

THE PIPELINE

Fall 2024



Commissioner Aleksandra Kachakov

2024-2027 Strategic Plan Summary: Woodinville Water District

The Woodinville Water District has formulated its 2024-2027 Strategic Plan, outlining a flexible framework to address customer needs over the next three years. This plan is designed to adapt to future planning windows and is structured around seven strategic pillars, each with specific goals and actions to ensure progress and accountability.

STRATEGIC PILLARS:

1. **Engaged Workforce:**
 - Prioritize hiring, developing, and retaining a skilled workforce.
 - Address work demand variability through thoughtful staff planning and contracted services.
2. **Secured Regional Contracts:**
 - Ensure ample, affordable, and reliable water supply through a contract with Seattle Public Utilities and Snohomish River Regional Water Authority membership.
 - Engage in negotiations for long-term franchise agreement with King County.
3. **Robust and Resilient Infrastructure and Operations:**
 - Maintain and operate water and sewer facilities efficiently.
 - Implement an Asset Management Program for data-driven strategies balancing risk, cost, and performance.
 - Develop plans to meet federal requirements related to system risk, resiliency, and emergency response preparedness.
4. **Financial Stability and Accountability:**
 - Develop long-term financial plans to meet strategic objectives.
 - Collaborate on a biennial budget process that considers capital needs, debt obligations, funding sources, and intergenerational equity.
5. **Innovation:**
 - Approach technological adoption with discipline to meet prioritized business needs.
 - Use technology, automation, and data analytics to enhance asset management practices, cyber security, building security, and complete SCADA improvements.
6. **Regional Partnership:**
 - Maintain partnerships with regional water supply and wastewater service providers to advocate for reliability and affordability.

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WOODINVILLE WATER DISTRICT

Providing safe and reliable service with responsible rates since 1959.

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7. Customer Service and community engagement:

- Develop tools to help customers access and use District services, including website updates and promoting access to the WaterSmart Portal.

By aligning short-term activities with long-range planning, the Woodinville Water District aims to effectively serve ratepayers today and in the future. Annual reviews and adjustments will ensure that the strategic plan remains relevant and responsive to emerging issues and new priorities.

For more details, please visit the Woodinville Strategic Plan on our website at woodinvillewater.com or scan the QR code using your smartphone or tablet camera.



VISION:

“Be the most reliable, efficient, and forward-looking utility district in the region where our customers know they can count on us and where employee morale is high and staff are engaged and empowered to innovate and deliver excellent water and sewer services to our ratepayers.”

MISSION:

“Provide safe and reliable service at the lowest responsible rates.”

COMMISSIONER'S CORNER

Our water source is protected.

Our District continues to receive high quality drinking water supplied from two protected watersheds in the foothills of the Cascade range, the Tolt and Cedar River reservoirs. 2023 PFAS samples collected from the treatment facilities finished waters have not shown detections for the 29 PFAS compounds in the analyses¹.



Commissioner Julie Belt

Forever Chemicals Are Persistent, So Are We.

Persistent man-made contaminants, commonly referred to as “forever chemicals” and abbreviated as PFAS or PFOS (per and polyfluoroalkyl substances) have been found in drinking water supplies across the country; these chemicals have been linked to health risks². Boiling water does not remove these chemicals. This issue includes summaries of the new US Environmental Protection Agency (EPA) 2024 rules for PFAS Detection in Drinking Water, and the Washington State Department of Health (DOH) statement of intent to adopt these rules announced April 10, 2024³.

Not if, but when. While significant focus is on detection efforts, water districts are not waiting but preparing. Districts like ours, with no detected PFAS contaminants in our drinking water¹, are still paying attention to our supply system as a whole, both upstream and downstream. We are learning from other utilities to the south of us about their recently completed facilities designed to remove PFAS contaminants found in groundwater supply wells.

On the front lines of drinking water delivery. Your District staff are continuing the work to safeguard our 30 square mile service area by regular sampling, monitoring, maintaining and dedicating emergency response resources and manpower to meet health and safety standards. Customers can rely on our help and information about how to avoid contamination on the customer side of the meter, and how to get water tested.

On well water? If your property is in our service area, but you use a private well for drinking water, PFAS contaminant testing is not currently required by DOH, nor is it discouraged. For a list of accredited testing labs, contact or visit the DOH website.

