



CITY OF BEND

Data from 2017

# ANNUAL DRINKING WATER QUALITY REPORT



*Great Water,  
Great Life!*

WATER TESTING

WATER SOURCES

WATER TREATMENT

AT A GLANCE

# City of Bend Annual Water Quality Report - 2017 Data



Welcome to the City of Bend 2018 Drinking Water Quality Report. Our highest priority is protecting public health by providing safe, high quality water services. Our goal is to preserve the precious resources entrusted to our care and maintain the safety and resilience of our unique water system. This report provides important information about the quality of your drinking water. We are proud to share these results with you.

Paul Rheault, Utility Department Director



This report includes information on how City of Bend drinking water meets or surpasses state and federal water quality standards, tips on how to interpret the data and an explanation of where your water comes from. The data presented is for January 1 through December 31, 2017. If you are a manager or owner of a business or multifamily dwelling, please share this report with your employees or residents. If you would like printed copies, please call Customer Service at (541) 317-3000 ext 2.

Steve Prazak, Water Quality Manager

*Cover Photo Credit: Scott Nelson*

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## WATER SOURCES AND TREATMENT

We are fortunate to have two high-quality drinking water sources - 1) surface water from the Bend Municipal Watershed is our year round primary source and 2) groundwater pumped from the Deschutes Regional Aquifer to supplement our supplies during peak season or in an emergency.

City of Bend surface water is treated by membrane filtration (removes *Cryptosporidium*, sediments, microbes, and organic material) and disinfection (protects against illness caused by bacteria, viruses and some protozoans) at the Outback Water Filtration Facility (below). Groundwater is disinfected when pumped. Disinfection also keeps the water safe in the distribution system as it travels to a reservoir and on to your tap.

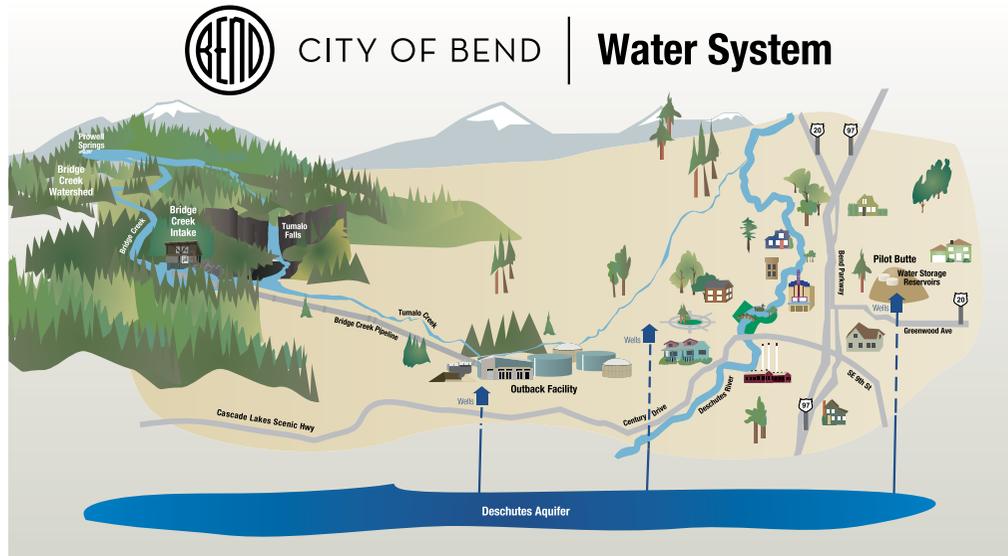


# The City of Bend Delivers Safe, Reliable, Award Winning Drinking Water From Two Sources

## WATER SOURCE #1

### Bend Municipal Watershed Surface Water:

Reinvestment in the Bridge Creek water supply system was completed in spring 2016. The system includes a modernized Bridge Creek intake facility, 10-miles new of pipeline and the new Water Filtration Facility (WFF) at the Outback site.



## WATER SOURCE #2

**Groundwater:** When water demands increase during the summer irrigation season, groundwater is pumped from deep within the Deschutes Regional Aquifer at well fields located throughout the water distribution system.



