

The Water Connection



A Newsletter Prepared by Crystal Springs Water District

Issue 16

March 2021

Westside Reservoir Project:



This Project is 95% complete and will be completed by June 2022. The reservoir is on, and now feeding the Mid-Valley of our District.

South Valley Project:



Project 85% complete and scheduled to be completed June 2022. Tank will be online May of 2022.

Crystal Springs Water District was awarded Outstanding Performance Award from Oregon Health Authority.

Superintendent Fred Schatz was awarded 2021 State of Oregon Manger of the Year by the SDAO (Special District Association of Oregon)

Office Hours

8:00am-4:30pm

Monday-Friday

Office Phone

(541) 354-1818

Emergency

(541) 806-3818

Office Email:

office@cswdhr.com

Supt. Fred Schatz

Email:

fred@cswdhr.com

Bills are mailed

on the 1st, and

are due on the 15th

Website:

www.cswdhr.com

Board Meetings

Third Thursday of

Every Month at

3pm

check

cswdhr.com

For Additional Infor-
mation

Odell Water Company Consolidation

Crystal Springs Water District welcomes our new customers of the former Odell Water Company. The consolidation of Odell Water Company was completed December 31, 2021. We look forward to serving you. Future plans include re-building the Davis spring source. This will make this source protected from surface influence and protect it from contamination. When complete it will provide our District with emergency water source .

Crystal Springs Water District bills residential, commercial and industrial accounts on a monthly basis. Water meters are read on the same schedule. Crystal Springs Water District charges a monthly Base Rate based on meter size, which does not include any

PAYMENT OPTIONS

FREQUENTLY ASKED QUESTIONS

- **Online payments:** visit our website CSWDHR.com or make an electronic payment through your bank.
- **Automatic payments:** from credit or debit cards are available. Contact the District Office or login to your online account to set up.
- **Automatic withdrawal:** from your checking or savings account. Contact the District Office to set up.
- **Pay by phone:** (541) 354-1818 Press 1, with Visa, MasterCard or Discover.
- **In-person or Drop box:** Our District Office located at 3006 Chevron Drive,

How do I start or stop my water service with Crystal Springs Water District?

Please contact the District Office or visit CSWDHR.com/contact/ to fill out and send us a copy of the Start/Stop Service form.

Will I need a deposit to start service?

No, Crystal Springs Water District does not require deposits for new customers.

Can I pay my bill online?

Yes, we have many options available.

Why is my bill the same as last month?

Water consumption is billed in 1,000 gallon increments. Some customers have a very specific daily routine which carries over to a consistent use of water in their homes. It is not uncommon for the water usage to stay the same each month.

Can I change the due date on my bill?

Our billing system does not allow custom-



QUESTIONS REGARDING YOUR ACCOUNT

If you have specific questions about your account, payment options or monthly statement, please contact our District Office at (541) 354-1818 during business

Check out our project page on cswdhr.com for on going project updates.