

2017

CITY OF HILLSBORO

Water Quality Report

Your high-quality drinking water is safe, reliable, and continues to meet and exceed all Federal and State requirements.



Upper-Tualatin River

Proposed Water Rate Increase
Information Included

Summarizing 2016 Drinking Water Quality Test Results



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Contact Information

We Are Here to Help

- City of Hillsboro Utility Billing: **503-681-6163**
- Water Emergency: **503-615-6700**
- After-Hours Water Emergency (Pager): **503-615-6775**
- Water Quality & Pressure: **503-615-6700**
- Water Conservation: **503-615-6737**
- Backflow Prevention: **503-615-6723**
- Hillsboro's Future Water Source: **503-941-4563**
- E-Mail: Hillsboro-Oregon.gov/City-Services-Overview/Contact-Us/Suggestion-Box/Water-Suggestion-Box

A Message from the City of Hillsboro Utilities Commission

To Our Valued Customers

It is with great pride that Utilities Commissioners David Judah, Deborah Raber, and I present the City of Hillsboro Water Department 2017 Water Quality Report.

Since 1940, the Water Department's goal has been to provide safe and high-quality drinking water for all Hillsboro water customers. To maintain our commitment to you, we routinely collect and test water samples every step of the way throughout the water system. This report provides the results from that sampling program, and demonstrates the outstanding quality of your drinking water.

The Hillsboro Utilities Commission stands committed to:

- Providing all customers, including residential, commercial, and industrial, with reliable drinking water of the highest quality at a reasonable cost.
- Protecting Hillsboro's current drinking water source.
- Continually testing and monitoring the quality of water throughout the distribution system.
- Being responsible stewards of the public's water infrastructure and fiscal resources.
- Taking steps now to ensure an additional water source is available to meet customer demands during emergencies and to meet future needs.

Our water distribution system and water treatment plants are maintained, evaluated, and upgraded regularly to stay in line with advancements in technology, health science, and government regulations. Because of prudent long-term planning and operational efficiency, we are able to provide you with the highest-quality drinking water at some of the lowest rates in the region.



Please take this opportunity to read this report and learn more about your clean, reliable, and safe drinking water. The City of Hillsboro Water Department is proud to be your local water service provider. Our experienced professionals are dedicated to serving you 365 days a year, seven days a week, 24 hours a day.

Respectfully,

John Godsey

John Godsey,
City of Hillsboro,
Utilities Commission Chair

About this Report

Report Card for Hillsboro Water Department

The drinking water quality data presented in the 2017 Drinking Water Quality Report is based on January to December 2016 monitoring results. The report includes information about the City of Hillsboro's drinking water source, levels of any contaminants found, potential health effects of any contaminant detected at levels higher than the health standard, and contacts for additional sources of information. This report was prepared in accordance with the Environmental Protection Agency's (EPA) Federal Safe Drinking Water Act and the Oregon Public Health Division requirements.

For more information about this report, or for any questions relating to your drinking water, contact Lindsay Wochnick, Public Relations & Information Officer, at Lindsay.Wochnick@Hillsboro-Oregon.gov or **503-615-6702**.

**Public Health
is our
highest priority.**

The 2016 water quality test results presented in this report confirms your drinking water continues to meet or surpass all state and federal water quality standards.

Hillsboro's Reliable Water Source

Upper-Tualatin River

Every drop of water running through Hillsboro Water Department customers' taps is from a "surface water source," which means it comes out of a river or reservoir.

Hillsboro's winter water source is the upper-Tualatin River. The Tualatin River begins in the Tillamook State Forest in Washington County and flows approximately 83 miles to the Willamette River near West Linn in Clackamas County. This river has been a water source for the City of Hillsboro since 1940. In the summer, the river level drops too low for municipal use, so Hillsboro customers rely upon water stored in Barney Reservoir and Scoggins Reservoir. The Barney Reservoir is located in the Trask River Watershed at 1,640-feet above sea level and holds 20,000 acre-feet of water at capacity. An acre-foot is the amount that covers an acre with a foot of water. The Scoggins Reservoir, also known as Hagg Lake, covers 1,132 acres and stores approximately 59,950 acre-feet of water when full. Additional information about Hillsboro's current drinking water source is available at: [Hillsboro-Oregon.gov/Departments/Water/Your-Drinking-Water](https://hillsboro-oregon.gov/Departments/Water/Your-Drinking-Water).