The Board of Commissioners meet on the first and third Tuesday of each month at 5:00pm. The public is welcome to join the meeting in-person at the District Meeting Room or attend by phone via Microsoft Teams. 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.

We are here to help. For updated information on PFAS and more please call Monday through Friday 7:30am to 4pm or visit our District website anytime www.woodinvillewater.com.

New EPA Rules for PFAS Detection in Drinking Water. On April 10th, 2024, both the US Environmental Protection Agency (EPA) and the Washington State Department of Health (DOH) published news releases³. EPA introduced new PFAS detection rules that the DOH intends to formally adopt, anticipating the process may take two years.

EPA's new rule cites lower, more protective detectable levels for five targeted persistent man-made contaminants (PFAS: PFOA, PFOS, PFNA, PFHxS and HFPO-DA or GenX chemicals); and now includes mixtures of two or more of four contaminants (PFAS: PFNA, PFHxS, PFBS and GenX chemicals). EPA will be working with state co-regulators in supporting water systems and local officials to implement and comply with this new rule.

Endnotes:

1. Although PFAS had not been previously regulated and routine testing had not been required prior to 2023, Seattle Public Utilities (SPU) also conducted testing in 2015, 2018 and 2022. The recent 2023 PFAS samples collected from the Cedar and Tolt treatment facilities finished waters have not shown detections for the 29 PFAS compounds in the analyses. Samples were collected in June, July, October and December 2023 as part of UCMR5 required monitoring. (<https://www.seattle.gov/utilities/your-services/water/water-quality/quality-concerns/pfas>)

2. U.S. EPA "Our Current Understanding of the Human Health and Environmental Risks of PFAS" (<https://www.epa.gov/pfas/our-current-understanding-human-health-and-environmental-risks-pfas>)

See also CDC Per- and Polyfluorinated Substances (PFAS) Factsheet, "Levels of PFAS in the U.S. Population". Since 1999, CDC scientists have measured at least 12 PFAS in blood serum... (https://www.cdc.gov/biomonitoring/PFAS_FactSheet.html)

3. "Biden-Harris Administration Finalizes First-Ever National Drinking Water Standard to Protect 100M People from PFAS Pollution" (<https://www.epa.gov/newsreleases/biden-harris-administration-finalizes-first-ever-national-drinking-water-standard>). DOH announced that Washington state will move forward to adopt US Environmental Protection Agency's new federal regulation from PFAS in drinking water (<https://doh.wa.gov/newsroom/washington-state-will-move-forward-adopt-us-environmental-protection-agencys-new-federal-regulation>).

DOH announced that Washington state will move forward to adopt US Environmental Protection Agency's new federal regulation from PFAS in drinking water. In 2021, the Washington State Board of Health adopted state action levels (SALs) ranging from 10 to 345 ppt (parts per trillion) detectable levels. The new, stricter, EPA rule sets the detectable contaminants range from 4 to 10 ppt. SALs will continue to be in place until formal adoption of new federal MCLs which may take up to two years.

NEW PFAS FAQs:

Where can I find PFAS in drinking water test results? Find Woodinville Water District water quality and PFAS testing results at <https://wa-woodinvillewater.civicplus.com/395/PFAS-Information>.

Washington state Department of Health (DOH) publishes an online GIS map of Group A public water systems that is updated monthly. <https://doh.wa.gov/data-and-statistical-reports/washington-tracking-network-wtn/pfas/dashboard>

How often does the Woodinville Water District sample and test drinking water for PFAS?

Regular sampling, testing and reporting is set by the Washington State Department of Health (DOH) who are monitoring statewide results. Samples are sent out for testing at independent accredited labs and results are reported to DOH.

To meet DOH requirements the District will test for 29 PFAS compounds and lithium starting in the fall of 2024, the sampling is each quarter for one year. In 2015 the District performed UCMR3 sampling which included 6 PFAS contaminants resulting in no detections.

Fall Garden and Landscaping Water Conservation Tips

Fall is an ideal time to prepare your landscape and garden for next year.

