



# AROUND THE LAKE

SILVER LAKE WATER AND SEWER DISTRICT NEWSLETTER



## WE ARE HERE TO SERVE YOU!

### Our Office Hours...

The District is open Monday-Friday from 8:00 a.m. to 4:30 p.m.; Closed Sat./Sun., and Holidays.

### Public Meetings...

Silver Lake Water and Sewer District Commissioner meetings are held the 2<sup>nd</sup> and 4<sup>th</sup> Thursdays of each month at 5:30 p.m. in the District Office. You are encouraged to attend and learn more about your water and sewer district and our efforts to provide facilities that meet or exceed all government and regulatory requirements.

### Payment Drop Box...

For your convenience, a payment drop box, for **checks and money orders only**, is available in the parking lot at our District Office.

**In Case of  
EMERGENCY  
District Staff are on-call 24 hours  
a day to assist you.  
For after-hours water and sewer  
emergencies,  
Dial (425) 337-3647  
And then press "1"**

### Find Us Online...

At [www.slwsd.com](http://www.slwsd.com) for notices, meeting dates, and to pay your bill. For more information or questions you may have, please email us at [service@slwsd.com](mailto:service@slwsd.com).

### Our Physical Address:

15205 - 41st Avenue SE  
Bothell, WA 98012-6114

### Our Mailing Address:

P.O. Box 13888  
Mill Creek, WA 98082-1888

**Phone:** 425-337-3647 **Fax:** 425-337-4399

**Payments Accepted...**The District accepts cash, checks, money orders, and credit cards (Visa/MasterCard). Payment can be made through the mail, online at our website [www.slwsd.com](http://www.slwsd.com), by calling 1-877-814-9773, through a customer's bank bill pay system (allow 7 business days for delivery to the District), or in person at the District Office, located at 15205 41<sup>st</sup> Avenue SE in Bothell. Please be advised that there is a \$3.85 convenience fee when paying through the District's website, by phone, or when using debit/credit cards in the District Office.

COMMISSIONER CORNER	
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I have served as a Commissioner of the Silver Lake Water and Sewer District for the last 34 years. Since implementation of the Growth Management Act in the State of Washington in 1995, the District population has increased by over 80% to an estimated 44,845. Having witnessed this over the years, I am still amazed how extraordinary the growth in the District has been. District water and sewer systems have grown to keep pace with this population explosion.



**Rod Keppler**

At this time the District has three steel storage reservoirs, with a combined 16.4 million gallons of water storage, as well as 2 million gallons of water storage in the Clearview Reservoir. The Board of Commissioners anticipate presentation of a Pre-design Report for an additional water reservoir to increase storage by an additional 6 to 8 million gallons of water. This water storage is needed to help provide the District with enough water to meet the peak day water demand of District customers, and still have enough stored water available to deliver to a residence which faces the unfortunate event of a fire. The two pictures accompanying this article are of the first reservoir (since taken down) and District Reservoir 4, which came online in late 2008. The two pictures help show how, with good planning and care, the District now finds itself with state of the art water and sewer facilities.



The basic sewer system, consisting of 12-inch and 18-inch gravity interceptor sewers and four primary pumping stations with 8-inch and 10-inch force mains, was constructed in



1970-71 and financed by ULID assessments on property that could use these facilities. Since that time, developer extensions have accounted for the majority of the sewer system expansion, which now includes 22 pump stations and approximately 155 miles of line ranging in size from 4 to 18 inches.

## ON-LINE BILL PAY, AUTOPAY, AND CREDIT CARD PAYMENT ALTERNATIVES

The Silver Lake Water & Sewer District is now providing alternative payment options to our customers. Since offering payment alternatives, the District has signed up 368 customers for Autopay and received 944 credit card or pay-by-phone payments, totaling \$133,165. The District typically receives 2,386 electronic payments generated by customers from their bank's online bill pay service, totaling \$277,605 per month. Below is a general description of the various alternative payment options customers have to pay their utility bill:

- ◆ **Online Bill Pay**—Customers can pay their utility bill via their commercial bank's online bill pay service. Currently, many District customers use this service to pay their water and sewer bill. Customers can set up their online bill pay service on their **financial institution's webpage**. The advantages to online bill pay are access security, payment scheduling, flexibility on payment timing and amount, payment history, payment tracking, and **customers retain control of when funds are released from their account**.
- ◆ **Autopay**—Property owners can authorize the District to withdraw funds from their checking or savings account to pay their bill. Funds will be withdrawn on a recurring basis on the bill's due date. *At this time, tenants who receive bill copies and pay on the account will not be able to sign up for Autopay.* It is the customer's responsibility to ensure sufficient funds are in their account when the funds transfer is processed by the District. Property owners can sign up for Autopay by completing the Authorization for Autopay Form, which can be downloaded from our website [www.slwsd.com](http://www.slwsd.com).
- ◆ **Web Based Credit Card Payments**—Customers can pay their District utility bill with a credit/debit card (VISA or MasterCard) or checking account via the District's webpage, [www.slwsd.com](http://www.slwsd.com), or by calling 1-877-814-9773. Customers will need their account number and the house number of the service address to make their payment. Customers can also see their account balance via the web based system. There is a \$3.85 convenience fee, per transaction, to pay by web or telephone or when using debit/credit cards in the District Office.

