



NEAHKAHNIE WATER DISTRICT
DECEMBER 2025 NEWSLETTER
HAPPY HOLIDAYS

NEAHKAHNIE CITIZEN ADVISORY COMMITTEE (NKN CAC)

All Neahkahnie residents and property owners are encouraged to become members of the NKN CAC to stay informed about County and State matters impacting Neahkahnie. Go to

<https://www.nkncac.org/> to learn about and join the NKN CAC.

Contact admin@nkncac.org with questions.

WINTER IS COMING

First the rain, then the cold! It is time to winterize our houses. The following are some basic steps to consider in preparation for times when the temperatures drop below freezing.

1. Remove garden hoses from hose bibs (outside faucet) and drain and store the hoses. Even a frost-free hose bib can freeze and break if a hose is left connected to it.
2. If you are going to be away from your house for some period, consider shutting off your water. This is best done using your whole house shut off valve. If you do not have a house shut off valve, the water can be shut off at the water meter. By the way you should know where your water meter is located!

The hot water tank should be shut off, even a tankless hot water heater should be shut down if the water is turned off. Water to dishwashers, washing machines and refrigerators should be shut off if there is no whole house shutoff valve.

Water damage from frozen pipes is one of the biggest types of damage to houses. Even in non-freezing periods, it is advisable to shut off the house water if you are going to be away for even a few days.

If you have circulating water or steam heat, you should consult a service expert on the best way to winterize such a system before shutting off the water.

3. Water to automatic sprinkler systems should be shut off and preferably the lines drained.

4. Unless you truly winterize your house by draining the water from all delivery lines including the hot water tank and adding recommended amounts of non-toxic antifreeze to the toilets and drains, you should keep the house heated to avoid pipes from freezing. Various sources recommended keeping the house temperature no lower than 55 degrees. In the event of power loss, this may not be possible. Therefore, it may be advisable to have a local service regularly monitor your house in your absence.

5. Water pipes in unheated crawl spaces can freeze so it may be advisable to seal foundation vents during the winter months. Pipes close to open foundation vents can be particularly at risk during very cold periods.

6. If you leave the electric power on, likely necessary for heating, you may want to unplug electric appliances to avoid the risk of fire if there is a faulty switch.

7. You might want to consider installing devices such as water flow and low temperature sensors. There are also devices such as Ting which can provide notification of problems.

WATER PRESSURE IN YOUR HOUSE

Water pressure in the Neahkahnie water system can be more than 150 pounds per square inch. Such high pressure can damage household appliances such as dishwashers and washing machines. It can also rupture hoses to dishwashers, washing machines and ice makers. Therefore, every house in Neahkahnie should have a pressure reducing valve installed in the water line. Typically, such valves are installed either adjacent to the water meter or just after the whole house shut off valve. These should be installed by a licensed plumber.

The pressure in your household system can be easily checked with a pressure gauge at your hose bib. Such a gauge costs about \$10 and is worth the investment to see if your

system has a pressure issue that could cause a significant water leak. The water pressure should be no more than 80 pounds per square inch, and preferably no more than about 60 pounds per square inch.

You may want to periodically check your system's pressure even if you have a pressure reducing valve since they can fail.

One additional comment. Water supply hoses to washing machines and dishwashers should be braided stainless steel to minimize the possibility of the hose rupturing.

E-MAILS AND CELL PHONE NUMBERS REQUIRED!

The Neahkahnie Water District requires that all customers provide a current e-mail address and cell phone number. The phone number and e-mail are necessary in the event the District needs to provide an emergency notice. For example, such a **notice** would be necessary if a leak were detected in your house or if there was a problem with service in your area.

In the event these are not current, please provide a current e-mail and cell phone number on the District's website: nknwd.org. Alternatively, you can provide the information on the pre-paid postcard has been included with this Newsletter and mail it to the District.

As indicated in the following topic, there are a significant number of customers who have not provided e-mail addresses. The District is exploring the capability of providing emergency notices through the county's Nixle program but significantly more information can be provided via e-mail. You would need to be signed up with Tillamook county to receive Nixle alerts if the District can implement this alert method.

DISTRICT MOVING TO E-MAIL BILLING

Due to the cost of mailing water bills, the District is moving toward only providing water bills to customers by e-mail. While many customers currently receive their bills by e-mail, a significant number are still requesting the bills be sent by regular mail. This costs the District hundreds of dollars every billing cycle.

In the near future, the District will start charging a fee to customers who request their bill be sent by regular mail. The District will advise all customers before this charge is implemented but please provide a current e-mail address to avoid any future charge.

The District is also **considering moving to monthly billing** instead of the current bi-monthly billing. We are interested in your thoughts on this. Please go to the District's website (nknwd.org) and indicate your preference.

AUTOMATIC WITHDRAWAL TO PAY WATER BILL

From the District's standpoint the most convenient way to receive payment of a water bill is by automatic withdrawal from a bank account. However, we understand that many customers do not want to use this method of payment for a variety of reasons. Many customers who receive their bill by e-mail, print out the bill for their records and either mail or bring a check into the District's office. This method of payment is fine if it works better for you.

SYSTEM IMPROVEMENTS

The District has made two significant investments in infrastructure improvement over the last year. First, the SCADA system (which stands for Supervisory Control and Data Acquisition) was replaced. The SCADA system is used to monitor operations of the water system such as water level in the reservoirs and pump activation. Technical support for the old system had effectively terminated and the hardware was aging.

Second, emergency, on-demand, propane-powered electrical generators were installed at three critical points in the water delivery system. It is necessary to pump water from the treatment points to the reservoirs. These pumps are powered by electricity. Water level in the reservoirs provides the head pressure to supply water to customers. In the event of a prolonged electrical outage, the District would have faced a water supply issue as the water level in the reservoirs could not be maintained. Now in the event of an electrical outage, the generators will operate and the system will continue to function.

The total cost of these two improvements was more than \$100,000.

DISTRICT CHALLENGES

There are several challenges the District is facing. The following is only a partial list. The Board encourages customers to attend (by remote access since we have VERY limited space in the office) the Board's meetings.

1. Operator resigned. Our system operator resigned last month so we are currently looking for a new operator. Unfortunately, licensed operators are in short supply. Currently we are using contractors to operate the water system which further strains an already challenged budget.

2. Hillcrest Tank Repair. If you attended one of the last two public meetings the Board held, you know that Hillcrest reservoir has issues. The District is planning on having repairs done on the tank in the spring. The Board believes these repairs will yield up to another 10 years of use from the tank.

3. New Reservoir. None of the District's three reservoirs is seismically rated. The existing reservoir capacity is barely adequate for summer water demand. At historical growth rates for single family residences, water demand is expected to increase by more than 40% over the next 25 years. While there is no way to predict the number of new housing units that may be built through the multiplex housing initiative, any of such residential units will increase water demand.

The three primary questions that must be answered regarding a new reservoir are: its capacity; timing of construction; and how to pay for what will be a multi-million dollar project.

The District has an advisory committee looking at the issues. The meetings of the committee are public so sit in (remotely) if you are interested. The date and time of committee meetings will be posted on the District's website as well as in the local post offices.

As always, do not hesitate to reach out to the District's Business Office Manager or one of the Commissioners if you have any questions or concerns about your water service.

HAPPY HOLIDAYS and a HAPPY NEW YEAR from NKNWD!

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