CITY OF BEND

**Great Water Since 1926**

## How do we keep it great?

The City protects your drinking water by routinely monitoring more than 130 regulated and unregulated contaminants (microbial, pesticides and herbicides, inorganic, organic, and radioactive contaminants) from both water sources. Your water meets or surpasses all State and Federal drinking water standards.



Water quality is assured through compliance with the Oregon Health Authority and the Federal Environmental Protection Agency regulations. For assessment and monitoring results, see Bend's annual Water Quality Report at [bendoregon.gov/waterreport](http://bendoregon.gov/waterreport).

### What are some risks that the City addresses?

- **Turbidity** is a measure of suspended particles in the water. Turbidity can increase from soil erosion during storms and/or melting snow. Water with high turbidity may have higher levels of bacteria. The new Water Filtration Facility (WFF) filters out these particles. Now the surface water system can remain in operation during high turbidity events that would have previously shut down the gravity-fed surface water from Bridge Creek.

- **Microbial contaminants**, such as viruses and bacteria, can come from sewage treatment plants, septic systems, agriculture livestock operations and wildlife. The City protects our watershed, and disinfects and monitors our drinking water. The City currently is required by Federal and State rules to filter and disinfect surface water, and to disinfect groundwater with chlorine to eliminate microbial contaminants.

# The City of Bend Delivers Safe, Reliable, Award Winning Drinking Water

Bend's drinking water has won numerous awards for Best Tasting Water locally and regionally, from 2002 to 2018. It also won an Environmental Protection Agency Sustainable Public Health Protection Award.



## TAP WATER DELIVERS

Bend's award-winning tap water is as pure as "premium" bottled water but costs a fraction of the price.

The Bend Water Conservation Program received national recognition by successfully achieving a "Silver Rating" by the Alliance for Water Efficiency for meeting the American Water Works Associations Standard for Conservation Programs. Conservation and efficiency practices reduce the amount of water the City of Bend uses all year long and can delay or defer the need for additional costly infrastructure. The City of Bend WaterWise Program is a key part of our larger Water Conservation and Management Plan.

For conservation tips, go to [waterwisetips.org](http://waterwisetips.org).  
**WaterWise:** *Water Isn't All You Save!*



UTILITY DEPARTMENT



**Accommodation Information for People with Disabilities.** To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact Utility Department staff at: (541)317-3000 ext. 2, Relay Users dial 7-1-1, email: [utilities@bendoregon.gov](mailto:utilities@bendoregon.gov).

# BEND'S WATER HISTORY

## BEND MUNICIPAL WATERSHED – HOW A FOREST WAS CONNECTED TO YOUR FAUCET

In 1923 the water system in Bend was owned and run by Bend Water, Light and Power Company, a privately owned utility company. The Deschutes River was the source at the time. It was facing serious contamination threats from newly built reservoirs and logging activities upstream of Bend which were contributing to significant algae blooms during the summer and creating ongoing risks to its continued use as drinking water. Ultimately, Bend Water Light and Power was forced to find a new, safer and protected water supply. This was no easy matter and they quickly became overwhelmed with the legal, engineering and capital requirements of finding a new supply. The City of Bend stepped in, purchased the private system and together with the community and the U.S. Forest Service, created the Bend Municipal Watershed and tapped a pristine source on Bridge Creek. Since 1926, through a joint agreement with the U.S. Forest Service, we have been fortunate to have a federal partner in the continuing production of water from this source. Now, thanks to the recent reinvestment in the surface water system, which included a major update to the Heidi Lansdowne Intake Facility, replacement of the 10-mile transmission pipeline and completion of our new state-of-the-art Water Filtration Facility, we will be able to continue the delivery of safe, secure and pristine drinking water from the Bend Municipal Watershed by gravity, for the next 100 years.

## A PEAKING SOURCE FROM UNDERGROUND

When water demands increase during the summer irrigation season, groundwater is pumped from deep within the Deschutes Regional Aquifer at well fields located throughout the water distribution system. This aquifer is unlike any in the United States. The the porous Upper Deschutes Basin recharge areas within the Cascades, readily absorbs both snowmelt and rainfall, which according to a U.S. Geological Report, recharges an estimated 3,800 cubic feet per second (cfs) each year. Averaged over the year, that is equal to about 2.4 billion gallons per day of recharge to



the aquifer, which is more groundwater than Bend uses in a year!

