

The Pipeline



Fall/Winter 2022

Commissioner's Corner



Commissioner Pamela Maloney

Jackson Mississippi Water Crisis – Could it Happen Here?

In September Jackson Mississippi, a city of over 150,000, was without safe drinking water for days with no end in sight. Even before this most recent crisis, boil water advisories were not uncommon. Why? Severe flooding led to the immediate crisis, but Jackson's water woes were years in the making due to underfunding water infrastructure maintenance and deferring needed upgrades. That is where Woodinville Water District (WWD) is different – and why your water supply is reliably safe to use and consume. We routinely invest in system renewal and replacement, and proactively plan for emergencies such as earthquakes or supply outages.

Our District has a small staff of just 35 employees tasked with a very big job – keeping clean, safe drinking water flowing to your homes and businesses around the clock, every single day. Much of our work goes unnoticed. I want to take this opportunity to highlight our staff's good works for you.

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MONITORING AND MAINTAINING THE COMPONENTS THAT DELIVER YOUR WATER

Water Operations staff follow a proactive program of exercising valves; inspecting pumps, controls, and motors at pump stations; ensuring hydrants are in good working order; and flushing water pipes to keep them clean and obstruction-free. This preventive maintenance reduces the frequency of breaks or failures that could interrupt water delivery to you. Staff also monitor the District's Supervisory Control and Data Acquisition (SCADA) system 24/7 to rapidly identify any pressure or flow concerns throughout the water system.

INVESTING APPROPRIATELY TO KEEP THE SYSTEM IN GREAT SHAPE

Engineering staff design and oversee improvements to water transmission and distribution pipes, pump stations, and storage reservoirs that deliver your water. Over 5000 feet of water pipe are replaced each year, focusing on the pipes most likely to fail or those with the highest consequence of failure. Critical valves that regulate water pressure are replaced, and reservoirs are evaluated for structural integrity. The staff are tasked with looking at the 'big picture' to manage water system assets and to recommend appropriate investment for continued system reliability. The very latest information on seismic risk is incorporated into pipe replacement plans.

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Woodinville Water District

Providing safe and reliable service with responsible rates since 1959.

Commissioner's Corner

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TESTING AND PROTECTING THE QUALITY OF THE WATER YOU DRINK

Regular sampling to test water quality is critical to make sure your water meets or exceeds all federal and state standards. Samples are taken to test for various contaminants throughout the year. Water quality is tested primarily at sample stands, but also from water facilities at the extremes of the system to ensure appropriate chlorine residuals, and even periodically at customer homes to test for lead and copper. Dangerous cross connections with surface water or other untreated water are avoided by our rigorous backflow prevention program. Water quality staff are available to respond to any customer reports of discolored water or taste/odor concerns.

TOP NOTCH STAFF

Highly skilled field crews perform services throughout the year, including installing new services and meters, repairing water leaks, repairing hydrants, and locating/marketing WWD facilities in advance of construction projects. They also repair and maintain District-owned buildings and property. Customer service staff respond to your calls or visits to the District office. These front office staff are usually your first point of contact for any concerns about water quality, water usage, or billing. Finance staff manage accounting, financial reporting and analysis, and bi-monthly billing. IT staff implement, support and maintain the many software systems that enable efficient, responsive utility service.

WWD's Engineering, Operations, Maintenance, Finance, Administrative and IT Teams work together to deliver your water. They are experienced – twenty have worked at the District for over 15 years, and several brought many years of career experience when they joined our team. Ongoing training keeps their skills current. Each employee cares deeply about the water we provide and keeping you safe. The Board of Commissioners is proud of their work, and of the water our District delivers. We are grateful to the staff for their hard work and their dedication to public service and to the well-being of the community we live in.

The Board of Commissioners meet on the first and third Tuesday of each month at 5:00pm in-person or virtually via Microsoft Teams. The public is welcome to attend in-person or join the Microsoft Teams Meeting via telephone. Meeting call-in information is posted on the agenda that can be found on our webpage the Friday prior to each meeting at woodinvillewater.com.

