COOS BAY • NORTH BEND
WATER BOARD

ANNUAL REPORT

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www.cbnbh2o.com

FISCAL YEAR
2023-2024

BOARD OF DIRECTORS

Left to right:
Carmen Matthews, Chair; Bill Richardson, Vice-Chair;
J. Gregory Solarz, Member; Rob Kilmer, Secretary

Carmen Matthews, Chair

Bill Richardson, Vice-Chair

J. Gregory Solarz, Member

Rob Kilmer, Secretary

BOARD OF DIRECTORS' MESSAGE

" Providing a Reliable, Quality Service Meeting the Present and Future Needs of Our Communities"

Thank you for reviewing the 2023-2024 Coos Bay-North Bend Water Board's Annual Report. You will find information related to your utility's projects, finances, and water quality as well as an overview of the operations of the Coos Bay-North Bend Water Board and the services it provides. Additional information about your utility can be found on our website: www.cbnbh2o.com

America's infrastructure of roads, sewers, bridges, and water systems are at capacity and/or are wearing out. With our dedicated staff and General Manager's guidance and leadership, the Board has been able to anticipate potential shortfalls in our water system and has planned and scheduled Water Board operations, weeks, months and years ahead of time.

As members of your Water Board, we encourage your comments and suggestions. Please contact staff at the Water Board or ask to be connected to one of us at (541)267-3128. We respect your opinions and advice in operating your utility. For a closer look at your facilities, consider attending a board meeting or arranging for a tour.

Water Utility Infrastructure Inventory

Water Treatment Plants

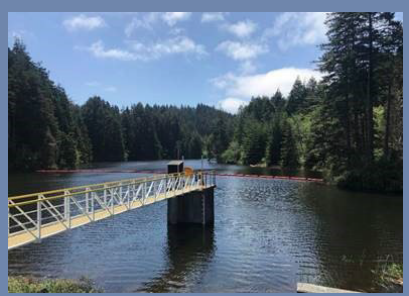
- Pony Creek Filtration Plant — 12 MGD*
- North Spit Treatment Plant — 1 MGD* (Non-functional, emergency use only)

Surface Water Storage

- Upper Pony Creek Dam and Reservoir — 6,230 AC-FT*
- Merritt Lake Dam and Reservoir — 385 AC-FT*
- Joe Ney Dike, Reservoir and Pump Station — 275 AC-FT*

Dunes Aquifer System

- 18 Wells
- 12 Miles of Pipe
- 25 Test Wells (Piezometers)
- 1 Booster Pump Station
- 3 Monitoring Wells



Distribution System

- 13,160 Water Services
- 258 Miles of Pipe
- 1,195 Hydrants
- 5,494 Control and Hydrant Valves

*MGD = Million Gallons per Day
*AC-FT = Acre Feet (325,830 gallons)

Pump Stations

- 6th and I
- 10th and E
- 10th and Ingersol
- 13th Court
- 14th and Nutwood
- Brights Mill
- California
- Crestview
- Everest 2nd Level
- Everest 3rd Level
- Flanagan
- Glasgow
- Glasgow Heights
- Grinnell
- Hauser
- High Level
- Joe Ney
- Knob Noster
- Market
- Minnesota
- Newmark and Ash
- Newmark & Tremont
- Oregon
- Pennsylvania
- Pigeon Point
- Shinglehouse
- Shorewood
- Shoshone
- Sierra
- Telegraph
- Terramar
- Union High Level
- Wisconsin
- Woodlawn High Level

Storage Facilities

- 10th and I Reservoir
- 14th and F Reservoir
- Bay Park Reservoir #2
- Brights Mill Reservoir
- Charleston Reservoir
- Clearwell Reservoir
- Everest Reservoir
- Flanagan Reservoir
- Glasgow Reservoir
- Hauser Reservoir
- High Level Reservoir
- Ingersoll Reservoir
- Isthmus Reservoir
- Libby Reservoir
- Radar Reservoir
- Shorewood Reservoir
- Terramar Reservoir
- Union Reservoir
- Woodlawn Reservoir

FY 2023-2024 Budgeted Projects & Equipment

The Coos Bay-North Bend Water Board continues to invest in essential infrastructure to support safe and reliable water service. Below is a summary of capital improvement projects and equipment purchases funded for FY2023-2024.