Planning for the Future

Mid-Willamette River at Wilsonville

The City of Hillsboro and the Tualatin Valley Water District are partnering on the Willamette Water Supply Program (WWSP) to develop the mid-Willamette River at Wilsonville as an additional water supply source by 2026.

The Willamette River is a major tributary of the Columbia River and is the 13th largest river by volume in the United States. The river's main stem is 187 miles long and winds its way through Oregon's most populous cities, including Eugene, Salem, and Portland, in addition to farmlands, forests, and towns.

The WWSP includes building a modified water intake on the Willamette River, a water treatment plant, seismically resilient storage tanks, and more than 30 miles of large-diameter transmission pipeline traveling north from Wilsonville, through Beaverton, and into Hillsboro. The system is being designed to withstand the impacts of a large earthquake or other natural disaster so that water service can be restored quickly after a catastrophic event.

The new Willamette Water Supply System is one of Oregon's most important infrastructure projects. The system, when completed and put into operation, will supply water to more than 350,000 residents and some of the state's largest employers for the next 100 years. For more information, visit OurReliableWater.org or call 503-941-4570.

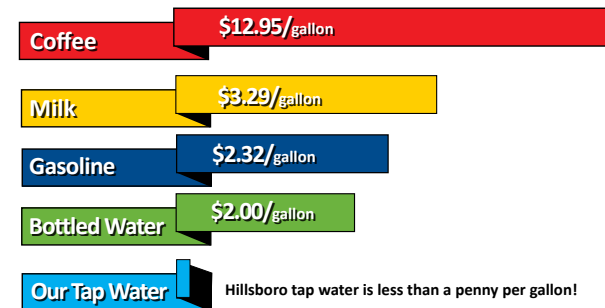
The Mid-Willamette River

will offer the City of Hillsboro significant benefits, including excellent finished water quality, seismic-resiliency, redundancy, ownership and control of the supply, year-round reliability, and better value.

The Value of Hillsboro Tap Water

One of the Best Deals Around

The Tualatin River originates in the Tillamook and Tualatin Watersheds and travels almost a hundred miles to finally reach City of Hillsboro's customer's taps. Each drop of Hillsboro's water is filtered, cleaned, tested, and distributed in an extensive process that produces some of the highest quality drinking water in the region.

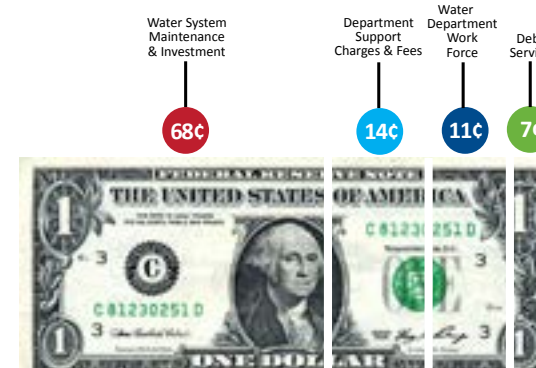


And all this happens at a cost of less than a penny a gallon. Hillsboro's tap water remains one of the lowest cost utility bills – a true bargain considering the resources and expertise it takes to treat and deliver safe and reliable water to customer's taps 24 hours a day, 365 days a year. When compared to other products used each day, tap water is clearly one of the best deals around.

What Determines the Cost of Hillsboro's Water?

