



# Northeast Sammamish Sewer and Water District

## An Update from Your Commissioners

**A**s we head into the holiday season and a new year, we would like to send our very best wishes to you and your family.

We are honored to serve as **your** water and sewer commissioners and we are committed to providing you with the region's best tasting and safest drinking water at an affordable price.

We have prepared this informational Fall/Winter newsletter for you — **our valued customers** — to keep you informed on District news and key items of interest to your family.

Inside we have included updates on your water and sewer services, rates, policies, winterizing tips and planned system improvements.

**It is our goal to always be transparent and accessible to our customers.**

We hope you will contact us with any questions you may have, as well as with ideas on how we can better serve you. Please contact us at (425) 868-1144 or visit the NESS website — **ness-wd.org** — for the latest information, tips on how to conserve water and contact details for Commissioners and District staff.

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



### Board of Commissioners

**Paul Robinett**  
President

**Paul Sentena**  
Secretary

**Wayne DeMeester**

*Northeast Sammamish at Work*

### Maintaining & Improving Emergency Facilities



*District staff preparing site before pouring concrete pad for a new well-field generator to ensure water supply.*



# 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 Stay 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 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**



## 2023 Sewer and Water Rates

The Northeast Sammamish Sewer and Water District collects & pipes sewage to King County which provides treatment. The County sets sewer rates for all utility districts. The total bi-monthly sewer charge is increasing by \$8.76.

### SEWER RATES

|             | 2023     | 2022     |
|-------------|----------|----------|
| King County | \$104.22 | \$98.54  |
| NESSWD      | \$64.80  | \$61.72  |
|             | \$169.02 | \$160.26 |

The 2023 water rates increase is primarily due to high inflation and cost of living adjustments. To improve safety, the District is moving from changing the arsenic filtration media at our facility from every five years to three years. A \$500,000 state revolving fund pre-construction loan was received in 2022 and debt service payments will begin in 2023.

### WATER RATES

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

|           | 2023    | 2022    |
|-----------|---------|---------|
| Base Rate | \$47.72 | \$44.60 |

Consumption cost per hundred cubic feet:

|               | 2023    | 2022   |
|---------------|---------|--------|
| 0 to 1300 cf  | \$3.32  | \$3.10 |
| 1301-1700 cf  | \$5.29  | \$4.94 |
| 1701- 2600 cf | \$7.66  | \$7.16 |
| Over 2600 cf  | \$10.03 | \$9.37 |

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

|                          | 2023     | 2022     |
|--------------------------|----------|----------|
| 1700 cf (avg use)        | \$112.04 | \$104.66 |
| 2600 cf (avg summer use) | \$180.98 | \$169.10 |

### STREET LIGHTS

This every 2-month rate will increase by 3% to \$6.49.

## CUSTOMER UPDATES

### Low Income Senior Discount

A discount program is available for customers who are at least 62 years of age with a limited family income.

| Family Size | Household Income Not Exceeding |
|-------------|--------------------------------|
| 1           | \$ 45,300                      |
| 2           | \$ 51,800                      |
| 3           | \$ 58,250                      |
| 4           | \$ 64,700                      |

For more information, or to apply, visit our website at **NESSWD.org** or contact district Customer Service.

### Help Protect the Sewer System and Your Home

The biggest maintenance problem handled by district staff is clogged pipes and pumps — **primarily from cleaning wipes that are wrongly labeled as safe to flush.** Testing shows that NO wipe sold may be flushed.

#### 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 through the garbage disposal.

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



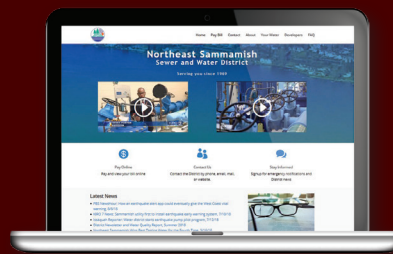
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## Northeast Sammamish Sewer and Water District CUSTOMER UPDATE · FALL / WINTER 2022



The NESSWD Board of Commissioners meet on the first and third Wednesdays of each month at 7:30 AM. We encourage you to attend in person or via Zoom. Log-in information and updated meeting schedules are posted on the District's website at **[nesswd.org](http://nesswd.org)**.



Visit our website  
for answers to your  
questions @  
**[nesswd.org](http://nesswd.org)**



### Northeast Sammamish Sewer and Water District

#### Hours:

Monday to Friday  
7:30 AM to 4:00 PM

#### Location:

3600 Sahalee Way Northeast  
Sammamish, WA 98074



### Want to Pay Online?

Please go to our  
website to sign up.



Water or Sewer Emergency? Contact us at

**(425) 868-1144**