Bend is fortunate to have these two major sources of water supply that, when combined with our award-winning conservation and efficiency programs, and participation in the Deschutes Groundwater Mitigation Program, has created a long term sustainable water supply portfolio that is flexible and adaptable to impacts from climate change, such as those from recurring drought.

Both sources are further safeguarded in accordance with Oregon State Health Authority requirements, Federal Environmental Protection Agency (EPA) regulations and best management practices for water supply systems. The City works closely with the U.S. Forest Service based on our 1926 Watershed Agreement and Special Use Permits to continually protect our high-quality surface water from the risk of fire and other contamination threats. Our Stormwater Program has also secured federal permits which are focused on safeguarding the Deschutes Regional Aquifer from contamination risks through ongoing efforts to monitor and protect identified critical areas around wellheads and water facilities.



Patrick Griffiths  
Water Resources Manager

# WATER PROTECTION

## STORMWATER PROGRAM

The City's Stormwater Quality Program focuses on protecting local surface water and groundwater resources. Through education, public participation efforts, best management practices, and improvement projects, such as the Third Street underpass project and facility spill control upgrades, the City seeks to help ensure underground drinking water sources and our river are not negatively impacted by stormwater pollutants or spills.

In 2015, the City kicked off "Clean Water Works," a watershed education and incentive program to help minimize pollutants that can contaminate our water. This program continues with our current Clean Water Works Partner program, where area businesses and non-profits pledge to help protect our water quality and offer *you* discounts through 2018 (see more at right).



Wendy Edde  
Stormwater Program Manager



## CASH IN ON LOCAL DISCOUNTS

Visit [bendoregon.gov/cleanwaterworks](http://bendoregon.gov/cleanwaterworks) to print your free discount card.

See all our local partners and limited time offers!



## SOURCE WATER ASSESSMENTS

A Source Water Assessment of all City of Bend groundwater wells was completed in 2013. A Source Water Assessment for the City of Bend's surface water was completed in 2003.

Assessments consist of the following:

1. Identification of the Drinking Water Protection area
2. Identification of potential sources of pollution within the Drinking Water Protection area
3. Determination of the susceptibility or relative risk to the surface water from those sources.

## CROSS CONNECTION CONTROL PROTECTS YOUR WATER PURITY

One of the measures the City of Bend takes to ensure the safety of your drinking water is the implementation of a Cross Connection Control Program. This program is designed to prevent used water or other substances from returning back into the water supply. Cross connections occur when an actual or potential unprotected connection is made between drinking water and any substance which is not drinking water. Certain hydraulic conditions can cause water to flow in the opposite of its intended direction; this is called backflow and it can be dangerous.

Some examples of cross connection are lawn irrigation systems and fertilizer spray attachments, but even a garden hose used to fill a hot tub is a potentially dangerous cross connection. These cross connections require mechanical units, called backflow prevention assemblies, to be installed to prevent water from flowing backwards.

As a water customer, you are responsible to maintain your own plumbing system and to comply with annual backflow assembly testing to be performed by a State of Oregon certified backflow assembly tester, according to the plumbing code (UPC 603.0), City of Bend Code (14.3) and other state regulations (OAR 333-061-0070).

Plumbing permits are required when working on a plumbing system, including landscape irrigation systems. These systems include the installation of a backflow prevention assembly. Obtaining the proper permits minimizes your liability in the event of a backflow incident. The permit process ensures that work done on a plumbing system is carried out in a safe, correct manner. This protects you, your loved ones, your investments and your community.

If you have any questions about our Cross Connection Control Program, please contact us 541-317-3000 ext 2. Visit our website for more information at [bendoregon.gov/crossconnection](http://bendoregon.gov/crossconnection).