- **Critical Upgrades and Replacement of Water Infrastructure:** From treatment plants to reservoirs to pipelines, much of the system that delivers water to and around Hillsboro was built decades ago. Aging parts of the system must be upgraded, repaired, and in some cases replaced to ensure safe, reliable drinking water delivery for Hillsboro water customers.
- **Investing in New Water Supply:** The City of Hillsboro and the Tualatin Valley Water District are developing the mid-Willamette River at Wilsonville as a resilient and redundant water supply source by 2026. This large scale water infrastructure project is currently under construction and includes building a water treatment plant, reservoirs, and more than 30 miles of large-diameter transmission pipeline traveling north from Wilsonville,

through Beaverton, and into Hillsboro. This new, reliable water supply partnered with our current water supply, the upper-Tualatin River, will support growth for Hillsboro residents and businesses for decades to come.



Where Does Your Dollar Go?

At the Hillsboro Water Department, our goals are to protect public health, deliver high quality water, and offer exceptional customer service at the lowest possible cost. We are dedicated to providing the best water service in the industry and have an excellent track record of efficient operations.

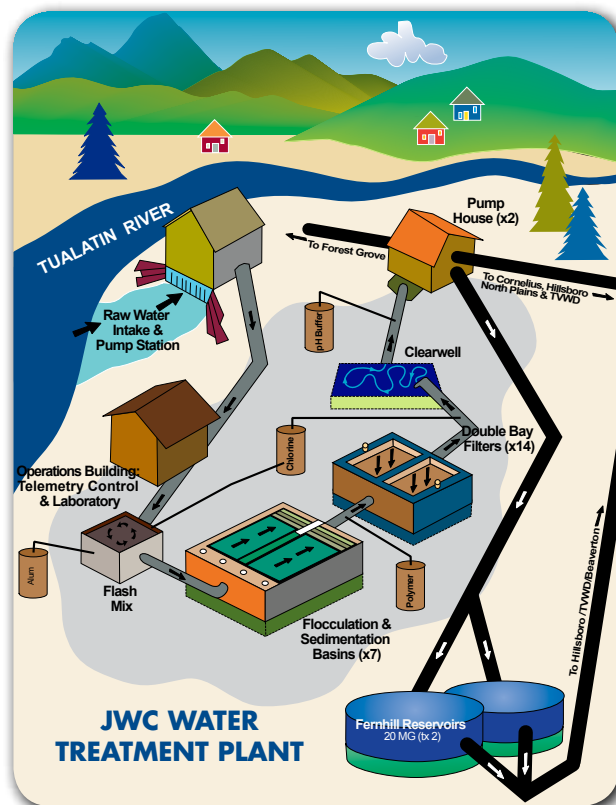
Proposed Water Rate Increase

The Hillsboro Water Department is proposing an 11 percent water rate increase for all rate classes (i.e. residential, industrial, commercial). For example, this proposal would increase the average residential customer's water portion of their monthly Utility Bill by \$3.25. If approved by the City of Hillsboro Utilities Commission, the water rate change would take effect October 1, 2017.

The City of Hillsboro Utilities Commission will hold a public hearing on Monday, July 10, 2017, at 6:30 pm in Room 113 B/C at the Hillsboro Civic Center, 150 E Main Street, to discuss the proposed water rate increase. Written and online comments will be accepted until 5 pm the day of the hearing. Additional information is available at: [Hillsboro-Oregon.gov/WaterRates](https://hillsboro-oregon.gov/WaterRates).

Keeping Your Drinking Water Safe

Comprehensive Water Treatment Process



The City of Hillsboro's water is drawn out of the upper-Tualatin River for filtration and treatment at either the Cherry Grove Slow Sand Filter Plant (SSF) or the Joint Water Commission (JWC) Water Treatment Plant. Both plants operate 365-days a year, 24-hours a day.

- **The SSF Plant** is capable of treating up to three-million gallons per day (MGD) and provides water to Cherry Grove, the City of Gaston, the L.A. Water Co-op, Scoggins Valley, and Dilley. After treatment, SSF water flows through an 18-inch line to Dilley. Along the way, water is fed to Hillsboro's country and wholesale customers.
- **The JWC Water Treatment Plant** is the largest conventional water treatment plant in Oregon, capable of treating up to 75 MGD. It provides water to the JWC partner agencies of Hillsboro, Forest Grove, Beaverton and Tualatin Valley Water District, and also wholesales water to North Plains.

