

Two Building Improvement Projects Nearly Complete at Your District Headquarters

by Commissioner Anne Backstrom



If you have been to our District Headquarters recently, you've probably noticed one or more construction projects that are nearing completion.

Project 1: More Space to Serve Our Growing Region

The scope of this project includes a new building, an addition onto an existing building, and improved access to the public portion of the main building. Design, planning, and permitting for this project began in 2015, with construction starting in August of 2017 by Petra, Inc., General Contractors. It is now nearly complete, pending final punch list items.

While the existing Headquarters buildings are relatively new, the growth that has occurred within the District has been significant, creating the need to provide additional space to house employees, equipment, and supplies all on one site. As the vehicles and equipment the District uses to maintain the water and sewer systems is highly specialized and expensive, the goal is to house all of this equipment under cover, in heated spaces, in order to extend the equipment's service life.

Some of the improvements that will be visible to the public include a reconfigured parking lot entry, a relocated payment drop box, additional parking that improves access to the building for disabled persons, and street frontage improvements that add landscaping and additional sidewalks. One important safety feature will be a new gate to the parking area, allowing it to be closed after hours, while still maintaining access to the payment drop box.



Project 2: Improved Security

If you've been inside our office recently, you may have noticed our customer service employees working out of temporary accommodations in the Board of Commissioner's Meeting Room while the customer service counter area is being renovated.

The goal of this second project is to improve security at the public entry of our Headquarters. In the years following September 11, 2001, federal regulation mandated drinking water utilities conduct assessments to reduce vulnerability to acts of terrorism. Over time, these efforts have been expanded to include preparedness for natural disasters, cyber security, and reducing risk for violence in the work place. Whenever District facilities are built or improved, we now include security considerations in the scope.

This project includes new security doors with access control, bulletproof glass, and ballistic panels. When the project is completed in December 2018, employees will be stationed within a secured area and all visitors to the District will be required to check in/sign in for access beyond the lobby or public meeting room.

If you have any questions regarding these projects, please contact Curt Brees, our General Manager, at (425) 337-3647.

Utility Rates Forecast for 2019

In the late spring 2019, the Board of Commissioners will meet to consider raising utility rates to accommodate increases passed through to us from outside agencies.

Silver Lake Water and Sewer District purchases sewer treatment services and water from outside agencies. Each of these agencies has a different methodology to determine its rates, as well as a different schedule for when their rates go into effect.

- Sewage waste, once collected, is passed along for contracted treatment services by either the City of Everett or by King County Metro, through the Alderwood Water & Wastewater District (AWWD).
- Water is purchased directly from the City of Everett, or indirectly from the City of Everett—through the Clearview Water Supply Agency or the Alderwood Water & Wastewater District (AWWD).

During our annual financial planning process, we develop long term projections of these contracted rates. The Table below outlines the forecasted 2019 Water and Sewer Rates, based on the projected increases.

Once each outside agency has adopted their rates, our Board of Commissioners will announce the final rate adjustment, which typically becomes effective on May 1 or June 1.

2019 Rate Forecast Pass-Through Increase of Water and Sewer Rates

Description:	Water			Sewer	
	Base	Winter	Summer	Everett	AWWD
2018 Current Rate	7.60	2.00	2.45	55.45	56.45
2019 Pass-Thru Contracted Rates	-	0.05	0.05	1.75	1.20
2019 District	-	-	-	-	-
2019 Forecasted Rates	7.60	2.05	2.50	57.20	57.65
2019 Forecasted Increase	-	0.05	0.05	1.75	1.20
2019 Forecasted % Increase	0.00%	2.50%	2.04%	3.16%	2.13%



Discounts for Low Income Seniors and Disabled Persons

Silver Lake Water and Sewer District provides discounts to low income senior and disabled persons. In 2017, this amounted to a reduction of \$29,720.40 for water and sewer rates for 148 customers. Do you qualify for a discount?

The discount available to low income seniors or disabled persons is typically 50% for water and 25% for sewer. To qualify, your household income must not exceed \$40,000. Seniors must be age 62 or older. Disabled individuals must currently be receiving disabled benefits from one or more of the following: Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Veteran Disability Compensation (VDC), Non-Grant Medical Assistance (NGMA), permanent disability insurance benefits, or state permanent disability benefits.

How to Request the Discount:

If you meet the eligibility criteria, contact our Customer Service staff at (425) 337-3647 to obtain the application form, and return the completed form to us with the required documents to prove your eligibility. You may also download the form on our website at www.slwsd.com.

Project Update: Reservoir No. 3

A comprehensive upgrade is nearing completion at the District's 4.2 Million Gallon Reservoir and Booster Station, located north of 100th Street on 23rd Avenue SE.