## BACKFLOW PREVENTION ASSEMBLIES AND THERMAL EXPANSION

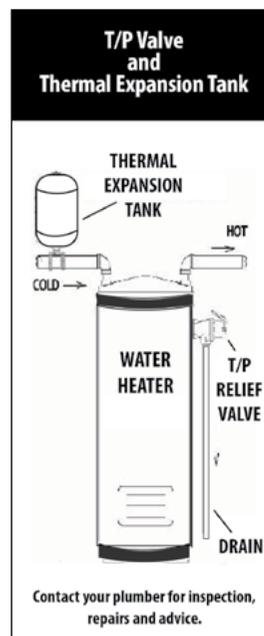
Backflow Prevention Assemblies (BPAs) prevent used water or other contaminants from entering the public water system. All customers who currently have or will have a BPA installed at their water meter/service line (at home or place of business) need to be aware of thermal expansion.

There is a potential hazard that exists in relation to the BPA and a water heater. Water heaters are installed with a temperature and pressure (T/P) relief valve that is designed to vent water if an over-pressurization occurs from an excessive rise in temperature. The condition, called “thermal expansion” is simply explained as an increase in volume due to a rise in temperature. The increase in volume, if not adequately released by the T/P valve, can force hot water backwards (backflow) through the water meter and back into the public water system.

However, when a BPA is installed the water cannot move backward beyond the BPA. Pressure can continue to increase and may cause damage to your plumbing system. This condition is rare, but with the BPA in place, the potential hazard exists. As the property owner, you need to understand

how to protect yourself from thermal expansion problems.

Make sure you have a properly installed and functioning T/P valve and thermal expansion tank, as required by Oregon Specialty Plumbing Code, Chapter 6, Article 608.2. If you do not have this protection or are unsure, please contact a licensed plumber. A licensed plumber can inspect, repair, replace and install a T/P valve and thermal expansion tank.



# WATER QUALITY INFORMATION FROM EPA

Drinking water, including 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. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 800-426-4791 or online at [epa.gov/safewater](http://epa.gov/safewater).

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 human activity.

## CONTAMINANTS IN DRINKING WATER SOURCES MAY INCLUDE:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agriculture livestock operations and wildlife.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, stormwater runoff and residential uses.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, or farming.
- Organic chemical contaminants, including synthetic and volatile organics, which are byproducts of industrial processes, and can also come from gas stations, urban stormwater runoff and septic systems.
- Radioactive contaminants, which can be naturally occurring.

To ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.



## IMPORTANT HEALTH INFORMATION FOR IMMUNO-COMPROMISED PERSONS

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at 800-426-4791.

### LEAD

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. City of Bend Utilities is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested.

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

### CRYPTOSPORIDIUM

*Cryptosporidium* is a microbial pathogen found in surface water throughout the world. Ingestion of *Cryptosporidium* may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. We highly encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection.

Surface water supplies are particularly vulnerable if they receive runoff or are exposed to human or animal wastes. Since wildlife inhabits the Bend Municipal Watershed, the City regularly monitors for *Cryptosporidium* and has done so since 2005. Historically, monitoring has indicated low levels in our source water. *Cryptosporidium* was detected in one of the 12 samples collected during 2017 at the Water Filtration Facility (WFF) before the filtration process. City of Bend's Water Filtration Facility removes *cryptosporidium*.



## WATER TESTING

The City of Bend Utility Department monitored for over 130 regulated and unregulated contaminants from both of its water sources throughout 2017, including pesticides and radioactive material. The data in the following tables are from January 1, 2017 to December 31, 2017, unless otherwise noted. Although Bend's water supplies are tested for all regulated and many unregulated contaminants, only contaminants that have been detected in the water are included in this report. Through our monitoring and testing, some contaminants have been detected. The results, however, continue to meet or surpass all State and Federal drinking water standards.

### TIPS FOR READING REPORT TABLES

Starting on the top left, read across:

- Maximum and Minimum Amount Detected represents the measured amount.
- MCLG is the goal level for that substance. MCL shows the highest level of substance allowed. Units is the means of measurement.
- Typical Source of Substance tells where the substance usually originates.
- In Compliance means the amount of the substance did not exceed government requirements.

## UNREGULATED CONTAMINANTS MONITORING RULE (UCMR3)

Beginning in 2013, large public water systems within the State of Oregon participated in the third phase of the Unregulated Contaminant Monitoring Rule (UCMR3). Unregulated contaminants are those for which the EPA has not established drinking water standards. Monitoring assists the EPA in determining the occurrence of these compounds and whether or not regulation is warranted.