Before reaching your tap, Hillsboro's water undergoes a comprehensive treatment and purification process to make it safe to drink. The process is overseen by state licensed drinking water operators:

- First, untreated water is drawn from the upper-Tualatin River and pumped to a mixing tank where chlorine and alum are added. The chlorine serves as a disinfectant and the alum causes small particles to rapidly "floc" or adhere to one another, making them heavy enough to settle out of the water into a sediment basin.
- After settling, polymer is added to remove turbidity, a common measure of the clarity of water.
- Water is then filtered through layers of fine coal and silicate sand. As particles are removed, turbidity disappears and clear water emerges. Removing turbidity is the best protection against Cryptosporidium.
- At this point, the lowest quantity necessary of chlorine is added. This kills harmful pathogens such as bacteria and viruses, and keeps these pathogens from growing in the more than 300-miles of water pipelines in the City of Hillsboro.
- Caustic soda is added to adjust the final pH and alkalinity.
- The treated or "finished water" is then temporarily stored in an underground water storage reservoir.
- Finally, finished water is either pumped to the Fernhill Reservoirs or directly into the two-large water transmission pipelines. From there, water travels into a network of storage reservoirs and distribution lines before arriving ready to drink at your tap.

The effective and dependable water treatment process has and will continue to provide decades of excellent quality drinking water to City of Hillsboro customers and beyond. Learn more at: JWCWater.org.

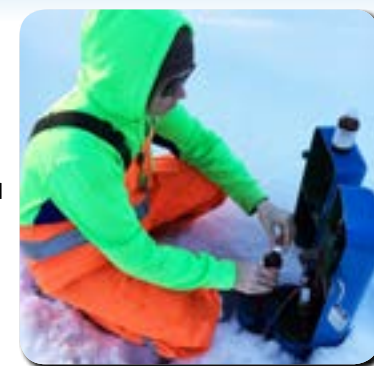
Monitoring to Ensure Water Quality

Your Tap Water is Safe to Drink

The Hillsboro Water Department collects water samples throughout the service area to test for coliform bacteria. Most coliforms are not harmful, but they can be an indicator that other disease-causing organisms may be present. If testing indicates that a routine sample contains coliforms, a set of repeat samples are collected and analyzed to determine whether any disease-causing organisms are present.

Cryptosporidium and Giardia are microscopic organisms that, when ingested, may cause gastrointestinal symptoms. There are no EPA mandated Maximum Contaminant Levels (MCL) required for either organism. MCLs are standards that are set by the EPA for drinking water quality. An MCL is the legal threshold limit on the amount of a substance that is allowed in public water systems under the Safe Drinking Water Act.

Because of the potential health effects of these organisms, the Hillsboro Water Department filters and chlorinates each drop of its drinking water. Testing of pre-treatment source water has detected small amounts of these organisms. However, the treatment process prevents the organisms from causing public health issues for Hillsboro water customers.



Abbreviations & Definitions

Reference Guide for Terms and Abbreviations

- **Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
- **Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- **Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- **Non-detected (ND):** Not detected at or above the MCL.
- **Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity of water. Turbidity in excess of 5 NTU is barely noticeable to the average person.
- **Parts Per Billion (ppb):** A unit measurement describing the level of detected contaminants that is one part by weight of analyte to one billion parts by weight of the water sample.
- **Parts per Million (ppm) or Milligrams per Liter (mg/L):** A unit measurement describing the level of detected contaminants that is one part by weight of analyte to one million parts by weight of the water sample.
- **Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.
- **Turbidity:** Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the plant filtration system. *Lowest monthly percentage of samples meeting limit.