Infrastructure & Capital Improvements Project Description	Estimated Cost
MEADE AVE – 1,150’ of 8" DI (Virginia to Connecticut)	$349,800
LOCKHART-SW BLVD – 2,375’ of 10" DI (10th to Broadway, 66% funded)	$215,000
TOWER-ALLEY – 230’ of 8" and 640’ of 2" Main Replacement	$115,500
MEADE AVE – 2" High Level 240’, 2" Low Level 220’ (Virginia South)	$77,000
GARFIELD AVE – 1,000’ of 6" PVC (Fillmore to Madison), retire 4" AC	$231,000
FLANAGAN PUMP STATION – Pump Rehab/Replacement	$12,100
STEEL TANK COATING MAINTENANCE – Ongoing Multi-Year Project	$314,600
METER REPLACEMENT – AMR Program (Ongoing)	$275,000
PUMP STATION – Backup Power Generation	$74,000
PCTP SUPER SACK UNLOADER	$78,000
PCTP COAGULANT DIFFUSER PUMP	$22,600
ISTHMUS & SOUTH SLOUGH – Cathodic Protection Construction	$200,200
PCTP ROOF Replacement & Security Upgrades	$180,000
SPRINGBROOK Upgrades	$40,000
SERVICE CENTER – Break Room Upgrade	$20,000
RESERVOIR Repairs	$50,000
LEAK DETECTION Equipment	$32,000
JACKHAMMER	$6,000
GUILLOTINE SAW	$16,500
TRENCHLESS PIERCING TOOL	$7,600

Equipment & Fleet Investments	Estimated Cost
Planer/Grinder	$50,000
Mid-size SUV	$35,000
HD 4WD Crew Truck with Crane	$105,000
½-Ton Pickup	$40,000
¾-Ton Pickup with Utility Bed	$50,000
Trailer-Mounted AC Hot Box	$30,000

Total Estimated Capital Expenditures: $2,626,900

Frequently Asked Questions & Utility Statistics

How many Customers does the Water Board serve?

As of June 30, 2024, the Water Board serves 13,599 customers — including 10,509 customers within the city limits of Coos Bay and North Bend, and 3,090 customers outside the city limits. We provide water to approximately 34,500 people across a 100-square-mile service area.

What infrastructure is needed to deliver water to customers?

Water leaves the treatment plant and enters a vast distribution network, including:

- 258 miles of pipeline
- 5,494 control and hydrant valves
- 1,195 fire hydrants
- 34 pump stations
- 19 storage reservoirs

This infrastructure ensures safe, reliable delivery at proper pressure throughout our service area.

How much does the average residential customer spend on water each month ?

Water rates vary depending on location:

- Inside city limits: Average monthly bill is $37.43.
- Outside city limits: Average monthly bill is $53.14.
- The average residential customer uses about 4,054 gallons of water per month.

How are rates determined ?

Water rates are based on detailed cost-of-service studies and reviewed regularly to ensure they are fair, equitable, and sufficient to maintain and improve the water system.

What should I do if I suspect a water leak?

Contact the Water Board Service Center immediately. Staff can assist in determining if the issue is on the customer's side or within the Water Board system. Leak detection and repair are priorities to conserve water.

How does the Water Board ensure the water is safe to drink?

The Water Board follows strict federal and state regulations, regularly tests for over 90 potential contaminants, and treats the water through multi-barrier filtration and disinfection processes. A detailed Water Quality Report is issued annually.

How many water treatment plants are operated by the Water Board?

We have two facilities:

- Pony Creek Water Treatment Plant — fully operational, producing up to 12 million gallons per day.
- North Spit Water Treatment Plant — currently non-operational.

Where does the Water Board's treated water come from?

Treated water comes primarily from three surface water storage reservoirs:

- Upper Pony Creek Reservoir (2 billion gallons capacity)
- Merritt Reservoir (125 million gallons capacity)
- Joe Ney Slough (90 million gallons capacity, used to supplement supply when needed)

How much water was produced for customers this year?

