

UTILITIES, from page 12

providing oversight of the bureaus' work – from capital spending to rate-setting. The PUB meets at least once a month, and includes time for public comment at each meeting.

We forged a unique partnership with the Citizens' Utility Board of Oregon. They now serve as an independent watchdog for our residential ratepayers, and are already paying dividends – persuading the Council to end an outdated developer subsidy.

And working with neighbors and community partners, we developed a new Surplus Property Policy, establishing a more transparent public process for selling bureau-owned land.

Protecting our environment

I have learned a powerful truth: what's good for the environment is also good for our ratepayers.

1. Green Streets: Our capital investment program builds innovative "green streets" in neighborhoods to manage stormwater runoff. In addition to bringing nature to the city, green streets keep over 50 million gallons of stormwater out of our sewer system each year.

2. Clean Energy: Our utilities are doing their part to generate clean energy. At BES, methane helps power our facilities. We also ship biosolids from the treatment plant to an Eastern Oregon farm as fertilizer, keeping it out of expensive landfills. The Water Bureau harnesses clean energy by using solar

panels at its facilities and generating renewable hydropower at the Bull Run Watershed dams.

3. Crystal Springs: BES is dedicated to restoring our rivers and streams to reduce flooding, protect watersheds, and improve water quality. Crystal Springs Creek's nine culverts and a shallow duck pond made the creek inaccessible to fish for decades. BES worked with community partners to remove the culverts, restore wetlands, and plant native trees. When we rededicated Westmoreland Park along the creek in October 2014, Coho salmon had returned for the first time in 40 years.

4. Watershed Health Report Cards: This year, we launched an innovative new tool to track our watersheds: Watershed Health Report Cards. Each watershed is assigned a letter grade (A – F) for temperature, mineral content, wildlife numbers, tree canopy, and more.

Not only will the city be better able to identify problem areas, but Portlanders will also get a better picture of the City's overall environmental health.

Protecting our historic reservoirs

Thanks to our pure Bull Run water, we're the only city in America to get a waiver from the federal requirement that we filter our water – saving ratepayers tens of millions of dollars.

After more than a decade of fighting LT2, which requires the city to discontinue using open-air reservoirs, we are moving forward with plans supported by the community.

This year, the City worked with Portlanders to maintain the historic features of the decommissioned Mt. Tabor reservoirs, and to develop a plan to bury the Washington Park reservoirs.

Preparing for "The Big One"

We know that someday our region will be hit hard by an earthquake—that's why we are investing now to make our system more resilient.

From rebuilding our Interstate Maintenance and Operations Facility to burying our reservoirs and fortifying the major pipes under the Willamette River, we are working to ensure that our water system continues to function after the "Big One."

Improving customer service

We are committed to improving customer service, and to safeguarding customers' financial data.

Last year, we launched a new monthly billing option. About 18,000 customers use e-billing, saving paper and printing and

mailing costs. I signed up—it's convenient and easy to use. And, we are part of a citywide effort to meet new security standards designed to protect our customers' sensitive payment information.

We're reducing the hold times when customers need help. Our goal is no more than two minutes, and we are beating that goal consistently.

And, we're working to strengthen our relationships with customers big and small – including our critically important partners in the Regional Water Providers Consortium.

Conclusion

Thanks to visionary Portlanders over a century ago, we have an abundant supply of high quality, safe, and reliable water from the Bull Run Watershed. Using green practices, we are doing our part to protect the environment and save ratepayer dollars.

As commissioner in charge of our public utilities, I am committed to being a good steward of our remarkable system – and honored to serve the citizens of Portland.

CareOregon
goMobile team



OHP Navigation Clinics

CareOregon and our partners make Oregon Health Plan navigation easy! We offer help with:

- Medicaid medical, dental and mental health appointments
- Medicare eligibility for disabled and elderly adults

Find us at these locations:

City Team, 526 SE Grand Ave.
Oct 7 8-10 a.m.
Oct 21 8-10 a.m.

Clackamas County Transition Center
1024 Main Street, Oregon City
Oct 14 1-3 p.m.
Oct 28 1-3 p.m.

Lloyd Center, 2nd Floor by Cinnabon
Oct 7 11:30 a.m.-1:30 p.m.
Oct 21 11:30 a.m.-1:30 p.m.

P:EAR 338 NW 6th Avenue
Oct 9 11 a.m.-1 p.m.

Portland Rescue Mission,
111 W Burnside
Oct 1 8-10 a.m.
Oct 8 8-10 a.m.
Oct 15 8-10 a.m.
Oct 22 8-10 a.m.
Oct 29 8-10 a.m.

Virginia Garcia Newberg
2251 E. Hancock St, Newberg
Oct 10 11 a.m.-2 p.m.

Union Gospel Mission, 3 NW Third Ave.
Oct 20 2-4 p.m.
Oct 27 2-4 p.m.

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