For general information on UCMR3, visit <http://water.epa.gov/lawsregs/rulesregs/sdwa/ucmr/ucmr3> or contact EPA's Safe Drinking Water Hotline at 1-800-426-4791.

### 2017 RESULTS OF CRYPTOSPORIDIUM MONITORING OF BEND'S SURFACE WATER

The City of Bend collected and tested for cryptosporidium in 12 samples of untreated water from the WFF before treatment using filtration and disinfection. One cryptosporidium oocyst was detected in a 49 Liter sample.

| Location   | Number of Samples | Detections |
|------------|-------------------|------------|
| WFF Intake | 12                | 1          |

## REGULATED AND UNREGULATED SUBSTANCES DETECTED IN 2017 - PWSID# 4100100

### Regulated and Unregulated Substances Detected in 2017 PWSID# 4100100

| Regulated Contaminant  | Minimum Amount Detected   | Maximum Amount Detected  | MCL, Action Level, Treatment Technique or MRDL   | MCLG or MRDLG       | Source of Substance   | In Compliance? |
|--|---|--|--|---------------------|---|----------------|
| <b>Source Water from Bridge Creek Watershed</b>  |   |  |  |                     |   |                |
| Total Organic Carbon   | ND  | 1.02 ppm   | N/A  | N/A                 | Naturally present in the environment  | YES            |
| Cryptosporidium  | 0   | 0.091 (Oocysts / L)  | Treatment Technique  | N/A                 | Human or animal fecal waste   | YES            |
| Fecal Coliform ( <i>E. coli</i> )  | 0   | 10.6 (MPN / 100 mL)  | Treatment Technique  | 0                   | Human or animal fecal waste   | YES            |
| <b>Post Filtration &amp; Entry Points to Distribution System – from Bridge Creek Watershed and Groundwater Well Fields</b>   |   |  |  |                     |   |                |
| <i>NUTRIENTS, METALS, AND MINERALS</i>   |   |  |  |                     |   |                |
| Nitrate-Nitrogen   | ND  | 0.44 ppm   | 10 ppm   | 10 ppm              | Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits | YES            |
| Barium   | ND  | 0.004 ppm  | 2 ppm  | 2 ppm               | Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits  | YES            |
| Sodium   | ND  | 2.47 ppm   | N/A  | 20 ppm*             | Erosion of natural deposits   | YES            |
| Turbidity  | 0.009 NTU   | 0.267 NTU  | Must be less than or equal to 0.30 NTU in at least 95 percent of the measurements taken each month. Must at no time exceed 1 NTU | N/A                 | Soil runoff   | YES            |
| <b>Distribution System of Reservoirs and Mainlines</b>   |   |  |  |                     |   |                |
| <i>MICROBIOLOGICAL CONTAMINANTS</i>  |   |  |  |                     |   |                |
| Total Coliform (non-fecal)   | 1 of 1,070 samples collected throughout 2017 had detectable coliform bacteria |  | No more than 5% samples test positive in any month   | Zero positive tests | Naturally present in the environment  | YES            |
| <i>DISINFECTION BYPRODUCTS</i>   |   |  |  |                     |   |                |
| Haloacetic Acids   | ND  | 24.6 ppb   | 60 ppb   | N/A                 | Byproduct of drinking water disinfection  | YES            |
| Total Trihalomethanes  | 0.9   | 34.0 ppb   | 80 ppb   |                     |   | YES            |
| <i>DISINFECTION RESIDUAL</i>   |   |  |  |                     |   |                |
| Free Residual Chlorine   | 0.07 ppm  | 1.28 ppm   | 4 ppm  | 4 ppm               | Remaining chlorine from disinfection process  | YES            |
| <b>Lead and Copper Samplings at High-Risk Residential Water Taps: Two Rounds of Sampling from June 5<sup>th</sup> – June 13<sup>th</sup> and July 13<sup>th</sup> – December 22<sup>nd</sup> in 2017</b> |   |  |  |                     |   |                |
| Regulated Contaminant  | 90 <sup>th</sup> Percentile Value   | Number of Sites Exceeding Action Level                                   | Lead and Copper Rule Exceedance  | MCLG                | Source of Substance   | In Compliance? |
| Copper (June 5 <sup>th</sup> – June 13 <sup>th</sup> )   | 0.140 ppm   | 0 of 60 samples (0%) exceeded the Action Levels for both Copper and Lead | More than 10% of homes / commercial buildings have levels greater than <u>1.35 ppm for Copper</u> and <u>15.5 ppb for Lead</u>   | 1.3 ppm             | Corrosion of household and commercial plumbing systems                                      | YES            |
| Lead (June 5 <sup>th</sup> – June 13 <sup>th</sup> )   | 1.00 ppb  |  |  | 0 ppb               |   |                |
| Copper (July 13 <sup>th</sup> – December 22 <sup>nd</sup> )  | 0.111 ppm   | 0 of 60 samples (0%) exceeded the Action Levels for both Copper and Lead |  | 1.3 ppm             |   | YES            |
| Lead (July 13 <sup>th</sup> – December 22 <sup>nd</sup> )  | 0.00 ppb  |  |  | 0 ppb               |   |                |