## DOING OUR PART TO PROTECT OUR LAND

Silver Lake Water and Sewer District has committed itself to preserving the natural state and historical heritage of the land that it occupies. The District maintains a 8.9 acre headquarter site. The Northeast portion of the property is wooded and contains many large Douglas Fir and Cedar trees at this time. The landscape design left fruit and nut trees from the original homesteads on the land as well. Native plants and groundcovers were used extensively around District buildings and along 41<sup>st</sup> Avenue. Water conservation and low maintenance were top priorities when designing the site. In 2009, the District received the Washington Association for Landscape Professionals "Environmental Landscape Award" for its design. The District headquarter site incorporates organic fertilizer in all of its landscaping. Quarterly applications are applied to all of the landscape shrubs and trees.

In the Southeast corner of the property, District employees are continuing the Volunteer Garden project, raising vegetables which are then donated to the community. This is

the fifth consecutive year of this project. The staff provides labor, time, and resources before and after work, tending to crops. The garden uses organic methods for fertilizer and compost to enhance yields.

This year was one of re-building for the volunteer garden. In order to increase yields in the future, the garden was planted in cover crops. These soil-building cover crops return nitrogen to the soil and when tilled under, provide "green manure", which also helps to feed and replenish the garden site. We will again be planting vegetables next spring in the renewed garden.

A special thanks to Andy and Jim Werkhoven of Monroe for their donation of composted manure; and to Steve Warner of Conveyor Aggregate Delivery, who arranged and delivered the compost to our garden site. And please, join us in a big **THANK YOU** to all of the volunteers at the local food banks for the service they provide to our community.

## PREPARING FOR COLD WEATHER



The cold and freezing weather will be here soon; don't let Mother Nature catch you off guard. Prevent the expense and inconvenience of frozen pipes by taking steps now. Always insulate any exposed pipes and faucets, paying extra attention to areas where the water service line enters the home, such as in a garage or crawl space. Make sure to disconnect garden hoses from any outside faucets.

The location of the shutoff should be known before there is a burst pipe and you are scrambling to find your shutoff valve. The valve is typically located where the water service line is stubbed into the home (usually the garage). If this shutoff valve is inaccessible or not operable, the best place to shut off the water is in the meter box. Remove the lid to access the meter and shutoff valve. The shutoff valve is located approximately 3-inches before the meter. Turn the shutoff valve clockwise to shut off the water, and counter clockwise to restore water service. It is a good idea for homeowners to possess a shutoff wrench. These wrenches can be purchased at most hardware stores.

The District maintains the water supply system from the source to the water meter. District crews do not maintain private water lines beyond the water meter on private property. You are responsible for protecting your water pipes from freezing. If called out, our crews will only shut the water off at the meter.

If you find yourself in a situation with a frozen pipe, one of the best methods to thaw it out is the use of rags soaked with hot water. Once the pipe is thawed, remove the rags and rewrap the pipe with dry insulation. The use of a torch or electric device is never recommended due to an increased chance of fire or electrical shock. **You may also contact a plumber for additional assistance regarding frozen pipes.**



If you are in need of assistance, you can contact the District at 425-337-3647. District response time can vary, so please locate your main shutoff valve and know how it operates. **Please note that there may be a charge if staff is dispatched to your home for turning off the water.**

**To view our Winterization Brochure, please visit [www.slwsd.com](http://www.slwsd.com) (Publications).**

## RESERVOIR CLEANING

Two of the District's three reservoirs were cleaned at the end of this summer. In addition to being washed, Reservoir #3 in the South Eastmont area, along 100<sup>th</sup> Street, was recoated with a color matching the original color and banded pattern. This application added protection to the existing coating that was first applied in 1989, when the reservoir was built. This will make the reservoir easier to clean in the future and reduce oxidation of the paint.

Reservoir #2, within the Gold Creek neighborhood on 152<sup>nd</sup> Street SE, is a 4.2 million gallon storage tank adorned with a tree style mural. This reservoir was cleaned, but not top coated. The existing coating will be evaluated to see if a clear top coat application can be applied in the future. If we can protect the existing mural we will perform this work next year. If not, the District will schedule stripping of the reservoir coating down to bare metal, and recoat it with the same color and mural design. Both reservoirs were last cleaned approximately ten years ago.