Fall 2026

The Water Drop

Your Seal Rock Water District Newsletter

5 reasons to use WaterSmart customer portal

A new tool to help SRWD customers monitor water usage, track billing, and detect leaks is now live online and ready to deliver on its name: WaterSmart.

Our new web-based portal was launched in September and is already assisting hundreds of our customers. If you haven't signed up yet or haven't heard much about the WaterSmart portal, here are the top 5 reasons to set up your free account.

1. Alerts Save You Money

By setting up your WaterSmart account, you can get alerts and notifications faster than any other option available. This software works in the background to detect leaks and sends you alerts using whatever communication method you choose in your preferences. From a slow toilet drip to a leak in a water line, undetected water loss costs you money. Portal alerts bring them to your attention quickly, saving you money.

2. Track Your Usage

Water leaks are one reason to track usage, but there are others. If water conservation is a goal, the ability to see your usage and compare it to other months or other years might be helpful. If you utilize a sprinkler system, tracking usage helps you to know exactly how much water you are using. Or if you are away on vacation, you can set up notifications that will alert you to any unplanned use. WaterSmart is timely, with a lag time of only 2-5 hours.

3. Detailed Billing

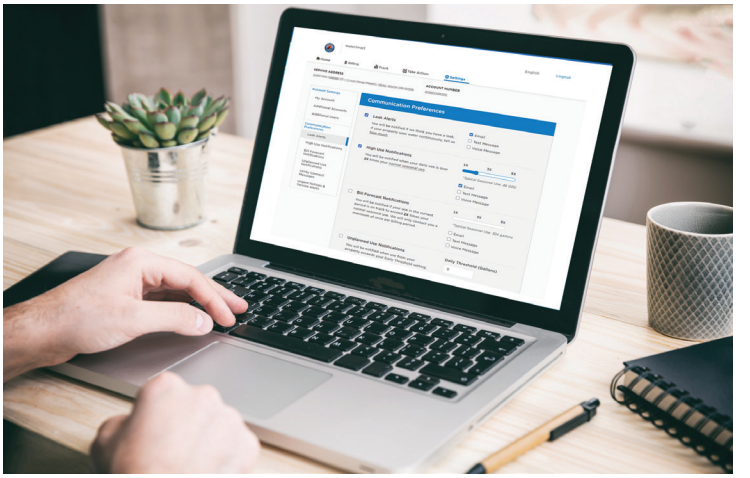
Through WaterSmart, you can view your detailed bill and, for those who pay online, click a link to Xpress Bill Pay to make payment. Whether you want to see your bill before the paper copy arrives via mail or if you pay online but want the detail that comes with the full utility bill, the portal allows customers to see their actual bill – not just a balance due.

4. Troubleshooting Leaks

Not only does WaterSmart alert you to leaks, the website also provides step-by-step instructions on how to fix hidden leaks, detect running toilets, or other measures that can fix problems and save you money.

5. It's Easy!

Setting up your WaterSmart profile is easy. Simply log on to srwdor.watersmart.com and enter your account number and your zip code. Once you are logged in, you will set up a username and password for future access. Once you are on the system, the first priority is to click "settings" to set up communication preferences, including leak notifications. You can also set up your household profile to help with water use recommendations. You can view WaterSmart on your desktop computer, laptop, tablet, and even your smart phone, although hourly water usage data isn't available on the phone.



TOP TIPS: Can you handle an emergency?

Whether it is a broken line on your property requiring a shut-off or a system-wide outage, water-related emergencies happen. Be prepared by taking these steps:

Keep A Water Supply

The Centers for Disease Control recommends storing one gallon of water per person in a household for drinking, cooking, and hygiene. Although CDC recommends a two-week supply, customers can make their own decision regarding the total quantity stored. Remember to keep it in a cool, dark place. Opinions vary on shelf life, but replacing annually is a generally accepted duration.

Find Your Meter

Many people are unaware of the location of their meter. Trust us – you don't want to be searching for it in an emergency. We recommend knowing where it is and keeping it clear of debris. Meter boxes are often located at the corner of your property just inside the right-of-way. They are located in a cement box with a metal or plastic lid. They will have a black circle on top, which is the antenna for meter reading. Your shut-off valve is in this box, which is why it is important to know its whereabouts. Can't find it? Call our office or use the website "contact us" form but please do that BEFORE you encounter an emergency.



Your Emergency Call

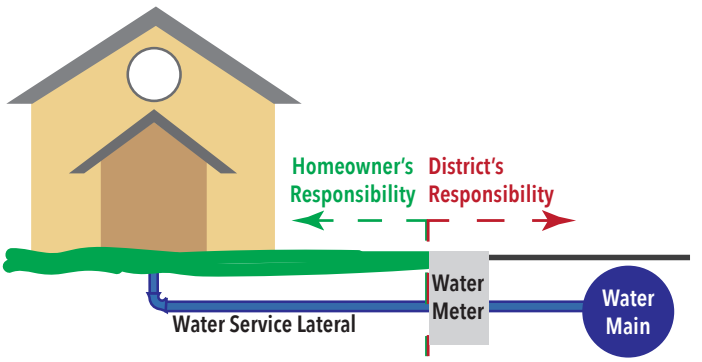
If you do encounter a water-related emergency, please call our office during business hours or 541-265-1935 after hours and on weekends.

Water and Sewer Line Protection Plans

What every customer should know about these offers

Seal Rock Water District occasionally hears questions about mailers and solicitations offering insurance or service plans for water service lines, sewer lines, and other utility-related plumbing.

