Silver Lake Water & Sewer District

Fall / Winter 2026

Around the Lake

Water and Sewer-Related News and Information



Keeping Our Infrastructure Secure

by Commissioner Shauna Willner

In late July 2026, federal authorities, including the Cybersecurity and Infrastructure Security Agency (CISA), the FBI, and the EPA, issued an urgent alert regarding a coordinated cyber campaign affecting water and wastewater utilities.

Threat actors targeted internet-exposed programmable logic controllers (PLCs) across the U.S. Water and Wastewater Systems Sector. Federal investigations confirmed that over 100 water and wastewater systems across at least seven states, including over 30 systems in Minnesota and 9 systems in Michigan, were impacted. In these attacks, the actors attempted to disrupt the operation of systems, not seeking financial gain.

To protect our water and wastewater operations from cyber-attacks, we follow industry standard security best practices, including not connecting operational systems to the internet, protecting them with multiple layers of security, and proactively monitoring for any unexpected changes.

We are also members of various industry associations such as the Multi-State Information Sharing and Analysis Center (MS-ISAC), American Water Works Association (AWWA), and other state-wide cybersecurity associations that proactively provide security alerts.

Our investments in cybersecurity defenses, staff training, and proactive monitoring ensure your water is safe and will continue to flow when you need it.

Special Rates for Low-income Seniors or Low-income Disabled Persons

Silver Lake Water and Sewer District provides discounted water and sewer rates for qualifying low-income seniors or low-income disabled persons, applied to the base rate for both water and sewer service. The reduction is approximately 50% for water and 25% for sewer base rates.

To qualify as low income, the current income cap is $75,000 for a household. The District ties its income thresholds to that used for the Snohomish County Property Tax Exemption.

Seniors are defined as a person 61 years of age or older. Disabled individuals also qualify if they receive 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.

Additional restrictions may apply. For more information and the application form, visit the District's website at www.slwsd.com. Click on either the Customer Assistance icon or Forms & Documents icon. You may also call customer service at 425-337-3647.

In 2026, 412 customers (many have both water and sewer accounts) qualified for the low-income rates and received a total of $150,686 benefits in the form of a reduced base rate for water and sewer services.

Cost of Low-income Senior/Disabled Rate Program

Low Income Senior or Disabled Customer Category	# of Customers	2025 Base Rate/Mo.	2025 Discounted Rate/Mo.	Annual Cost
Water	342	$20.09	$10.04	$41,245.20
MC Water	68	$21.07	$10.53	$8,600.64
Sewer - Everett Basin	301	$90.48	$67.85	$81,739.56
MC Sewer - Everett Basin	29	$94.89	$71.17	$8,254.56
Sewer - AWWD Basin	7	$89.11	$66.83	$1,871.52
MC Sewer - AWWD Basin	32	$93.46	$70.90	$8,974.08
Total Cost				**$150,685.56**

It's time for

Winter Plumbing Maintenance

Cold weather can cause frozen pipes, water line breaks, and costly damage. Taking a few simple precautions now can help prevent the expense and inconvenience of winter plumbing problems.

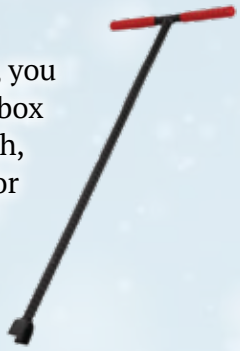
Protect Your Pipes

- ❑ Insulate all exposed pipes and faucets, paying special attention to areas where the water service line enters your home, such as garages and crawl spaces.
- ❑ Disconnect garden hoses from all outdoor faucets before freezing temperatures arrive.
- ❑ Install protective, insulated covers on outdoor faucets to help prevent them from freezing.

Know How to Shut Off Your Water

Before a plumbing emergency occurs, make sure you know where your main water shutoff valve is located and how to operate it. The valve is typically located where the water service line enters your home, often in a garage or crawl space.

If it's inaccessible or does not work, you can shut off the water at the meter box using a special meter shutoff wrench, available at most hardware stores for about $25 (pictured at right).



To shut off the water at the meter:

1. Remove the meter box lid to access the meter and shutoff valve.
2. Locate the shutoff valve, approximately three inches to the street side of the meter.
3. Gently turn the valve clockwise to shut off the water.
4. Slowly turn the valve counterclockwise to restore water service.

The shutoff valve may sometimes be covered by dirt, including dirt displaced by moles. Use a garden trowel to carefully uncover the valve.

Water Meters and Frozen Pipes

The District maintains the water supply system from the water source through the water meter. During prolonged periods of freezing temperatures, water meters can occasionally freeze. Most meters are equipped with a frost plate designed to give way if the water inside the meter freezes.

If you believe your water meter is frozen, please contact the District for assistance.

Water pipes and service lines beyond the water meter, however, are the homeowner's responsibility. District crews do not maintain private water lines located beyond the meter on private property. If a District crew is dispatched to your property, they can only shut off the meter.

Please note: A fee may apply if a District employee is dispatched to your property to shut off the water.