During Fiscal Year 2023–2024, we produced:

- 1,242 million gallons of treated water
- 161 million gallons of untreated water

The average daily demand for treated water was 3.4 million gallons, with a peak daily demand of 6.4 million gallons.

Does all the water produced reach customers?

Approximately 91% of water produced at the Pony Creek Water Treatment Plant reaches customers.
About 9% of water is classified as non-revenue water, due to factors such as firefighting use, minor leaks, theft, or meter inaccuracies.
The Water Board meets regularly to identify system improvements and remains compliant with Oregon's water loss standards, maintaining losses below 10%.

How can I pay my water bill?

Payment options include:

- Mail: P.O. Box 539, Coos Bay, OR 97420
- In-Person: Water Board Service Center
- Online: Visit www.cbnbh2o.com

Does the Water Board offer assistance programs for low-income customers?

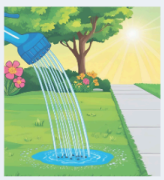
Not at this time, however income-qualified customers may be eligible for financial assistance through other local agencies. You can contact Customer Service for more information.

Use Water Wisely

Simple Tips for Conserving Water In & Around Your Home

Saving water is less about fancy gadgets and more about everyday habits. Small changes can make a big difference - for your wallet, your community, and the environment.

Run dishwashers & washing machines with full loads. Consider replacing older appliances with water-efficient models, saving 30% less water.



Water your lawn early or late in the day to reduce evaporation. Position sprinklers to avoid watering sidewalks and driveways.

Check for leaks. Pipes, toilets, faucets & hoses. One drop of water per second wastes 60 gallons of water per week!

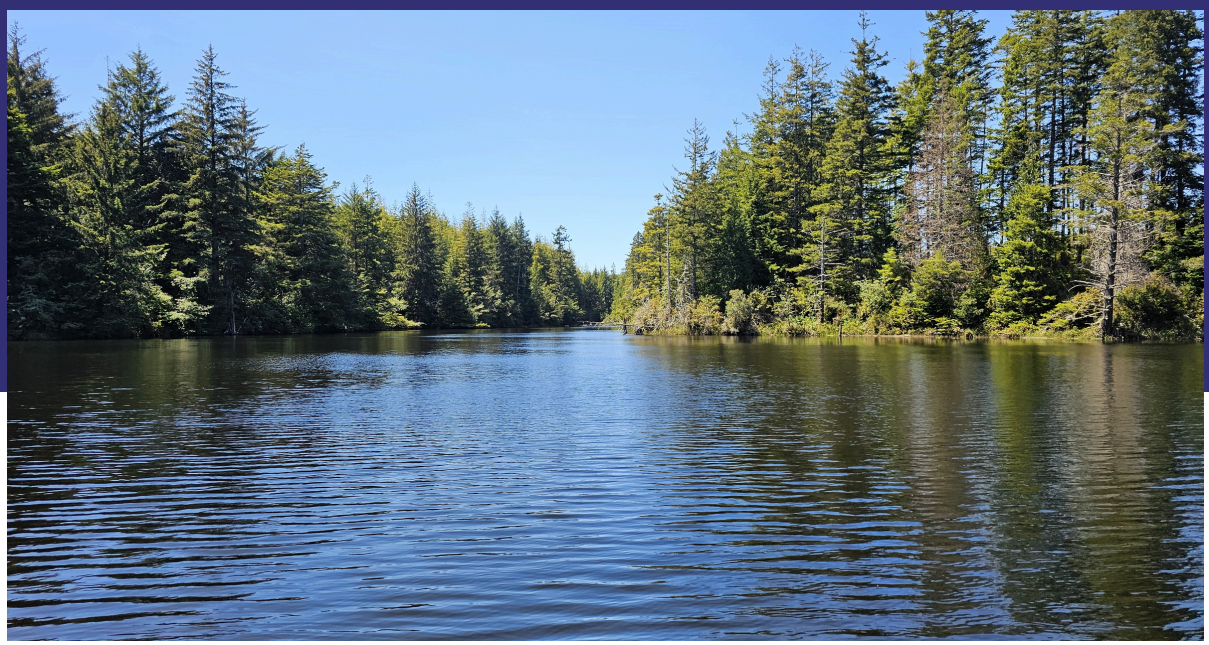
Instead of baths - take showers. Aim for 5 mins or less. Consider installing water-efficient showerhead - saving 1-3 gallons per min.