- Add 2 to 3 inches of mulch (fall leaves, woodchips or compost) to the surface of bare soils. Mulch helps protect plant roots during freezing weather.
- Turn off your automatic sprinkler system. Watering your plants in the fall can delay them from preparing for dormancy, making them more susceptible to early freezes.
- Plant new trees, shrubs or perennials. Cooler air and warm soil help plants develop strong roots ahead of our dry summers.



Billing and Collection Notification Process Change

In our ongoing efforts to improve our billing and collection process, we announced in our March newsletter some positive changes that will impact how you are notified of potential service disconnections for non-payment.

CHANGE IN NOTIFICATION METHOD

As of April 1, 2024, Woodinville Water District will no longer be utilizing door hangers to notify customers of impending service disconnections. Instead, all discontinuance of service notifications will be sent via mail. This change is to improve staff safety and efficiency.

INTRODUCING COURTESY CALLS VIA IVR

We understand that this change may take a little time to get used to, so we are pleased to introduce Courtesy Calls through our Interactive Voice Response (IVR) system.

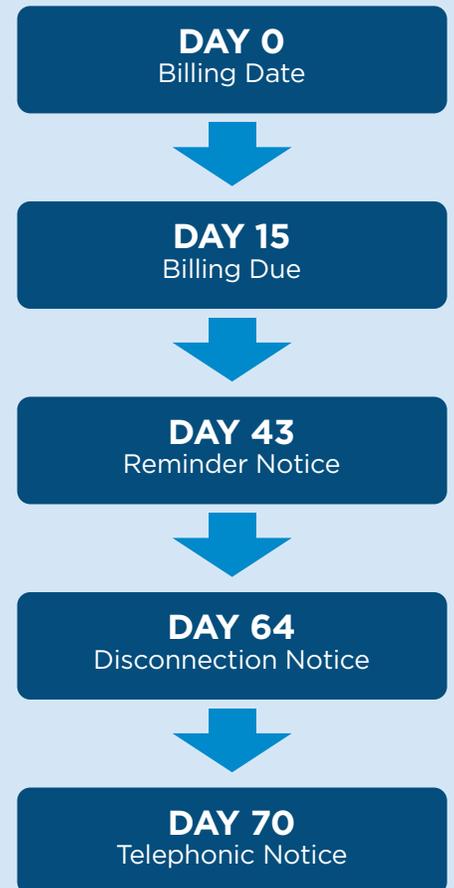
HOW IVR WORKS

When a potential service discontinuance is identified, our IVR system will automatically place a call to the registered phone number on account. You will hear a pre-recorded message notifying you that your account is past due with instructions on how to avoid service disruption. **In order to receive this benefit, ensure that your number is up to date in our records.**

REVISED BILLING AND DELINQUENT PROCESS TIMELINE

We have also made some minor adjustments to our billing and delinquent process timeline to allow for Telephonic Notice (IVR) and provide for one additional day to restore service during business hours. The revised billing and delinquent process timeline is charted in the right column.

If you have any questions or need assistance updating your contact information, please reach out to our customer support team at customerservice@woodinvillewater.com or 425-487-4100.



TIME TO WINTERIZE

Take Steps Now to Protect Your Home From Costly Frozen Pipes

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 freezing from the meter to and throughout your home. 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 (PVC) 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:

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. Please stop by our office to pick one up.

PROTECT VACANT HOMES

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

- Turn off main shut off valve.
- Turn off 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.

IF YOUR PIPES FREEZE

DON'T TAKE CHANCES.

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**



Are You Prepared For An Emergency - Build Your Emergency Kit

After an emergency, you may need to survive on your own for several days. Being prepared means having your own food, water and other supplies to last for several days. A disaster supplies kit is a collection of basic items your household may need in the event of an emergency.

Make sure your emergency kit is stocked with basic disaster supplies. Download a printable version of a disaster supply kit at <https://www.ready.gov/kit> to take with you to the store. Once you take a look at the basic items consider what unique needs your family might have, such as supplies for pets or seniors.

Sign Up For Alert Notifications

Notify Me allows customers to subscribe to email message notifications from the District website Alert Center. Customers can subscribe to timely alerts regarding traffic impacts, main breaks, boil water notices and more. To subscribe visit <https://www.woodinvillewater.com/> or scan the QR Code.



