

Annual Newsletter



Knappa Water Association is proud to share that we received an **Outstanding Performance** rating on this year's state sanitary survey. This achievement reflects the hard work and dedication of our staff and board, as well as the cooperation and support of our customers. Thank you for helping us protect and maintain a safe, reliable drinking water system for our community!

Where Our Water Comes From

Knappa Water Association (KWA) supplies drinking water from eight deep groundwater wells located on state and private timberland south of Highway 30. Our wells draw from confined aquifers, which are protected by layers of basalt rock. This natural barrier helps shield the water from surface contamination, making it a safe and reliable source for our community. KWA water likely begins its journey near the headwaters of Big Creek, traveling underground for several miles over many years. Along the way, it is naturally filtered through rock and soil before reaching our wells. Each well is tested annually for coliform and E. coli bacteria, and results consistently show no contamination. As it moves through underground rock, the water naturally picks up small amounts of minerals like iron and manganese, giving it a medium hardness—common for groundwater and safe for everyday use.

Annual Membership Meeting

Members are encouraged to attend the Annual Membership Meeting on Monday, January 12, 2026, at 7:00 p.m. We will be approving the 2026 budget and vote for four Director positions.

Knappa Water Association

92755 Allen Rd Astoria OR 97103
(503) 458-6461
kknappa@centurytel.net
Open 9AM - 1PM
Monday through Thursday

IN CASE OF A WATER EMERGENCY

(503) 458-6461 during business hours
(503) 741-1096 after hours or weekends

2025 brought 5 new & 19 transferred memberships.

Billing & Payment Information

Water meters are read and bills are issued every two months. Payments are due by the 10th of the following month. If you do not receive your bill, please contact us right away. We're happy to provide a duplicate so your payment isn't delayed. We currently accept cash, checks or money orders, visa/debit payments, and eChecks.

Processing fees are as follows:

Card transactions \$0.30 + 3% (of payment amount)

eChecks have a processing fee of \$0.99

Water (billed every 2 months)....\$	20.00
Plus, Per-1000-gallons-used.....\$	7.00
Late Fee.....\$	35.00
NSF Check Fee.....\$	35.00
New Hook-up (one time).....\$	7,385.00
Membership (one time).....\$	115.00
Membership Transfer.....\$	50.00
Turn-on Fee.....\$	50.00
...working hours.....\$	50.00
...after hours/weekends.....\$	75.00

Rate Update & Why It Was Needed

In 2026, Knappa Water Association will implement a modest rate adjustment to help maintain a reliable, state-compliant water system. Water usage rates will increase by \$0.25 per 1,000 gallons, and new service hookup fees will increase from \$4,385 to \$7,385. Even with this change, KWA's hookup fee remains lower than those of neighboring water systems.

This adjustment is needed due to rising operating costs, insurance increases of more than 30%, and state-mandated upgrades to wells and critical infrastructure.

KWA remains committed to providing safe, high-quality water at the lowest reasonable cost while responsibly maintaining and improving our system.

Protecting Our Drinking Water

Under certain conditions, water can flow backward from a property into the main water system, a situation known as back-siphonage. This can occur during main line flushing, water line breaks, system shutdowns, or when large volumes of water are used for firefighting. To help protect the drinking water supply, never leave hoses submerged in pools, buckets, sinks, hot tubs, or livestock troughs; avoid using hose-end sprayers without built-in backflow protection; and never use a hose to clear toilets or sewer lines. Installing vacuum breakers on all outdoor faucets and checking that radiator flush or fill kits include proper backflow protection are effective prevention steps. Remember, your faucet marks the end of the water system and the beginning of the sewer system, so always maintain an air gap between faucets and water-filled containers. Backflow prevention devices approved by Oregon Health Authority Drinking Water Services are required by law for properties that pose a potential health risk, including homes with hot tubs, pools, underground sprinkler systems, or livestock watering tanks. If you have any questions or concerns, please contact our office.



Water Odor Concerns

A small number of customers have experienced odor issues within their home service lines. KWA has taken water samples from inside affected homes, both sides of the water meter and our water sources. Our Operations Manager is working closely with our engineer to identify and resolve the cause. If you experience an odor issue, please contact us immediately and be prepared to provide: the year your home was built, whether any new fixtures have been installed or replaced, whether the issue affects the whole home or specific fixtures, whether the odor is constant or comes and goes, any patterns where it improves or worsens. This information helps us resolve the issue as quickly as possible.

Temporary Water Discoloration

Occasionally, customers may notice short-term discoloration in their water. This typically occurs when fire hydrants are opened for system flushing or fire department use, especially in areas where water lines end in a "dead-end" rather than looping back into the system. This discoloration is not contamination. It is caused by natural sediment that becomes stirred up and should clear on its own fairly quickly. To reduce these occurrences, KWA is prioritizing the installation of blow-off valves in these areas to help flush lines more effectively.

Leak Finder's Reward

We continue to offer a reward of \$50 to anyone who reports a leak on "our side of the meter."

What to Do If You Suspect a Leak

Homeowners are responsible for maintaining the water line from the meter to the home. If you suspect a leak, start by turning off all water inside and outside your home. Then check the sweep hand or triangle on your water meter—if it is moving, water is flowing and a leak is likely present. Common causes include a continuously running toilet, which can be checked by placing a few drops of food coloring in the toilet tank and seeing if it appears in the bowl after about an hour, or an outdoor faucet or hose that has been left on. Knappa Water Association's responsibility ends at the customer side of the meter; however, if a meter or meter box is damaged or vandalized, please contact us immediately.

Leak Adjustment Policy

KWA may consider a leak adjustment if a written request is submitted promptly upon discovery and the leak is repaired in a timely manner. Adjustments are made according to policy guidelines. A copy of the leak adjustment policy is available at the KWA office and on our website. If you plan to be away for an extended period, we recommend turning off your water at the meter, or asking someone to regularly check your home and property.