These offers are provided by private companies and are not issued or endorsed by Seal Rock Water District. Customers should not assume that a solicitation represents an official District notice or that purchasing a private service plan is required to receive water service from the District.



Before purchasing a plan, customers may wish to consider the following:

- **Understand your responsibilities.** Customers are responsible for the water service lateral line from their house to the meter. SRWD is responsible for the line from the meter to the water main. (see graphic)
- **Review your existing coverage.** Check your homeowners insurance policy to determine whether any relevant repairs are covered or whether additional coverage is available.
- **Compare costs and coverage.** Carefully review the plan's price, coverage limits, exclusions, deductibles, waiting periods, and conditions for service or reimbursement.
- **Consider your individual circumstances.** The age and condition of your plumbing, the potential cost of a repair, and your ability to cover an unexpected expense may all factor into your decision.

Seal Rock Water District does not recommend for/or against any particular private insurance or service-plan provider. Customers are encouraged to review offers carefully and make the decision that best fits their individual circumstances.

Why Public Hearings Matter:

Your voice in the SRWD decision-making process

As a Seal Rock Water District customer, you periodically receive notices of public hearings on matters such as the District's annual budget or proposed changes to water rates. These hearings provide an important opportunity for our board and staff to sit down with the community, answer questions, and listen to customer perspectives about the District's finances, services, and priorities.

While the District carefully develops its proposed rates and budgets, we also recognize that our customers bring an important perspective to the conversation. Public hearings give the board an opportunity to consider how proposed decisions may affect customers and, when appropriate, look for ways to balance the District's financial needs with the interests of those we serve.

That was demonstrated during the recent public hearing on the District's proposed water rate adjustment for fiscal year 2026–2027. A customer took the time to review the proposed rates closely and raised a concern about how the proposed charges would affect different customer categories. The Board listened carefully to her concerns, discussed the issue with staff, and reviewed the underlying numbers.



Through that discussion, the Board determined that a modest adjustment to the proposed rate structure could address the customer's concern while still meeting the District's financial objectives. The Board therefore modified the proposed rate adjustment and adopted a revised rate for FY 2026–2027 that reflected both the District's operational needs and the perspective shared by our customers.

This is an important part of how public participation is intended to work. The District develops proposals based on careful financial and operational analysis, but the process does not end there. We listen, consider the community's perspective, and, when possible, find a reasonable path that balances the needs of the District with the interests of our customers.

The Board values the time and thoughtful participation our customers bring to these discussions. Public involvement strengthens the decision-making process and helps the District remain accountable to the community it serves.

Seal Rock Water District is the proud recipient of the 2026 Drinking Water Source Protection Award!

This award is presented by the Oregon Health Authority – Drinking Water Services in partnership with the Oregon Department of Environmental Quality.

The recognition celebrates the District's commitment to reducing contamination risks and protecting the quality of the drinking water source that serves our community.

This recognition is particularly meaningful because protecting source water is not something one person or agency can accomplish alone. It requires ongoing collaboration, communication, thoughtful planning, and a shared commitment to protecting the long-term reliability and quality of our water supply.

We offer our thanks and congratulations to everyone who has contributed to this important effort.



Keeping Water Quality at Its Best

What you should know about our annual flushing program

Each year, Seal Rock Water District (SRWD) crews perform routine flushing of the District's water distribution system as part of our ongoing commitment to provide customers with safe, reliable, high-quality drinking water.

Water main flushing is a preventive maintenance activity that helps maintain water quality throughout the distribution system. Over time, naturally occurring minerals, sediment, and other materials can accumulate within water mains. Flushing moves water through selected sections of the system at higher velocities, helping remove these materials and maintain the overall cleanliness of the distribution network.

During the annual program, District crews systematically open designated hydrants and flushing points to move water through the mains. This work also provides an opportunity for staff to observe system conditions, verify the operation of hydrants and valves, and identify potential maintenance needs.

What customers may notice

While flushing is underway, customers in nearby areas may experience temporary changes in water pressure or brief periods of cloudy, discolored, or slightly rusty-looking water. These conditions can occur when accumulated sediment is disturbed during flushing and are generally temporary.

If you notice discolored water, the District recommends avoiding laundry until the water clears, as the discoloration may stain clothing. You can run a cold-water tap for several minutes to help clear the water. If the condition persists, please contact the District office for assistance.

Customers may also notice District personnel and service vehicles working near fire hydrants and other water system facilities. This activity is planned maintenance and is an important part of keeping the system operating properly.

A year-round commitment to reliable service

The annual flushing program is one of several maintenance activities performed by District staff to protect water quality and maintain reliable service to our customers. With more than 65 miles of distribution piping serving the Seal Rock community, routine maintenance is essential to the long-term performance of the water system.

We appreciate our customers' patience and understanding while crews complete this important work. If you have questions or experience water quality concerns during or after flushing, please contact the Seal Rock Water District office at 541-563-3529.



Your Opportunity to Serve

Seeking Budget Committee members

Seal Rock Water District (SRWD) is seeking a community member interested in serving on its Citizen Member Budget Committee. The Budget Committee plays an important role in the district's financial planning and budgeting process, providing community perspective and helping ensure responsible stewardship of the resources entrusted to the district by its customers.

If you are interested in becoming more involved in your community and contributing to the future of our local water system, we encourage you to consider this opportunity. Interested individuals are invited to contact the Seal Rock Water District office to request and complete an application for consideration and appointment by the SRWD Board.

We appreciate the involvement of our community members and welcome those interested in serving!