Group plants with similar water needs together or plant native drought-resistant plant in landscaping

Turn off the tap while brushing teeth, shaving, washing hands & doing dishes.

Monitor your water bill for unusually high use. Contact the Water Board with any concerns.

Statement of Net Position
June 30, 2024



ASSETS

· **Current Assets**
· Cash and Cash Equivalents: $6,780,969
· Utility Billing Receivable: $797,453
· Accounts Receivable - Other: $105,584
· City Sewer Receivable: $959,595
· Prepaid Expenses: $22,633
· Inventory: $686,743
· **Total Current Assets: $9,352,977**

· **Noncurrent Assets**
· Lease Receivable: $89,899
· Capital Assets Not Being Depreciated: $4,889,240
· Capital Assets, Net of Accumulated Depreciation: $60,398,920
· **Total Noncurrent Assets: $65,378,059**

Total Assets: $74,731,036

DEFERRED OUTFLOWS OF RESOURCES

· Deferred Gain on Refunding: $5,816
· Deferred Amounts Related to OPEB: $14,193
· **Total Deferred Outflows: $20,009**

LIABILITIES

· **Current Liabilities**
· Trade Accounts Payable: $132,207
· Accrued Payroll: $126,745
· City Receivable Payable: $1,871,334
· Accrued Interest: $105,054
· Current Portion of Long Term Debt: $1,466,540
· Accrued Compensated Absences: $171,368
· **Total Current Liabilities: $3,873,248**

· **Noncurrent Liabilities**
· Customer Deposits: $322,946
· Long Term Debt, Due in More Than One Year: $4,687,258
· Pension Liability: $1,516,570
· OPEB Liability: $135,490
· **Total Noncurrent Liabilities: $6,662,264**

Total Liabilities: $10,535,512

DEFERRED INFLOWS OF RESOURCES

· Deferred Amounts Related to OPEB: $56,574
· Deferred Amounts Related to Pension: $424,613
· **Total Deferred Inflows of Resources: $481,187**

NET POSITION

· **Net Investment in Capital Assets: $59,140,178**
· **Restricted: $322,946**
· **Unrestricted: $4,271,222**

TOTAL NET POSITION: $63,734,346

Statement of Revenues, Expenses and Changes in Net Position
Year end June 30, 2024

OPERATING REVENUES:

· **Description Amount**
· Water Sales $9,494,512
· Rent From Water Properties $251,158
· Billing and Collection Revenues $190,471
Total Operating Revenues $9,936,141

OPERATING EXPENSES:

· **Description Amount**
· Source of Supply $162,020
· Power and Pumping $442,557
· Purification $1,381,664
· Distribution $1,370,807
· Customer Accounting $1,522,017
· Admin and General $1,185,584
· Depreciation $1,877,690
Total Operating Expenses $7,942,339

OPERATING INCOME (LOSS): $1,993,802

NON-OPERATING REVENUES (EXPENSES):

· Description Amount
· Interest Income $268,160
· Miscellaneous ($75,309)
· Interest Expense ($281,954)
Total Nonoperating Revenues (Expenses) ($89,103)

INCOME (LOSS) BEFORE CAPITAL CONTRIBUTIONS $1,904,699

CAPITAL CONTRIBUTIONS:

· **Description Amount**
System Development Charges $439,046

Change in Net Position $2, 343, 745

Net Position - Beginning $61, 390,601

Net Position - Ending $63,734,346

2024 Water Quality Statistics

One of the most important focuses of the Water Board is to provide high quality drinking water to our customers. Thousands of tests are performed annually as part of our quality control program and to ensure compliance with state and federal regulations. The following results are reflective of 2024 reporting requirements.