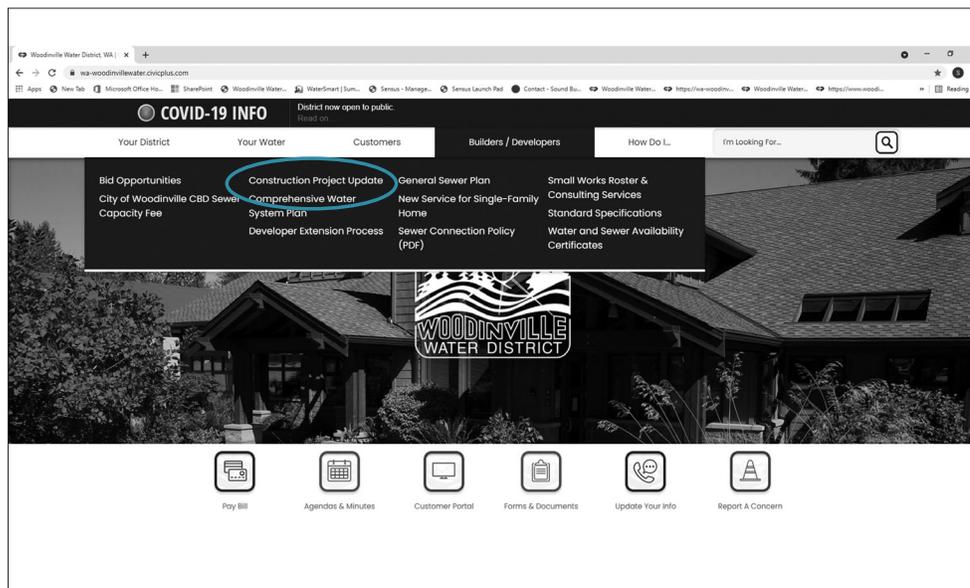


District Sample Stand – You may have noticed these brightly painted sample stands located throughout the District.



INVESTING In Our Future

Visit www.woodinvillewater.com for the latest Construction Project Updates. If you have any questions for Woodinville Water District regarding any of these projects, please email Project Engineer, Christian Hoffman at choffman@woodinvillewater.com or call him at 425-487-4142.



You Can Now Update Your Contact Information on Our Website

In the event of an emergency we would like to be able to contact you quickly. You can now update your contact information on our website, www.woodinvillewater.com, at a time that is convenient for you. You can also contact our Customer Service Department at customerservice@woodinvillewater.com or at 425-487-4100 and they can update your account for you.

Let Us Know About Life Support Issues Requiring Non-Interrupted Water Service

A reminder to all – please be sure to let us know if anyone in your household has a serious health condition requiring water to be available at all times, such as kidney dialysis. We make a note of this on your customer account screen.

Please contact Customer Service at 425-487-4100 or email customerservice@woodinvillewater.com.

The fall rainy season is here.

It's time to turn off your sprinkler system.



FATS, OILS, GREASE

STOP!
Especially as
the holidays
approach,
please think
before you pour
cooking grease
down the drain.



FAT-FREE SEWERS!

Fats, oils and greases aren't just bad for arteries and waistlines; they're bad for sewers too. Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause of overflows is sewer pipes blocked by grease. Grease gets into the sewer from household drains as well as from poorly maintained grease traps in restaurants and other businesses.

WHERE DOES GREASE COME FROM?

Grease is a byproduct of cooking that comes from meat, fats, lard, oil, shortening, butter, margarine, food scraps, baked goods, sauces and dairy products. When washed down the sink, grease sticks to the insides of sewer pipes (both on your property and in the street). Over time, it can build up and block an entire pipe.

THE RESULTS CAN BE:

- Raw sewage overflowing in your home or the house next door
- An increase in operation and maintenance costs for our sewer department, which leads to higher sewer bills for customers
- An expensive and unpleasant cleanup that often must be paid for by you, the home or business owner
- Raw sewage overflowing into parks, yards, and streets
- Potential contact with disease-causing organisms

YOU CAN HELP!

Help prevent sewer overflows by:

- Pour cooled fats, oils and grease into a container and put the container in the trash, or in the yard waste cart if the container is compostable.
- Before washing, use your paper napkin or a paper towel to wipe fat, oil and grease from dishes. The paper can be disposed of in the yard waste cart.
- Use sink strainers to catch food waste.
- Put food scraps in yard waste cart.

