



Northeast Sammamish Sewer and Water District

An Update from Your Commissioners

We are honored to serve **you** as your District Commissioners and we are committed to providing you with superior customer service and the region's best tasting drinking water at an affordable price.

This is combined with our commitment to ensure you receive the highest level of customer service.

Like you and your family, we have been dealing with the challenges of 2020 — particularly COVID-19 and its effect on your drinking water and on our community as a whole.

We have worked to protect the safety of your water and we detail those efforts in this issue of our regular newsletter.

In addition, we wanted to update you on new maintenance and improvement projects, information for your home and details on the new 2021 sewer and water rates.

It is our goal to be open and accessible to our customers.

While our office is currently closed to in-person visits as a result of the state mandate, please contact us at (425) 868-1144 or visit our website — **nesswd.org** — for the current information, tips on how to conserve water and contact details for Commissioners and District staff.

Our first priority is to ensure a safe and reliable water supply & sewer service.

Board of Commissioners

Wayne DeMeester • *President*

Paul Sentena • *Secretary*

Paul Robinett



This Issue...

❄️ *COVID-19 Safety: Protecting Our Customers & System*

❄️ *Current Projects Update*

❄️ *Winterize your Home!*

❄️ *2021 Sewer & Water Rates*

❄️ *The Importance of a Pressure Reducing Valve*

2021 Sewer & Water Rates



Water Rates

The new bi-monthly rates for a ¾" meter will be:

	2021	2020
Base Rate	\$43.30	\$42.04

Consumption cost per hundred cubic feet:

	2021	2020
0 to 1300 cf	\$3.01	\$2.93
1301-1700 cf	\$4.80	\$4.66
1701- 2600 cf	\$6.95	\$6.75
Over 2600 cf	\$9.10	\$8.84

Sewer Rates

	2021	2020
King County	\$94.74	\$90.66
NESSWD	\$58.78	\$57.06
	\$153.52	\$147.72

To ensure proper maintenance and improvement in facilities, the District has adopted new rates for 2021 which increase sewer and water rates by 3%. We are committed to providing the highest quality service at the most reasonable cost to customers.

The Northeast Sammamish Sewer and Water District collects and pipes sewage to King County which provides treatment.

The county sets sewer rates for all utility districts. By a vote of the King County Council earlier this year, the sewer charge assessed for treatment is increasing by \$4.08 per two-month bill or 4.5%.

Please contact Customer Service at (425) 868-1144 if you have any questions about how these new rates will impact your specific circumstances.

We're always happy to help!

Usage Comparison

Below is an example of a bi-monthly water bill for most customers with a ¾" meter under different usage scenarios.

	2021	2020
1700 cf (avg use)	\$101.63	\$98.77
2600 cf (avg summer use)	\$164.18	\$159.52

Street Lights

Rates will increase by 3% to \$6.11 every two months.



Time to Winterize

Protect Your Home From Frozen Pipes

A FEW SIMPLE STEPS can help prevent frozen pipes and the expensive repair cost from a water leak.

While NESSWD is responsible for water from the source to the meter, you are responsible for protecting the pipes from the meter to and throughout your home. A small break in a plastic or copper supply pipe can spray hundreds of gallons of water per day — flooding your home and causing thousands of dollars in damage to floors, walls, furniture and home items.

Winterize Irrigation Systems.

Have a professional winterize your yard watering system by properly blowing it out or draining it.

Disconnect Garden Hoses.

Remove garden hoses from exterior hose bibs and protect them with inexpensive covers.

Insulate Exposed Pipes.

Use pipe wrap to insulate pipes in an unheated garage or crawl space. Allowing a faucet to drip warm water during cold weather can provide protection, but never leave water running in a vacant home. Opening cabinet doors can allow heat to get to uninsulated pipes under the sink and behind appliances near exterior walls.

Locate Your Home Water Shut-Off Valve.

Know the location of your main water shut off and teach responsible older children how to correctly operate it.

Protect Vacant Homes.

If you leave your house for several days, please

take steps to protect pipes from freezing:

- ❄ Turn off the water at the main shut off.
- ❄ Open indoor & outdoor faucets to drain pipes.
- ❄ Flush your toilet(s) once to drain the tank but not the bowl.
- ❄ Leave your home heat on at a minimum setting — especially at night if you have a timed controller — to keep pipes from freezing in interior walls.

If Your Pipes Freeze Act Fast and Be Safe.

If you turn on your faucet and no water comes out, leave the faucet open and call a plumber right away. If you realize that a pipe has burst in a wall and water is flowing, turn off the water at your main shut off valve and leave your faucets open. Show all responsible family members the location of the water shut off and how to safely close it.

