



Northeast Sammamish Sewer and Water District

An Update from Your Commissioners

We are honored to serve as your water and sewer commissioners and are **proud to provide you with safe drinking water** that is the best tasting in the region.

The quality of our drinking water is a major factor in this community's high quality of life and we are committed to protecting it and providing you — **our valued customers** — with the highest level of service.

This newsletter is an update on District activities and information. It also contains news you can use to protect your home during the winter.

We also want you to know that it is our goal to be open and accessible to our customers. You may call us at (425) 868-1144 or visit our website — **nesswd.org** — for information, water use tips and contact details for Commissioners and District staff.

Our District was established by a local, citizen vote in 1969 and it remains **independent and accountable** to you.

As we near the end of 2021 we wish you and your family the very best for the season and a safe and happy new year in 2022.

We work to bring you the safest and highest quality drinking water.

Board of Commissioners

Paul Robinett • *President*

Paul Sentena • *Secretary*

Wayne DeMeester



To Our Customers

We hope you are staying healthy during what has been a difficult time for many in our community.

Please know that your drinking water is **absolutely safe** and our system continues to operate without any interruption.

At this time, our office remains closed to the public. Staff is available by appointment. Please contact us at **(425) 868-1144**. Payments can be made online at **nesswd.org**, phoned-in to Customer Service or dropped off at the District office payment box.

We appreciate your cooperation. Thank you.

Time to Winterize

Protect Your Home From Costly Frozen Pipes



A FEW EASY STEPS can

help prevent frozen pipes and expensive repairs from a water leak. 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 supply pipe can

spray hundreds of gallons of water per day — flooding your home and causing thousands of dollars in damage to floors, walls and home furnishings.

Winterize Your Irrigation System.

Have a professional winterize your home 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 can provide some protection, but never leave water running in a vacant home. Opening cabinet doors will allow heat to get to uninsulated pipes under the sink and behind appliances.

Locate Your Water Shut-Off Valve.

Don't wait for an emergency to know the location of your main water shut off and how to operate it.

Protect Vacant Homes.

Our weather can change rapidly. If you leave your home for several days, please take steps to protect it by doing the following:

- ❄ 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 help keep interior wall pipes from freezing.

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 everyone in your family the location of the water shut off and teach them 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 flooding.

NEVER RISK ELECTROCUTION by using an electrical appliance where there is standing water.

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

24-hour Emergency Number
(425) 868-1144



2022 Sewer and Water Rates

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. The total sewer charge is increasing by \$6.74 per two-month bill or 4.39%.

SEWER RATES

Below are the new bi-monthly sewer rates.

| | 2022 | 2021 |
|-------------|----------|----------|
| King County | \$98.54 | \$94.74 |
| NESSWD | \$61.72 | \$58.78 |
| | \$160.26 | \$153.52 |

To ensure proper maintenance and improvement in vital facilities, the District has adopted new water and sewer rates for 2022. As a result, District water rates will increase 3% next year. We are committed to providing the highest quality service at the most reasonable cost to our customers.

WATER RATES

The new bi-monthly rates for a $\frac{3}{4}$ " meter will be:

| | 2022 | 2021 |
|-----------|---------|---------|
| Base Rate | \$44.60 | \$43.30 |

Consumption cost per hundred cubic feet:

| | 2022 | 2021 |
|---------------|--------|--------|
| 0 to 1300 cf | \$3.10 | \$3.01 |
| 1301-1700 cf | \$4.94 | \$4.80 |
| 1701- 2600 cf | \$7.16 | \$6.95 |
| Over 2600 cf | \$9.37 | \$9.10 |

Below is an example of a bi-monthly water bill for a $\frac{3}{4}$ " meter under different usage scenarios.

| | 2022 | 2021 |
|-----------------------------------|----------|----------|
| 1700 cf (<i>avg use</i>) | \$104.66 | \$101.63 |
| 2600 cf (<i>avg summer use</i>) | \$169.10 | \$164.18 |

STREET LIGHTS

Will also increase by 3% to \$6.30 every two months.

CUSTOMER UPDATES

Payment Assistance

The state moratorium on late fees and shut-offs has expired. Customers behind on their bills are encouraged to contact Customer Service to make payment arrangements and avoid disconnection or liens. Also, the District has an agreement with HopeLink to receive federal funds under the Low Income Home Water Assistance Program (LI-HWAP). Customers needing help are encouraged to contact them directly at (425) 658-2592.

Help Protect the Sewer System and Your Home

The biggest maintenance problem being handled by district staff is clogged pipes and pumps — mostly from cleaning wipes that are improperly advertised as flushable. This can result in sewage backups into your home and damage to expensive equipment.

DO NOT flush:

- Cleaning Wipes even if labeled as toilet safe or flushable
- Fats, Oil or Grease
- Cotton Swabs
- Paper Towels
- Facial Wipes
- Feminine Hygiene Products
- Diapers
- Kitty Litter
- Band Aids
- Cigarette Butts



Please use sink strainers to catch food scraps and empty them into the trash. Produce stickers should never be put down the garbage disposal.

Following these guidelines will protect your pipes and reduce your risk of a sewer backup that can contaminate your home and cause thousands of dollars in damage.

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Northeast Sammamish Sewer and Water District **CUSTOMER UPDATE • FALL / WINTER 2021**



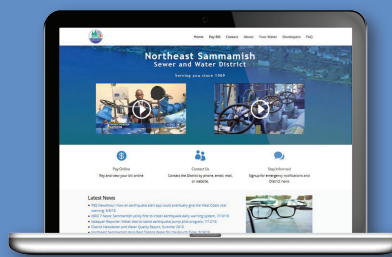
The NESSWD Board of Commissioners meet on the first and third Wednesdays at 7:30 AM. Board meetings are currently being held via Zoom. Log-in information and updated meeting schedules are posted on the District's website at **nesswd.org**.

Northeast Sammamish Sewer and Water District
Hours: Monday to Friday • 7:30 AM to 4:00 PM
3600 Sahalee Way Northeast, Sammamish, Washington 98074

(425) 868-1144



Want to Pay Online?
Please go to our
website and register.



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