If a Pipe Freezes

If you discover a frozen pipe, you may be able to thaw it safely using:

- Rags soaked in hot water
- A space heater
- A hair dryer
- Heating tape

When using electrical appliances, always follow appropriate safety precautions and keep electrical equipment away from water. Never use a torch or open flame; the risk of starting a fire is too great.

Once the pipe has thawed, wrap it with dry insulation to help prevent it from freezing again.

If you are unable to safely thaw the pipe, contact a licensed plumber for assistance.

Be Prepared Before an Emergency

If you need District assistance, please call (425) 337-3647. However because response times may vary, it's important to ***locate and test your main shutoff valve before an emergency occurs.***

We also recommend showing everyone in your household how to shut off the water in case of a broken water line or other plumbing emergency.

Reinvesting Your Dollars into Capital Infrastructure Projects

After completing four infrastructure renewal projects in 2026, The District is in final design of seven major projects for 2027, described as follows:


Silver Firs Sewer Lift Station

Water Main Replacement Phase 3

Cascade Heights neighborhood
132nd Street SE and 51st Drive SE

This project will replace roughly 5,400 lineal feet of cast iron water main with new 8-inch diameter ductile iron water main, along with new water services, fire hydrants, and roadway resurfacing. As the first construction project of 2027, bidding is anticipated in late 2026.

21 Oaks Water Main Replacement Phase 3

134th Place SE and 61st Avenue SE

Approximately 9,000 lineal feet of cast iron water main will be replaced with new 8-inch diameter ductile iron water main, along with new water services, fire hydrants, and roadway resurfacing. To minimize overall disruption to the neighborhood, we'll replace roughly 300 lineal feet of 12-inch and 8-inch diameter sewer main simultaneously.

Jackson High School Water Main Replacement Phase 3

25th Avenue SE from 116th Street SE to 121st Street SE; in City of Mill Creek

This project will replace roughly 3,000 lineal feet of cast iron water main with new 8-inch diameter ductile iron water main, along with new water services, fire hydrants, and roadway resurfacing.

These water main improvements will meet future growth demand, improve fire flow and water quality with looping connections, and have an anticipated lifespan of 100 years.

Silver Firs Sewer Lift Station

15412 52nd Avenue SE

Constructed in 1993, this lift station will have its wet well lid rehabilitated, along with new sewer pumps, valving, piping with flow monitoring, a new electrical and telemetry equipment building, backup generator, and propane tank.

Creekside Sewer Lift Station

Near 124th Street SE and 58th Drive SE

This project requires we obtain easements before installing roughly 1,500 lineal feet of new 8-inch gravity sewer main that will connect to the existing gravity sewer main within the cul-de-sac at 61st Drive SE. This will allow us to decommission this Lift Station and convert the area's wastewater conveyance to gravity flow.

Sewer Lift Station No. 4

10500 35th Avenue SE

This 1969 lift station underwent rehabilitation of its mechanical components in 2005. Upcoming work will re-route the onsite gravity sewer system, convert the existing wet well to a rock catch manhole, install a new wet well, pumps and piping, and a new valve vault with flow metering.

Electrical & Telemetry Upgrades

Sector 7 Lift Station at 132nd Place SE and 78th Avenue SE; and Lift Station No. 3 at the 62nd block of 134th Place SE

Sector 7 Lift Station's control panel and motor controls are located below-grade and have not been upgraded since 2011. Its upgrades will include a new CMU building to house new electrical control equipment including electrical cabinets, telemetry cabinets, motor control units, and other associated components. These improvements will eliminate flood risk associated with below-grade components while modernizing the equipment.

The control system panel at Lift Station No. 3 requires new modern components in order to provide more robust flow level monitoring and communications.

The District's reinvestment into renewing these assets will ensure uninterrupted essential water and sewer service for our customers.

Silver Lake Water & Sewer District
15205 - 41st Avenue SE
Bothell, WA 98012-6114

PRSRT STD
U.S. POSTAGE
PAID
Permit# 1327
Seattle, WA

Silver Lake Water & Sewer District

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

Phone (425) 337-3647
Fax (425) 337-4399

Email
service@slwsd.com

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

Our Board of Commissioners meets in-person, on the 2nd and 4th Thursdays of each month, beginning at 5:30 p.m. The public may attend and comment in person or via teleconference. The conference telephone number and access code are published on our website. There is an opportunity for public comment at the beginning of the agenda. If you wish to speak at a meeting, please contact us in advance at (425) 337-3647 (Ext. 212) so we can call upon you at the appropriate time.

How to Pay Your Bill

In Person
Paid with check or money order: no fee
Paid with credit/debit card: $4.25 fee

DropBox
Located in the parking lot of our office;
Check and money order only

By Phone
1-(844) 956-1375
Paid with credit/debit card: $5.00 fee
Paid with Bank EFT: $3.60 fee

District-Direct AutoPay
Deducted from your bank account on the due date of your bill.
Bank EFT only. No fee.

Online (with optional AutoPay)
Deducted from your bank account OR credit card on the due date of your bill.
Paid with credit/debit card: $4.25 fee
Paid with Bank EFT: $2.85 fee

Using Your Bank Bill Pay System
Please allow 7 business days for delivery

Credit Cards Accepted
Visa, MasterCard, American Express

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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.