membership. If UBWA was to bill the renter(s), then the owner(s) would not be aware of any past due notices, non-payments, shut-offs and potential forfeiture on the membership. The owner does however, have the option to designate a Property Manager. The owner(s) can

designate this person to manage the property and have the water bills and other UBWA correspondences sent to this person and *not the owner(s)*. This designation must be done through the office and in writing. If you have any questions, please call our office at (541) 672-5559, Monday through Friday, 8AM to 4:30PM.

POLICY BRIEF

“Meter Access”

Umpqua Basin Water Association (UBWA), from time to time, runs into problems accessing your water meter. Access to the water meter is not only important to UBWA, but it is also important for our customers. UBWA needs access to the meter service at least monthly to read it and periodically to repair it. Our customers need access to the meter service to check water usage, repair the service or shut-off the service in case of a leak.

It is the responsibility of our customers to provide UBWA access to the water meter. The most common access problems are: Tall weeds or grass, shrubbery or brush, fences, locked gates and dogs.

When the meter reader encounters an access problem, he makes note of the location and type of access problem encountered and reports it to the office.

If the access problem is because of tall weeds, grass, shrubbery or brush, a sticker is adhered to the customer's bill that reads "PLEASE CLEAR GRASS & WEEDS AROUND METER. THANKS". If in the following month, when the meter is read, the access problem still exists, a letter would be sent to the customer advising them of the problem and notifying them to clear the access within fourteen (14) days. If after fourteen (14) days the access problem still exists, UBWA will clear the access at the customer's expense.

When a fence or locked gate is encountered, a letter is sent to the customer advising them of the problem and lists some possible corrections. These corrections typically include: Build a style over the fence, install a gate in the fence or, if there is an existing locked gate, let UBWA install a lock on the gate. If one of these alternatives or some other arrangement is not satisfactory to both UBWA and the customer, the only alternative left would be to move the meter service to a location accessible by both UBWA and the customer at the customer's expense.

Dogs that will not allow access are an entirely different problem. These animals pose a safety concern to UBWA's employees. The only correction that can be made is to remove the animal from access to the meter. This can be done by several methods including but not limited to: offset fencing, moving of the meter service, moving the location of the animal, penning of the animal, etc. However corrected, this concern must be eliminated to insure the safety of UBWA's employees.

Whatever access problem, it would be greatly appreciated if you, our customers, would check the meter service from time to time to insure clear access, stability of styles, operation of gates, integrity of fencing, etc. Clear access to the meter service helps insure quick, accurate and safe reading or maintenance of the meter service, not only for UBWA, but also for the customer.
Thank you!

If you have any questions, comments or concerns, please call our office.

“THIRTY-EIGHTH ANNUAL MEETING”

Umpqua Basin Water Association will be holding its **Thirty-eighth Annual Meeting** at the Riversdale Grange Hall on Thursday evening, March 18, 2004, at 7:30 PM. The Agenda includes the election of three (3) Board Members, an update on the current status of the Association, a review of recently completed projects, and an opportunity for questions, answers and general discussion.

Names of the nominees for the Board Member positions are posted in the office of the Association. Copies of the Annual Financial Statement will be available at the Annual Meeting or from the Association office upon request.

This is your Association. Please join us for the 2004 Annual Meeting and exercise your right to vote and be heard. Light refreshments will be served.

Umpqua Basin Water Association, Inc.

<u>District</u>	<u>Director</u>	<u>Area Served</u>	<u>Term Expires</u>
1	John Stenbeck	Garden Valley W. / Lower Garden Valley	*March 2004
2	Dick Lewis	San Souci / Braunda / Colonial	March 2006
3	Roy Ellis	Lookingglass / Happy Valley	March 2006
4	Mike Brinkley	Melrose	March 2005
5	Don Bentz	Fisher / Garden Valley	March 2005
6	Frank Schuchard	Wilbur / College	*March 2004
At-Large	Mike Luttrell	Entire System	*March 2004

* - Director positions up for election

UMPQUA BASIN WATER ASSOCIATION, INC.

4972 Garden Valley Road
Roseburg, Oregon 97470-9284

Pre-sorted
First Class Mail
US Postage Paid
Roseburg, Oregon
97470
Permit # 16