Abbreviations and units used in trace concentration measurements issued by Oregon Health Authority:

Waiver = non-vulnerability to contaminant
NTU = nephelometric turbidity unit
mg/L = milligrams per liter
pCi/L = picocuries per liter
MCL = maximum contaminantlevel
MFL = million fibers per liter (EPA)
ug/L = micrograms per liter
ND = not detected
CU = color units
< = less than
> = greater than
AL = action level
P/A = presence/absence

PARAMETER	UNIT	MCL	RESULTS
Turbidity	NTU	0.3	0.04
MICROBIOLOGICAL			
Coliform	P/A	5% positive	480 - Absent 0 - Present
INORGANICS			
Antimony	mg/L	0.006	ND @ 0.0002
Arsenic	mg/L	0.01	ND @0.001
Asbestos	MFL	7.0	ND
Barium	mg/L	2.0	ND @0.0107
Beryllium	mg/L	0.004	ND @ 0.0001
Cadmium	mg/L	0.005	ND @ 0.0001
Chromium	mg/L	0.1	ND @ 0.005
Cyanide	mg/L	0.2	ND @ 0.003
Fluoride	mg/L	2 – 4	0.71
Lead	mg/L	0.015-AL	* 0.0050
Mercury	mg/L	0.002	ND @ 0.0002
Nickel	mg/L	0.1	ND @ 0.0005
Total Nitrate (as N)	mg/L	10.0	ND @ 0.031
Nitrate + Nitrite (as N)	mg/L	10.0	ND
Nitrite (as N)	mg/L	1.0	ND @0.05
Selenium	mg/L	0.05	0.0005820
Sodium (advisory)	mg/L	20	10.3
Thallium	mg/L	0.002	ND @ 0.0005
SYNTHETIC ORGANIC CHEMICALS			
2, 4-D	mg/L	0.07	ND @ 0.001
2,4,5-TP (Silvex)	mg/L	0.05	ND @ 0.005
Adipates	mg/L	0.4	ND @ 0.004
Alachlor	mg/L	0.002	ND @ 0.0002
Atrazine	mg/L	0.003	ND @ 0.0003
Benzoapyrene	mg/L	0.0002	ND @ 0.00004
BHC-gamma (Lindane)	mg/L	0.0002	ND @ 0.00002
Carbofuran	mg/L	0.04	ND @ 0.004
Chlordane	mg/L	0.002	ND @ 0.00025
Dalapon	mg/L	0.2	ND @ 0.005
Dibromochloropropane	mg/L	0.0002	ND @ 0.000018
Dinoseb	mg/L	0.007	ND @ 0.0005
Dioxin	mg/L	0.00000003	Waiver
Diquat	mg/L	0.02	ND @ 0.002
Endothall	mg/L	0.1	ND @ 0.01
Endrin	mg/L	0.002	ND @ 0.00002
Ethylene Dibromide	mg/L	0.00005	ND @ 0.00001
Glyphosate	mg/L	0.7	ND @ 0.05
Heptachlor Epoxide	mg/L	0.0002	ND @ 0.00002
Heptachlor	mg/L	0.0004	ND @ 0.00002
Hexachlorobenzene	mg/L	0.001	ND @ 0.0001
Hexachlorocyclopentadiene	mg/L	0.05	ND @ 0.0005
SYNTHETIC ORGANIC CHEMICALS cont'd.			
Methoxychlor	mg/L	0.04	ND @ 0.0001
Pentachlorophenol	mg/L	0.001	ND @ 0.0001
Phthalates	mg/L	0.006	ND @ 0.0006
Picloram	mg/L	0.5	ND @ 0.005
Polychlorinated Biphenyls	mg/L	0.0005	ND @ 0.0001
Simazine	mg/L	0.004	ND @ 0.0004
Toxaphene	mg/L	0.003	ND @ 0.0003
Vydate (Oxamyl)	mg/L	0.2	ND @ 0.004