2016 Sampling Results

REGULATED SUBSTANCES

					JWC Plant System		Slow Sand Filter Plant			
Substance	Unit of Measure	Year Sampled	MCL (MRDL)	MCLG (MRDLG)	Amount Detected	Range Low-High	Amount Detected	Range Low-High	Violation?	Typical Source
Chlorine	ppm	2016	[4]	[4]	1.34	0.83–1.34	1.76	1.11–1.76	No	Additive controls microbes
Chromium	ppm	2016	100	100	0.001	ND–0.001	ND	ND	No	Erosion of natural deposits
Nitrate (as Nitrogen)	ppm	2016	10	10	0.520	0.180–0.520	0.10	0.10–0.11	No	Runoff from fertilizer
Barium	ppm	2016	2	2	0.005	0.003–0.005	0.001	ND–0.001	No	Erosion of natural deposits

MICROBIOLOGICAL TESTING & TREATMENT CONSIDERATIONS

<i>E. coli</i>	Presence or Absence	2016	0	0	ND	ND	ND	ND	No	Human and animal fecal waste
Total Organic Carbons	ppm	2016	TT	NA	1.670	0.507–1.670	0.72	ND–0.72	No	Naturally present in environment
Turbidity	NTU	2016	TT	NA	0.053	0.021–0.053	0.99	0.06–0.99	No	Soil run-off
Turbidity (Lowest Monthly % of samples meeting limit)	NTU	2016	TT	NA	100%	100%	100%	100%	No	Soil run-off

DISINFECTION BY-PRODUCTS (DBP)

Total Trihalomethanes	ppb	2016	80	NA	46.3	11.8–47.0	17.0	9.2–25.4	No	By-product of chlorination
Haloacetic Acid	ppb	2016	60	NA	29.3	14.1–36.6	17.1	13.8–20.1	No	By-product of chlorination

LEAD & COPPER TESTING

Substance	Unit of Measure	Year Sampled (AL)	Action Level	MCLG (MRDLG)	Amount Detected 90th Percentile	Sites Above AL	Amount Detected 90th Percentile	Sites Above AL	Violation?	Typical Source
Lead	ppb	2015	15	0	2.5	0	4	1	No	Corrosion of plumbing Erosion natural deposits
Copper	ppm	2015	1.3	1.3	0.1095	0	0.113	0	No	

OTHER ITEMS OF INTEREST (COMBINED RANGES FOR JWC & SSFP)

Substance	Year	Range (mg/L)
Aluminum	2016	ND–0.03
Ammonia	2016	ND–0.09
Calcium	2016	4.6–6.4
Chloride	2016	4.1–4.5
Magnesium	2016	1.6–2.1

Substance	Year	Range (mg/L)
Orthophosphate	2016	0.01–0.02
Silica	2016	14.7–17.0
Sodium	2016	3.0–8.9
Sulfate	2016	1.4–10.7

Other Items of Interest:	
Fluoride:	Hillsboro does not Fluoridate
Hardness:	2-3 grains per gallon
pH:	(Normal range) 7.2 – 8.2

During the past year, the Hillsboro Water Department has taken hundreds of water samples in order to determine the presence of any biological, inorganic, volatile organic, or synthetic organic contaminants. The table shows only contaminants that were detected and are considered a risk to health if over the Maximum Contaminant Level (MCL).

Although, all detections listed here are well under the Maximum Contaminant Level (MCL), it is important to us that you know exactly what was detected and how much of the substance was present in the water. A more detailed list of sampling completed in 2016 is available on the Joint Water Commission website at: JWCWater.org.

Hillsboro Water

By the Numbers

While nature provides water, it takes pipes, pumps, reservoirs, treatment plants, and dedicated employees working around the clock to deliver clean, safe drinking water to the more than 24,000 homes and businesses we serve.

Get to know your water department and the vast water infrastructure we work hard to maintain.