\*EPA advisory level only

# DEFINITIONS AND UNITS OF MEASURE

## **Action Level**

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which 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 contamination.

## **Nephelometric Turbidity Unit (NTU)**

A measure of water's clarity (turbidity).

## **Not Applicable (N/A)**

## **Not Detected (ND)**

Substance not detectable using current monitoring equipment.

## **Part per Million (ppm)**

Also known as milligrams per liter (mg/L) which is equal to the number of milligrams of a substance in one liter of water. One part per million is equal to 1,000 parts per billion.

## **Part per Billion (ppb)**

Also known as micrograms per liter ( $\mu\text{g/L}$ ) which is equal to the number of micrograms of a substance in one liter of water.

## **90th Percentile**

This means that 90 percent of the samples collected were equal to or below the value reported.

## **Treatment Technique**

A required process intended to reduce the level of a contaminant in drinking water.



# CITY OF BEND WATER BASICS

## FREQUENTLY ASKED QUESTIONS

### *How is our drinking water tested?*

The City of Bend Utility Department monitors for over 130 regulated and unregulated contaminants from each (or both) of its water sources. The monitoring results in this report are from 2017. If a known health-related contaminant is not listed in this report, it was not detected in our drinking water.

### *Does the City of Bend add fluoride to our drinking water?*

No. City of Bend does not add fluoride to the water. Fluoride is a naturally occurring trace element in surface and groundwater. You may want to consult with your dentist about fluoride treatment to prevent tooth decay.

### *Is our water hard or soft?*

Typically City of Bend water sources have a hardness level range of approximately .99 - 1.46 grains of hardness per gallon. This makes our water within the “soft” to “slightly hard” range as classified by the U.S. Department of the Interior and the Water Quality Association.

### *How can I access specific water information for my hobby?*

- AQUARIUM OWNERS: Nitrate Levels  
<https://yourwater.oregon.gov/chemssingle.php?pwsno=00100&analyte=1040>
- FERMENTERS: Zinc Levels  
<https://yourwater.oregon.gov/chemssingle.php?pwsno=00100&analyte=1095>
- Chlorine (Cl) Residual:  
<https://yourwater.oregon.gov/dcoliform.php?pwsno=00100>

### *Can I access specific testing results?*

Use the link below to access City of Bend's water data online at Oregon Public Health Drinking Water Data Online:

<https://yourwater.oregon.gov/chemssingle.php?pwsno=00100>



# WATER CONSERVATION IN BEND

## A COMMUNITY COMMITTED TO CONSERVATION

Water conservation continues to be an important source of supply for the City of Bend. By doing more with less, the City's water supplies last longer into the future. That's good news for everyone - water customers save on monthly bills, the City saves on new utility infrastructure, and the community continues to enjoy this precious resource and healthy environment for generations to come. Do your part and be WaterWise! Water isn't all you save!