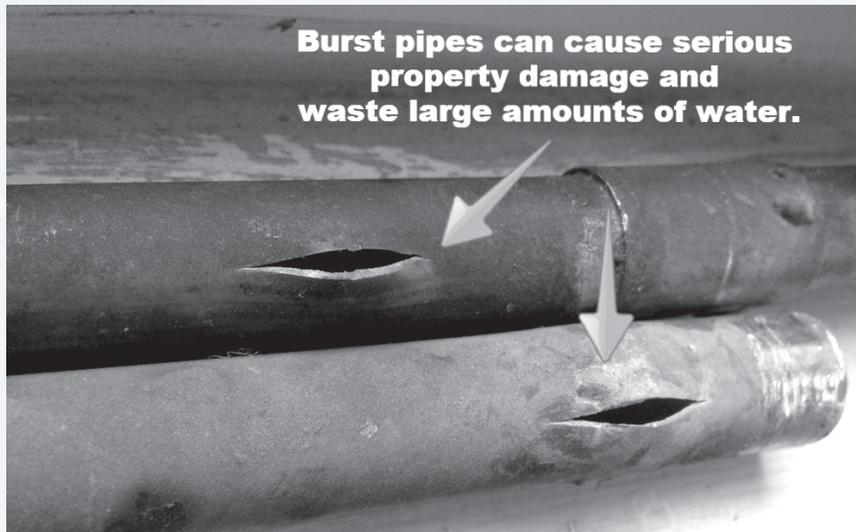
5 Tips for Water-Wise Holiday Prep

- Turn off the tap!
- Thaw the turkey in the fridge.
- Wash fruits and veggies in a bowl of water.
- Use the dishwasher—whenever you can.
- Fix running toilets before hosting.

SAVING WATER PARTNERSHIP

PROTECT YOUR PIPES THIS WINTER

Now is the time to prepare for winter weather. A few simple steps can help you prevent frozen pipes and leaks. Woodinville Water District maintains the supply system from the source to your meter. You are responsible for protecting the water pipes from the meter to and throughout your home from freezing. Repairing pipes and paying for water that has leaked can be quite costly. An eighth-inch (three millimeter) crack in a pipe can spew up to 250 gallons of water a day, destroying floors, furniture, and personal property. Both plastic (PVS) and copper pipes can burst. You know the saying: *An ounce of prevention...* so here are a few simple steps you can take to prevent the expense and inconvenience of frozen or broken pipes:



Burst pipes can cause serious property damage and waste large amounts of water.

Winterize your irrigation system.

Have your irrigation system winterized by blowing it out or draining it.

Disconnect garden hoses.

Remove and store garden hoses, and insulate and cover hose bibs to keep them from freezing.

Insulate exposed and/or unprotected pipes.

Insulate pipes in unheated garages and crawl spaces. You can leave one indoor faucet dripping warm water overnight but, do not leave water running in a vacant home. You can also open cabinet doors to allow heat to get to uninsulated pipes under sinks and appliances near exterior walls.

Locate your main water shut-off valve.

Don't wait for an emergency to locate your main water shut off. We have tags you can use to label your main shut off once you locate it. Feel free to stop in at our office and pick one up.

Protect vacant homes

If you leave a house for several days take steps to protect pipes from freezing:

- Turn off the main shut-off valve.
- Turn off the electricity or gas to the water heater.
- Open indoor and outdoor faucets to drain pipes.
- Flush your toilet(s) once to drain the tank but not the bowl.
- Leave your heat on at a minimum temperature setting to help keep pipes from freezing in interior walls.

DON'T LET YOUR PIPES FREEZE

If you turn on your faucets and nothing comes out, leave the faucets turned on and call a plumber. If you detect that your water pipes have frozen and burst, turn off the water at the main shut-off valve in the house; leave the water faucets turned on. Make sure everyone in your family knows where the water shut-off valve is and how to open and close it.

NEVER try to thaw a pipe with a torch or other open flame. Water damage is preferable to fire damage. You may be able to thaw a frozen pipe with the warm air from a hair dryer. Start by warming the pipe as close to the faucet as possible, working toward the coldest section of pipe.

DO NOT use electrical appliances in areas of standing water because you could be electrocuted.

REMEMBER, if you need help turning water off, we are only a phone call away.

Woodinville Water District 24-Hour Emergency Number
425-487-4100

OFFICE HOURS:
7:30am-4:00pm,
Monday thru Friday



Are You Prepared for Disasters and Emergencies

Ready.gov can help you and your family stay informed about different types of emergencies that could occur and their appropriate responses. The resources on Ready.gov provide fillable forms and emergency supply lists that can help you create plans and kits for your family and pets.

Information and materials in languages other than English are available to help you learn how to make an emergency plan, build an emergency supply kit and prepare for individual hazards.

www.ready.gov/ready-your-language

TAKE ACTION AND PREPARE

There are many ways to take action and prepare before a disaster occurs. The actions on this card include some of the most important ways to help yourself, your family, and your community increase your preparedness. Simple actions at home and in your neighborhood can make a big difference!