- 75 employees
- 1 water source (upper-Tualatin River)
- 1 future water source (mid-Willamette River)
- 2 water intakes (Spring Hill and Haines Falls intakes, both on the upper-Tualatin River)
- 2 water treatment plants; one jointly owned
- 2 large (42 to 72 inches) jointly-owned transmission lines delivering water to Hillsboro
- 31.45 square miles of water system service area
- 331 miles of water pipelines beneath our feet
- 4" to 24" in size water pipelines
- More than 5 miles of 2" water mains
- 30 year old average water pipeline age
- 3 in-town reservoirs capable of storing up to 30.5 million gallons of finished water
- 1 out-of-town reservoir capable of storing up to 900,000 gallons of finished water
- 3 booster pump stations
- 3 pressure zones
- 16 Pressure Reducing Valve (PRV) stations
- More than 10,500 valves
- More than 25,000 metered water services
- 2,553 maintained fire hydrants
- Serving 84,000 in City of Hillsboro population
- 24,583 water customer accounts (residential, commercial, industrial)
- 3 wholesale customers
- 16.85 million gallons per day average daily water demand

Important Information

Water & Your Health

Some may be more vulnerable than the general population to contaminants in drinking water. Immuno-compromised persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with Human Immunodeficiency Virus (HIV)/Acquired Immune Deficiency Syndrome (AIDS) or other immune system disorders, some elderly, and infants can be particularly at risk from infections.



Immuno-compromised persons are encouraged to seek advice about drinking water from their health-care providers. The EPA and Centers for Disease Control and Prevention guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline.

EPA Safe Drinking Water Hotline 1-800-426-4791

Contact the hotline for additional information about contaminants and potential health effects.

EPA & Drinking Water Contaminant Regulation

Facts on Tap



In order to ensure your tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Federal Drug Administration (FDA) regulations also establish limits for contaminants in bottled water which must provide protection for public health.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

- **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Organic contaminants**, such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- **Radioactive contaminants**, which can be naturally-occurring or be the result of oil and gas production and mining activities.

Drinking and bottled water may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.

Source Water Assessment

Protecting Watershed Water Quality

In 2005, the Oregon Health Authority and the Department of Environmental Quality completed a source water assessment and report. The report identified and inventoried surface areas supplying water to the Tualatin River intakes and potential contaminant sources that may affect the water supply.

A total of 306 potential contaminant sources were identified. Of those, 295 sources are located in sensitive areas with high soil permeability, high soil erosion potential, high run-off potential, and areas within 1,000-feet of a river or stream. Potential sources of watershed contamination included agricultural/forest management applications, commercial land uses, residential/municipal land uses, and landslide and clear-cut forest areas. These are the existing potential sources of contamination that could, if improperly managed or released, affect the water quality in the watershed.

To view a summary of the assessment and report, e-mail Lindsay.Wochnick@Hillsboro-Oregon.gov, or call 503-615-6702.



Drinking Water & Lead

Protecting Public Health



Protection of public health is the Hillsboro Water Department's number one priority. Water is tested regularly to ensure every drop in the Hillsboro water system is safe to drink. This includes lead and copper sampling, the only water testing done by the Hillsboro Water Department using samples pulled from the very end of the distribution system – our customer's taps.

How does lead get into water? Household plumbing is the main source of lead in drinking water. This is usually from lead solder used in homes built or plumbed with copper pipes before 1985. Lead can also be found in brass plumbing fixtures and components. Lead can enter drinking water through corrosion of lead components in piping, home plumbing, or fixtures.

Who is most at risk? If present, elevated levels of lead can cause serious health problems. Pregnant women, young children, and infants are particularly vulnerable to lead.

Is there lead in Hillsboro's water? Hillsboro's drinking water comes from a high-quality source – the upper-Tualatin River - and consistently meets and exceeds all federal and state drinking water standards, including requirements for lead and copper. There are no known lead service lines or infrastructure components in Hillsboro Water Department's water distribution system. The majority of the water pipes are made of iron and steel, with some copper, and a small amount of plastic near MAX tracks areas.