NEVER thaw a pipe with a torch or open flame. It may be possible to thaw a pipe with a hair dryer. Start by warming the pipe as close to the faucet as possible and move toward the coldest section of the pipe. If the pipe is damaged, it may be smarter to allow ice to block it rather than risk a flood.

NEVER RISK ELECTROCUTION by using an electrical appliance in an area of standing water.

If you need help turning off your water please call us. The staff at NESSWD are here to help.

24-hour Emergency Number

(425) 868-1144

Protecting our Community, Customers and District Staff



COVID-19 Safety

The District Office is currently closed to customers as a result of state mandated restrictions because of COVID-19. All District staff are considered “essential” and will continue to work to ensure our water and sewer systems remain fully functional.

The Commissioners have instructed staff to implement the following steps to ensure safety & comply with the Governor’s proclamations:

- Social distancing
- Wiping down surfaces
- Using appropriate Personal Protective Equipment (both office and field staff). PPE such as gloves, face masks, face shields, and respirators have been provided
- Requiring frequent handwashing or sanitizing
- Not hosting in-person meetings
- Closing the office to customers and requiring customers to make an appointment to see District staff
- Holding virtual Board Meetings
- Renting a fuel tank to protect against any interruption in gas delivery
- Limiting one employee per vehicle
- Ending unnecessary work activities such as non-essential classes or conferences
- Allowing field staff to take vehicles home to allow faster response
- Allowing telecommuting
- Providing 10 Days of quarantine leave per employee



- Discontinued shutting off utilities to delinquent customers
- Suspending late charges
- Developing a construction site exposure control, mitigation and recovery plan and requiring employees to follow the plan when at construction sites
- Providing a portable washing station for construction sites
- Requiring employees to report their temperatures daily to the General Manager
- Requiring employees to report they don’t suffer recognized COVID symptoms daily to the General Manager
- Requiring employees to wear face masks if within 6-feet of each other



- Requiring employees to leave work / stay at home if they have a temperature above 100.4F or any other CDC flagged symptoms
- Requiring employees to notify supervisors if they have family member with Coronavirus or have had contact with people who have Coronavirus
- Posting office closed signs and please use a face covering signs on office doors
- Replacing HVAC filters quarterly
- Posting ratepayer assistance opportunities on website
- Employees avoiding more than one person in lunchroom at a time
- All commonly touched items disinfected daily
- Cleaning the entire District office every week



The District will re-open to the public when King County enters Phase 3 of the Governor’s COVID-19 Response Plan. Prior to that, the following will occur:

- A plexiglass shield will be installed at the front counter to protect customers & staff
- Signs will be placed on rest rooms limiting use to employees only
- Only one Customer will be allowed to enter the building at a time and entry will only be allowed through the front door
- Hygienic Practices Information will be posted
- A table will be placed by the front door with hand sanitizer, face masks and a list of COVID symptoms. A notice on the table will ask customers, vendors and consultants to take their temperature. They will be asked not to enter if they have symptoms or a temperature above 100.4 F. They will be required to wear a face mask to enter the building.
- If a vendor or consultant becomes ill, they will be required to leave the premises and notify their employer

Ensuring the reliability of our water & sewer systems and protecting the health of our customers and staff is our priority. NESSWD will be following all directives issued by both the state and county health departments as we develop a COVID safe workplace.

What is a Pressure Reducing Valve?

Why Do I Need One?

A Pressure Relief Valve (PRV) is a mechanical, bell-shaped device that is used to reduce the water pressure entering your home. The typical residential PRV is constructed of brass and has a bolt located on the top of the device that can be turned to adjust the downstream pressure between 25 and 75 psi.

Many people have asked why do I need one?

Water pressure varies depending on the elevation of your home relative to the water source. While the District regulates system pressure through its own PRVs, individual households located at lower elevations may exceed the recommended pressure threshold established by the Universal Plumbing Code (UPC) of 80 psi at the meter. Pressures exceeding 80 psi have the potential to damage modern appliances and shorten the life of your plumbing.

Where can I locate my PRV?

Not all residential water services have PRVs. PRVs are generally installed when the house is constructed and when the water pressure at the meter is 80 psi or greater. If you have a PRV, it will be located on the main service line feeding your home.

The most common locations are:

- buried in a small box a few feet from the water meter;
- in a garage or utility room;
- or in a crawlspace.

How do I know my PRV is functioning properly?