*** 90th percentile for Lead and Copper**

PARAMETERS	UNIT	MCL	RESULTS
VOLATILE ORGANIC CHEMICALS*			
Trihalomethanes **	mg/L	0.08	0.025
Halo Acetic Acids ***	mg/L	0.06	0.015
1,1,1,2-Tetrachloroethane *	mg/L		ND @ 0.0005
1,1,1-Trichloroethane	mg/L	0.2	ND @ 0.0005
1,1,2,2-Tetrachloroethane *	mg/L		ND @ 0.0005
1,1,2-Trichloroethane	mg/L	0.005	ND @ 0.0005
1,1-Dichloroethane *	mg/L		ND @ 0.0005
1,1-Dichloroethylene	mg/L	0.007	ND @ 0.0005
1,1-Dichloropropene *	mg/L		ND @ 0.0005
1,2,3-Trichloropropane *	mg/L		ND @ 0.0005
1,2,4-Trichlorobenzene	mg/L	0.07	ND @ 0.0005
1,2-Dichloroethane	mg/L	0.005	ND @ 0.0005
1,2-Dichloropropane	mg/L	0.005	ND @ 0.0005
1,3-Dichloropropane *	mg/L		ND @ 0.0005
1,3-Dichloropropene *	mg/L		ND @ 0.0005
2,2-Dichloropropane *	mg/L		ND @ 0.0005
Benzene	mg/L	0.005	ND @ 0.0005
Bromobenzene *	mg/L		ND @ 0.0005
Bromodichloro-methane	mg/L		0.00192
Bromoform	mg/L		ND @ 0.0005
Bromomethane *	mg/L		ND @ 0.0005
Carbon Tetrachloride	mg/L	0.005	ND @ 0.0005
Chloroethane *	mg/L		ND @ 0.0005
Chloroform	mg/L		0.00180
Chloromethane *	mg/L		ND @ 0.0005
cis-1,2 Dichloroethylene	mg/L	0.07	ND @ 0.0005
Dibromochloro-methane	mg/L		0.00107
Dichloromethane	mg/L	0.005	ND @ 0.0005
Ethylbenzene	mg/L	0.7	ND @ 0.0005
m-Dichlorobenzene *	mg/L		ND @ 0.00280
Methyl tert-butyl ether *	mg/L		ND @ 0.0005
Monochlorobenzene	mg/L	0.1	ND @ 0.0005
o-Chlorotoluene *	mg/L		ND @ 0.0005
o-Dichlorobenzene	mg/L	0.6	ND @ 0.0005
p-Chlorotoluene *	mg/L		ND @ 0.0005
p-Dichlorobenzene	mg/L	0.075	ND @ 0.0005
Styrene	mg/L	0.1	ND @ 0.0005
Tetrachloroethylene	mg/L	0.005	ND @ 0.0005
Toluene	mg/L	1.0	ND @ 0.0005
trans-1,2-Dichloroethylene	mg/L	0.1	ND @ 0.0005
Trichloroethylene	mg/L	0.005	ND @ 0.0005
Vinyl Chloride	mg/L	0.002	ND @ 0.0005
Xylenes (total)	mg/L	10.0	ND @ 0.0005
RADIONUCLIDES-NATURAL ORIGIN			
Gross Alpha	pCi/L	15	ND
Combined Radium 226/228	pCi/L	5	2.5
Combined Uranium	ug/L	30	ND @ 1.0
SECONDARY CONTAMINANT			
pH		6.5-8.5	8.5
Hardness	mg/L	250.0	13
Copper	mg/L	1.3-AL	* 0.1000
Iron	mg/L	0.3	0.02
Manganese	mg/L	0.05	0.016

* Blanks under MCL represent unregulated volatile organic chemicals
**Trihalomethanes include: Bromodichloromethane, Bromoform, Chloroform, Dibromochloromethane
***Halo Acetic Acids include: Dibromoacetic acid, Dichloroacetic acid, Monobromoacetic acid, Monochloroacetic acid, Trichloroacetic acid

Contact Us

Office Hours:
Monday-Thursday 8-5
Friday 9-5
Closed Holidays

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Management Team Contacts

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Matt Whitty	Engineering Manager	Engineering and Utility Capital Planning	matt_whitty@cbnbh2o.com
Jason Mills	Distribution Supervisor	Water Distribution	jason_mills@cbnbh2o.com
Jeff Miller	Water Treatment Supervisor	Water Quality and Production	jeff_miller@cbnbh2o.com
Micah Demanett	Meter Services Supervisor	Field Service Operations	micah_demanett@cbnbh2o.com
Monica Kemper	Finance Director	Utility Financial Management and Accounting	monica_kemper@cbnbh2o.com

“PROVIDING A RELIABLE, QUALITY SERVICE MEETING THE PRESENT AND FUTURE NEEDS OF OUR COMMUNITIES”