Application for 2024 Low-Income Discount Rates

The District is accepting applications for our 2024-2025 Low-Income Discount Program which provides reduced water and sewer rates for customers meeting specific income guidelines. To qualify, a ratepayer must apply annually, during the month of June, and have a maximum income level no greater than the “Very Low-Income” status by household size for the “King County Seattle/Bellevue” area as published annually by the Federal Department of Housing and Urban Development (HUD). The program provides for a discounted base charge for both water and District sewer periodic charges and a discounted water consumption charge for the first 10 CCFs/7,480 gallons used each billing cycle. Customers currently receiving the discount rate will be mailed an application for the 2024-2025 cycle. New applicants for the program can obtain the Low-Income Application Form, including the 2024-2025 income levels, by visiting our webpage at woodinvillewater.com. If you do not have access to the internet, please contact our office at 425-487-4100 and we will be happy to send you one.

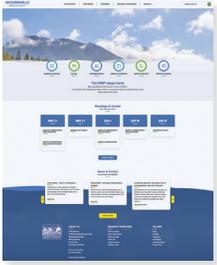
Household Size	Maximum Combined Household Income	Household Size	Maximum Combined Household Income
1 person	\$52,700	5 person	\$81,400
2 person	\$60,250	6 person	\$87,450
3 person	\$67,800	7 person	\$93,400
4 person	\$75,350	8 person	\$99,450

INVESTING In Our Future

Visit www.woodinvillewater.com for the latest Construction Project Updates.

If you have any questions for the District regarding any of these projects, email Woodinville Water District Engineer, Christian Hoffman at choffman@woodinvillewater.com

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

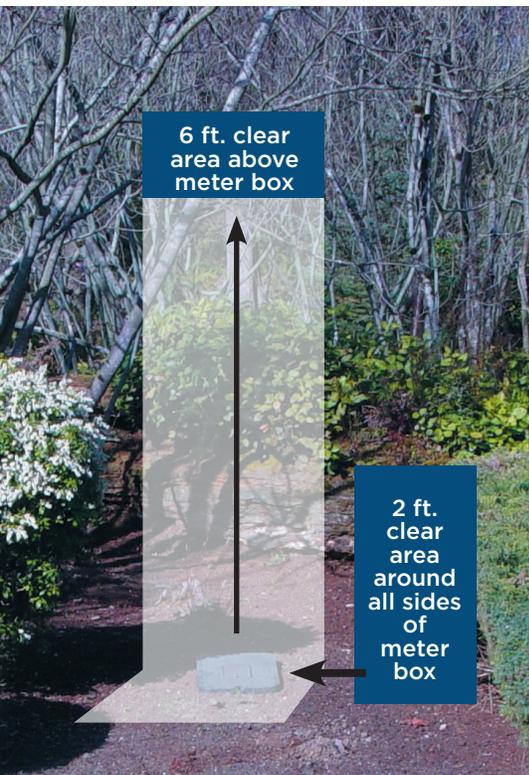
- Receive statements and pay your bill
- State-of-the-art-security
- Pay your bill with a credit card, debit card, or bank account



Consumer Confidence Report Annual Drinking Water Quality Report



Woodinville Water District Pipeline Newsletter

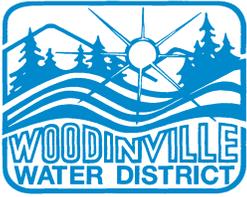


Utility Access - Please Keep Clear Access to Your Meter

Most water meter boxes are located in a utility easement along the front of the property. Property owners are responsible for maintaining a clear pathway to and around the water meter. District policy provides guidelines for customers to follow that will allow our staff to quickly find and perform any necessary repairs on your meter.

As you begin your spring garden cleanup, take time to check the area around the water meter box. Please keep a two-foot area around all sides of the meter box and the space six-feet above the meter box clear. The path from the road to the meter box should also be cleared to a minimum of two-feet wide and six-feet high.

Please do not park cars or place any debris on top of the meter box. If your meter does not meet the minimum clearance requirements, you will be notified in writing. Failure to meet the minimum requirements after written communication has been sent may result in fines to your account. If you have any questions, please call our Customer Service Department at 425-487-4100.



Woodinville Water District
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Woodinville, WA 98072-1390

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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

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Do your part,
be water smart



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