Symptoms of a failing PRV can vary, but the most common are any kind of pressure change throughout your home, and/or vibrating pipes. Installing, maintaining, and replacing a residential PRV is the responsibility of the homeowner. A standard pressure gauge is a useful tool that can be used for establishing a baseline and monitoring your home's water pressure. These can be purchased from your local hardware store and adapted to screw onto your existing hose bib. If necessary, you can hire a plumber or licensed contractor to repair or install a PRV. As an alternative, PRVs are available at most hardware stores and there are plenty of online resources on how to repair or install them.

Questions?

We are here to help! If you have any questions, want to know what the system water pressure is at your meter, or experience a noticeable change in your water pressure, please contact the District Office at (425) 868-1144. We will be happy to assist you.

Update on Current District Maintenance Projects



Sewer Pipe Lining

The District is lining 6100 feet of a 44-year old concrete pipe to extend its useful life. We have substantially completed Phase I of this project which lined 2754 linear feet. Phase II is planned for Spring/Summer 2021.

SCADA Replacement / Shake Alert

The contract for Supervisory Control and Data Acquisition (SCADA) updates at all District wells is substantially complete. The newly installed remote terminal units (RTUs) will connect with the Master Control Center to run our system.

Sewer and Water Comprehensive Plans

We have completed the Water Comprehensive Plan and are awaiting approvals from the King County Council and the Washington State Department of Health. The sewer plan is near completion and will be submitted to King County and the Department of Ecology for approval.

Manhole Lining

The District has substantially completed lining deteriorating manholes identified in the District.

SR202 Sewer Force-Main Relocation

Washington State Department of Transportation (WSDOT) is replacing a culvert on SR202 which will require the District to relocate its sewer force-main. The District installed a temporary bypass prior to WSDOT's culvert work. WSDOT has postponed their culvert work to an unknown date. When WSDOT performs the culvert work, the bypass will be activated, the existing force main removed and a new force main installed.

Emergency Chlorination System

The District does not chlorinate its water. If an E.coli event were to occur such as the one that happened in Mercer Island or Sallal, the District may need to inject chlorine into the water to make it drinkable. This system would only be used in the event of an emergency situation. This project has been designed and the design approved by the Washington State Department of Health. Construction will be underway in 2021.

Well 2R

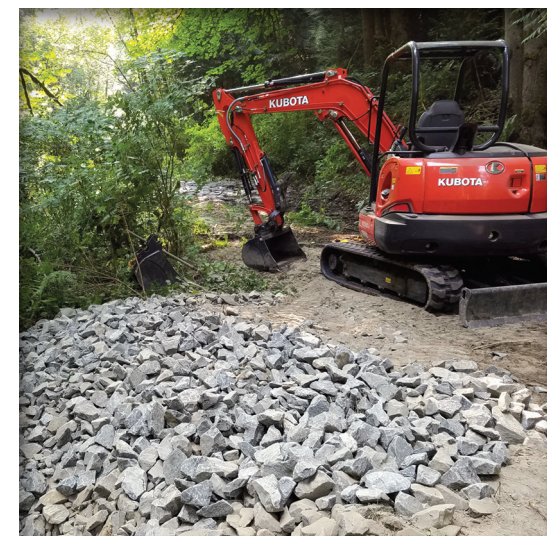
The pump has been replaced and the well rehabilitated.

Well 4

The Well 4 motor has been shipped for repair and rehabilitation. We anticipate the well will return to service in the Spring of 2021.

Automated Meter Infrastructure (AMI)

The District is negotiating a contract to move from radio read meters to AMI. We have determined locations for two poles and required repeaters.



Northeast Sammamish Sewer and Water District
3600 Sahalee Way Northeast
Sammamish, Washington 98074

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Northeast Sammamish Sewer and Water District **COMMUNITY UPDATE • FALL 2020**



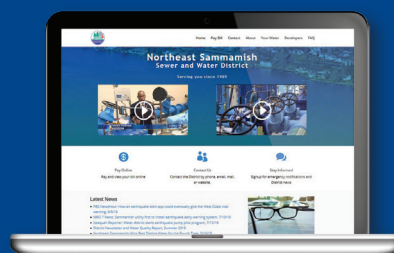
The Northeast Sammamish Sewer and Water District Board meets on the **first and third Wednesday at 7:30 AM**. Meetings are being held via Zoom. Login information is posted on the District's website at NESSWD.org. ***We invite you to sign-in and participate!***

Northeast Sammamish Sewer and Water District
For assistance, please contact Customer Service at:

(425) 868-1144



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Go to our website
and register.



Visit our website
for answers to
your questions @
NESSWD.org