Mike Buettner  
Water Conservation Manager



## STREETSCAPE TRANSFORMATIONS

Streetscapes are the latest eye-catching trend in Bend WaterWise landscaping. Transforming that narrow or irregular lawn strip between the street and sidewalk into beautiful streetscapes can improve your home's curb appeal and save thousands of gallons of water each growing season. The free Streetscape Guide provides step-by-step guidance and four beautiful sample plans to get you started:

- Simple Transformation
- Urban Meadow
- Perennials for Pollinators
- High Desert Natives



# RESOURCES TO HELP YOU SAVE

## TRANSFORM YOUR LANDSCAPE

The WaterWise Program offers a variety of tools and resources to help transform a thirsty landscape into a Bend WaterWise Landscape. Three new educational guides: the WaterWise Landscape Guide, WaterWise Irrigation Guide, and WaterWise Streetscape Guide are helping Bend water customers save water in the landscape. Visit [waterwisetips.org](http://waterwisetips.org) to view and download these new materials or pick up a printed copy at our first floor WaterWise information display at City Hall.



## INSPECT YOUR IRRIGATION SYSTEM

Conduct regular inspections of your irrigation system to ensure it is getting water to where it belongs – the plant roots. Too often irrigation systems over spray water into our streets and sidewalks. This isn't only costly to the customer, it can also bring debris and potentially harmful contaminants into stormwater catch basins, creating unnecessary watershed health and maintenance issues. The Utility Department offers free system inspections through the Sprinkler Inspection Program. Visit [waterwisetips.org](http://waterwisetips.org) for more information and to request an inspection.



## MAKE REGULAR IRRIGATION SCHEDULE ADJUSTMENTS

Excessive irrigation run times can cause serious water waste as water travels below plant roots. This is a common occurrence in Bend with our naturally sandy, well-draining soils. The best way to prevent over-watering is to make regular schedule adjustments throughout the growing season (April – October). Water needs for a Bend landscape peak in mid to late July, but are much less earlier and later in the growing season. Pick up a copy of the WaterWise Irrigation Guide for more information.



## IRRIGATION HOURS AND DAYS

- No irrigation 9 a.m. - 5 p.m.
- Even addresses irrigate on even days
- Odd addresses irrigate on odd days
- Zero sprinkler overspray and runoff

# CITY OF BEND

## CITY COUNCIL

Bruce Abernethy

Nathan Boddie

Barb Campbell

Justin Livingston

Bill Moseley

Casey Roats, Mayor

Sally Russell, Mayor Pro Tem

## CITY MANAGER

Eric King

## UTILITY DEPARTMENT

Paul Rheault, Utility Director  
541-317-3000 ext 2

## UTILITY WEBSITE

[bendoregon.gov/utilities](http://bendoregon.gov/utilities)



CITY OF BEND

# CONTACT US

## QUESTIONS ABOUT YOUR WATER?

For information about this report or if you have questions about your water quality, call Steve Prazak, Water Quality Manager at 541-317-3000 ext. 2 or visit the City of Bend website at [bendoregon.gov/waterquality](http://bendoregon.gov/waterquality).

## REQUEST A PAPER COPY

You are likely reading the report online, rather than a traditional paper copy sent by mail. The Environmental Protection Agency recently changed the requirements to allow utilities to communicate this important information digitally.

Customers are still able to request a paper copy and can do so by calling 541-317-3000 ext 2 or completing a request form online at [bendoregon.gov/reportrequest](http://bendoregon.gov/reportrequest).

## UTILITY BILLING

For information about your water bill or to stop/start your water service, call Utility Billing at 541-388-5515. For rate information and online payment services visit our website at [bendoregon.gov/utilitybilling](http://bendoregon.gov/utilitybilling).

## SPANISH (ESPAÑOL)

Este informe contiene informacion muy importante sobre la calidad de su agua potable. Por favor lea este informe o comuniquese con alguien que pueda traducir la informacion.

This report contains important information about the quality of your drinking water. Please read this report or contact someone who can translate the information.



The City of Bend will provide auxiliary aids services to persons with disabilities. To request an ADA accommodation of this information in an alternate format such as Braille, large print, electronic format, and audio please contact the Utility Department at 541-317-3000 ext. 2 or e-mail: [utilities@bendoregon.gov](mailto:utilities@bendoregon.gov).