Does Hillsboro monitor for lead in water? Yes. Water providers, including the Hillsboro Water Department, test for lead and copper on a required schedule set by the State of Oregon Health Department. Testing ensures water consumed by customers meet safe drinking water standards.

How does Hillsboro test for lead? As lead in drinking water is primarily from materials and components associated with customer's service lines and home plumbing, the Hillsboro Water Department conducts testing directly at customer's taps instead of in the distribution system. The process includes collecting water samples from at least 30 Hillsboro homes constructed from January 1, 1983 to June 1, 1985. Homes built during this timeframe are considered at highest risk for lead exposure through household plumbing sources. Samples are then shipped to an Oregon Health Authority-



accredited laboratory. The lab performs water analysis work and returns results to the Hillsboro Water Department.

The Hillsboro Water Department began sampling for lead and copper in 1992 and has never exceeded the EPA's action level in the city system. The next round of testing will occur in 2018. Results from past lead and copper testing can be found on the State's website at: yourwater.oregon.gov.

Is Hillsboro's water treated to reduce lead and copper levels?

The Hillsboro Water Department is required to provide treatment protection to minimize leaching. All water delivered to homes and businesses in the City of Hillsboro's service area has gone through optimized treatment for corrosion control. A form of soda to raise the pH and reduce the corrosiveness of the water is used to reduce the potential for lead to leach from private plumbing fixtures.

What actions can members of the community take to reduce lead in drinking water? The Hillsboro Water Department is responsible for providing high quality drinking water, but cannot control the variety of materials used in customers' plumbing components. Customers are encouraged to take the following measures to minimize the potential for lead exposure:

- Flush pipes for 30 seconds to two minutes before using water for drinking or cooking.
- Only use cold water for eating and drinking.
- Note that boiling water will NOT get rid of lead contamination.
- If necessary, use water filters and water treatment devices certified for effective lead reduction.

Additional information on lead in drinking water, testing methods, and steps to minimize exposure is available at EPA.gov/SafeWater/Lead or 1-800-426-4791.



Free Lead-In-Water Testing

Protect You & Your Family from Household Lead Exposure

Since you cannot see, taste, or smell lead dissolved in water, testing is a sure way of telling whether there are harmful quantities of lead in your drinking water. The City of Hillsboro Water Department provides free Lead-In-Water testing for Hillsboro residents, childcare facilities (daycares), and nonprofit organizations who are current customers and located in the Hillsboro Water Department's service area.

Learn more at: Hillsboro-Oregon.gov/Lead.



Left to right: City of Hillsboro Councilors Fred Nachtigal and Kyle Allen, Mayor Steve Callaway, and Councilors Rick Van Beveren, Olivia Alcaire, and Anthony Martin

Stay in the Know

- Visit the Hillsboro Water Department's dedicated website at Hillsboro-Oregon.gov/Water for news, events, public meetings, services, resources, and more.
- Follow us on Twitter.com/HillsboroWater and Facebook.com/HillsboroWater for timely updates on water-related news, events, and important notices.
- Download the 2017 Water Quality and previous year reports at Hillsboro-Oregon.gov/WaterQualityReport. To request a printed and/or Spanish-translated copy, e-mail: Lindsay.Wochnick@Hillsboro-Oregon.gov or call 503-615-6702.

Opportunities to Get Involved

- **Monthly Public Meeting:** The City of Hillsboro Utilities Commission meets the second Tuesday each month at 1:30 pm in Conference Room 207 at the Hillsboro Civic Center. Meetings are open to the public and agenda packets are posted in advance at: Hillsboro-Oregon.gov/Water.
- **Water Rate Public Hearing:** The City of Hillsboro Utilities Commission will hold a Public Hearing on Monday, July 10, 2017, to discuss a proposed water rate increase for all retail customer classes. The hearing will be held at 6:30 pm in Room 113 B/C at the Hillsboro Civic Center, 150 E Main Street. Public comment can be provided before the hearing by mail, phone, e-mail, or online. For additional information and direction on providing comments, visit: Hillsboro-Oregon.gov/WaterRates.