FEMA
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April 2018

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- App: [Fema.gov/mobile-app](https://fema.gov/mobile-app)
- Website: [Ready.gov/prepare](https://ready.gov/prepare)

12 WAYS TO PREPARE

<input type="checkbox"/> Sign up for Alerts and Warnings	<input type="checkbox"/> Make a Plan	<input type="checkbox"/> Save for a Rainy Day	<input type="checkbox"/> Practice Emergency Drills	<input type="checkbox"/> Test Family Communication Plan	<input type="checkbox"/> Safeguard Documents
<input type="checkbox"/> Plan with Neighbors	<input type="checkbox"/> Make Your Home Safer	<input type="checkbox"/> Know Evacuation Routes	<input type="checkbox"/> Assemble or Update Supplies	<input type="checkbox"/> Get Involved in Your Community	<input type="checkbox"/> Document and Insure Property

GARDEN GOLD

SAVING WATER PARTNERSHIP
Make a difference. Use water wisely.

Water-Wise Tip
Plant trees, shrubs, and perennials in the fall to build healthy root systems by summer.

SAVING WATER PARTNERSHIP

Salmon SEEsOn

See salmon safely from August to November in King County watersheds!

  Tag your posts #SalmonSEEsOn

FREE!

www.kingcounty.gov/salmon - click on Salmon SEEsOn!

WOODINVILLE WATER DISTRICT QUICK LINKS



**Woodinville
Water District
Website**



**WaterSmart
Customer Portal**

Look up your account to explore your water use. It's free, and it only takes a minute

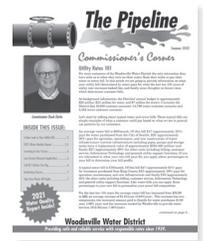


**Pay Your
Woodinville
Water District
Bill Online**

- Receive statements and pay your bill
- State-of-the-art-security
- Pay your bill with a credit card, debit card, or bank account

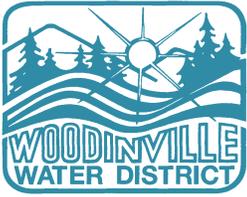


**Consumer
Confidence
Report
Annual Drinking
Water Quality
Report**



**Woodinville
Water District
Pipeline
Newsletter**





Woodinville Water District
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The Pipeline is designed to keep Woodinville Water District customers up-to-date on water related issues, projects, and conservation education. The District welcomes your feedback and your suggestions for future stories.

Woodinville Water District
 17238 NE Woodinville-Duvall Road
 PO Box 1390
 Woodinville, WA 98072-1390
 425-487-4100
 Fax: 425-485-6381
 www.woodinvillewater.com

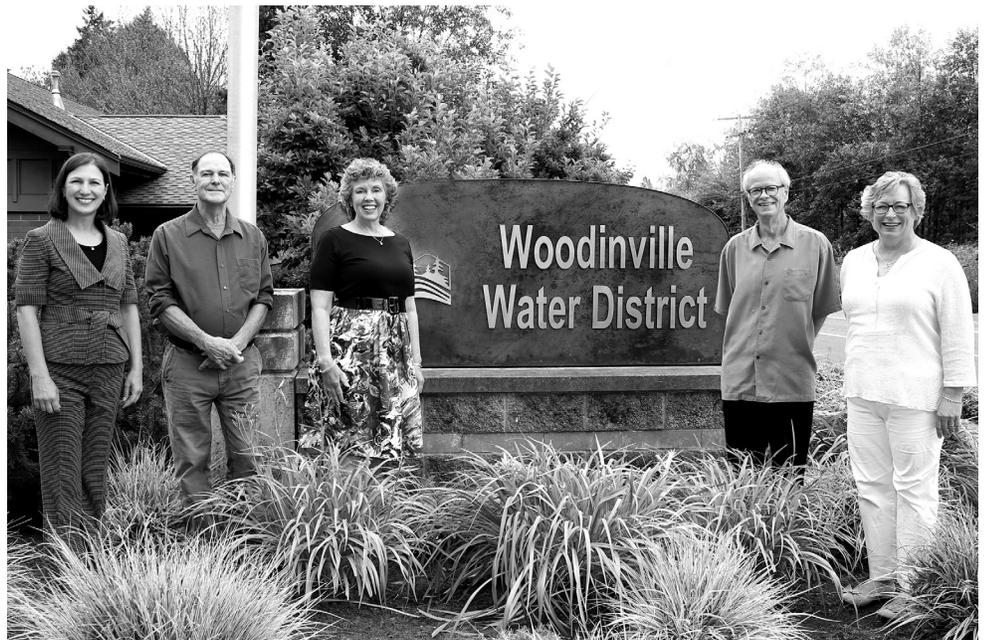
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Commissioners: Chuck Clarke
 Aleksandra Katchakov
 Pamela Maloney
 Tim Schriever
 Karen Steeb

Editor: Sandra Tachibana

Graphic Design: Danielle Myers

WWD Board of Commissioners



Commissioners (L-R): Aleksandra Kachakov, Tim Schriever, Karen Steeb, Chuck Clarke and Pamela Maloney



Do your part,
 be water smart



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