Originally constructed in 1989, this reservoir was designed to store water, and through its Booster Station, meet peak daily demand by distributing water from storage and from the nearby Everett Master Meter supply to the far reaches of the District.

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Reservoir Project, continued from page 2

In updating our Water Comprehensive Plan in 2016, a variety of improvements were identified for both the Reservoir and the Booster Station, that would enhance our ability to supply customer demand while maintaining consistent water pressure, including:

- Expanded Booster Station for improved maintenance access and water quality consistency;
- A smaller, more efficient booster pump;
- New Reservoir interior coating;
- New Reservoir roof stair access to replace the original ladder climb access;
- A larger and improved Reservoir ventilation cap;

- New circumferential gutter, catwalk, and safety railing atop the Reservoir; and
- A new site generator; and
- A new sound attenuation enclosure to reduce generator noise on the adjacent residences.

Security enhancements will include video cameras and a new perimeter fence with barbed wire which we anticipate will address incidents of forced intrusion by a recent band of marauding raccoons.

The contract was awarded to RAZZ Construction of Bellingham in the amount of \$3.3 million dollars. These improvements are scheduled to be complete and online this year, with minor landscaping and asphalt work awaiting better weather in the spring.



Silver Lake Water & Sewer District

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

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Don't Let Winter Weather and Freezing Temperatures Catch You Off Guard!

Prevent the expense and inconvenience of frozen pipes by taking precautionary steps now. The two most important steps are:

- Always insulate any exposed pipes and faucets; pay extra attention to areas where the water service line enters the home, such as in a garage or crawl space.
- Disconnect garden hoses from any outside faucets.
- Know where your shut-off valve is, and how to close it, before you're scrambling to find it.

How to Shut Off Your Water

Your home's water shut-off valve is typically located where the water service line enters your home (usually the garage). We recommend using a shutoff wrench, which can be purchased at most hardware stores.

If your shut-off valve is inaccessible or inoperable, the next best place to shut off your water is at the meter box. There is a quarter turn shut-off valve located in the meter box, approximately three inches before the meter. To shut off the water, remove the meter lid, and turn the shut-off valve one quarter turn (90 degrees) clockwise to shut off the meter (turning it one quarter turn counter-clockwise will restore water service).

The District maintains the water supply system from the source to your water meter. Sometimes in prolonged cold periods, water meters have been known to freeze. Most are built with a "frost plate" that will give way if the water inside the meter freezes. If you believe your meter is frozen, please contact us.

Please note: anything frozen beyond the water meter is your responsibility—District crews do not maintain private water lines beyond the water meter on private property. If we are called out to one of these circumstances, our crews will only shut off the meter.

How to Thaw a Frozen Pipe

If you find yourself in a situation with a frozen pipe, you can thaw the pipe out by use of rags soaked with hot water or use a hair dryer, space heater, or heating tape. As with any electrical product, take the proper precautions and avoid coming into contact with water when operating the device. Once the pipe is thawed, wrap the pipe with dry insulation. The use of a torch is NEVER recommended because of the chance of a fire. You may also contact a plumber for assistance.

If you need our assistance, contact us at (425) 337-3647. District response time may vary, so please locate your main shut-off valve and know how it operates.

Please note there may be a charge if an employee is dispatched to your home to turn off the water.

Silver Lake Water & Sewer District

Physical Address

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

Mailing Address

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

Phone

425-337-3647

Fax

425-337-4399

Office Hours

Monday, Tuesday, Thursday and Friday
8:00 a.m. to 4:30 p.m.
Wednesdays 9:00 a.m. to 4:30 p.m.
Closed Saturday, Sunday and major holidays.

Public Meetings

Silver Lake Water and Sewer District's Board of Commissioners' meetings are held the on the 2nd and 4th Thursday of each month at 5:30 p.m. in the District office. We welcome the public to attend these meetings to learn more about your water and sewer district and our efforts to provide facilities that meet or exceed all government and regulatory requirements.

How to Pay Your Bill

Types of Payments Accepted

Cash, check, money order, and credit card
(Visa, MasterCard, American Express)

Pay By DropBox

A payment drop box—for checks and money orders only—is available in the parking lot of our office at 15205 - 41st Avenue SE in Bothell.

Pay By Mail

P.O. Box 13888
Mill Creek, WA 98082

Pay Online

www.slwsd.com

Pay By Phone

1-877-814-9773

Pay With Your Own Bank Bill Pay System

Please allow 7 business days for delivery

Pay In Person

15205 - 41st Avenue SE
Bothell, WA

Transaction Fee

There is a \$3.85 per transaction convenience fee when you pay with a debit/ credit card (whether by phone, website, or in person).

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In Case of Emergency

District staff are on call 24 hours a day, 7 days a week to assist you with water and sewer emergencies.

(425) 337-3647

If you are calling after hours, press "1" to hold for an Emergency Operator.