Frequently Asked Questions

- **Is the water fluoridated?** No. The City of Hillsboro does not fluoridate its water supply. Check with your dentist to see if supplemental fluoride is recommended for your family.
- **Is Hillsboro's water hard or soft?** Soft. The hardness of water is measured in grains per gallon (gpg). The City of Hillsboro water is soft, measuring at about two to three gpg.
- **What is the pH of our drinking water?** The City of Hillsboro's water is buffered to reduce pipe corrosion and protect against lead and copper exposure. The normal pH range for your drinking water is 7.2 - 8.2.

Understanding Your Utility Bill

The City of Hillsboro Utility Bill includes the following charges: Transportation Utility Fee (TUF), sewer fixed and usage, Surface Water Management (SWM), sanitary sewer and surface water management local service fee, and drinking water fixed and usage charge.

Monthly Bill Pay: Starting in October 2017, the City of Hillsboro Utility Billing will begin switching customers who have been traditionally billed on a bi-monthly basis to a monthly utility bill. This process will be implemented over the course of approximately 18 months, with a goal of having all customers transitioned to monthly billing before 2020. Monthly billing will allow customers the opportunity to improve budget planning, manage water consumption on a monthly rather than bi-monthly basis, and be alerted to possible leaks in a timelier manner. Customers will receive a letter of notification prior to their transition to monthly billing.

Pay and Manage Utility Bill: The City of Hillsboro offers four convenient ways to pay your utility bill – online, in person, by mail, or direct withdrawal. Learn more at: Hillsboro-Oregon.gov/UtilityBilling.



Learn More About Your Utility Bill

- **In Person:** City of Hillsboro Utility Billing, 150 E Main Street, First Floor, Hillsboro, Oregon 97123
- **E-mail:** Hillsboro-Oregon.gov/UBQuestions
- **Call:** 503-681-6163
- **Connect Online:** Hillsboro-Oregon.gov/Departments/Finance/Utility-Billing/Your-Bill

Health Protection Information Inside!

Este informe contiene información muy importante sobre su agua potable. Para obtener una copia de este informe en español, por favor llame al 503-615-6702 o visite Hillsboro-Oregon.gov/WaterQualityReport.



503-615-6702

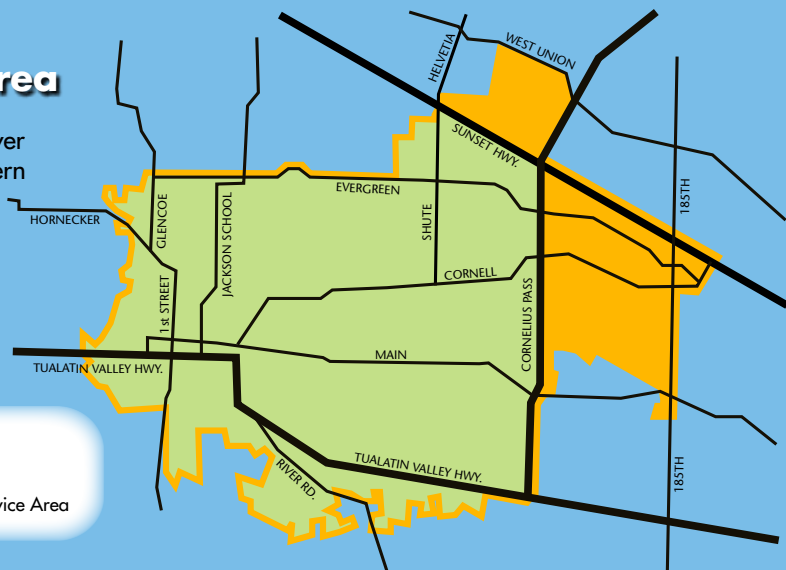
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Hillsboro, OR 97123



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City of Hillsboro Water Service Area

Service is also provided to over 600 rural customers in Western Washington County.



KEY

- Hillsboro City Limits
- Hillsboro Water Department Service Area