

THE PIPELINE

Fall 2025



Commissioner Preeti Shridhar

COMMISSIONER'S CORNER

Take Control of Your Water Use – And Have a Little Fun Doing It – With the VertexOne WaterSmart Customer Portal

When I began my term as your Water Commissioner in 2024, it felt like a full-circle moment. My very first job was in water—helping the Woodinville Water District and other regional utilities during a historic drought in the early 1990s. Back then, we were handing out conservation tips and hoping folks would skip the extra-long showers. Today, I'm thrilled to say we've come a long way—and we've got the data to prove it.

Introducing the **VertexOne WaterSmart Customer Portal**, your all-in-one digital dashboard to understanding, managing, and even outsmarting your water use. Over 54.2% of Woodinville Water District customers have already signed up—and if you haven't, what are you waiting for?

This easy-to-use online portal gives you access to your daily water usage data, straight from your home's water meter. Want to know how much water you used doing laundry yesterday? Done. Curious if your irrigation system is overachieving? We've got you covered. Best of all, you can set up alerts so you're never caught off guard by leaks, spikes in use, or a hose left running overnight (we've all been there).

Leak Alerts, High Use Notifications & More: Your Water's Got Something to Say

One of the coolest parts of the WaterSmart portal is its ability to tell you what's going on—before it becomes a costly problem.

- Daily Data Updates**
 The portal updates once a day with “near-real-time” water usage. Want to know what happened yesterday? It's there. Want to know what's happening right now? You'll need to peek at your water meter (we can help you find it—just call 425-487-4100).
- High Use Notifications**
 Be notified of potential issues before a leak alert by setting up High Use Notifications or unplanned use notifications.

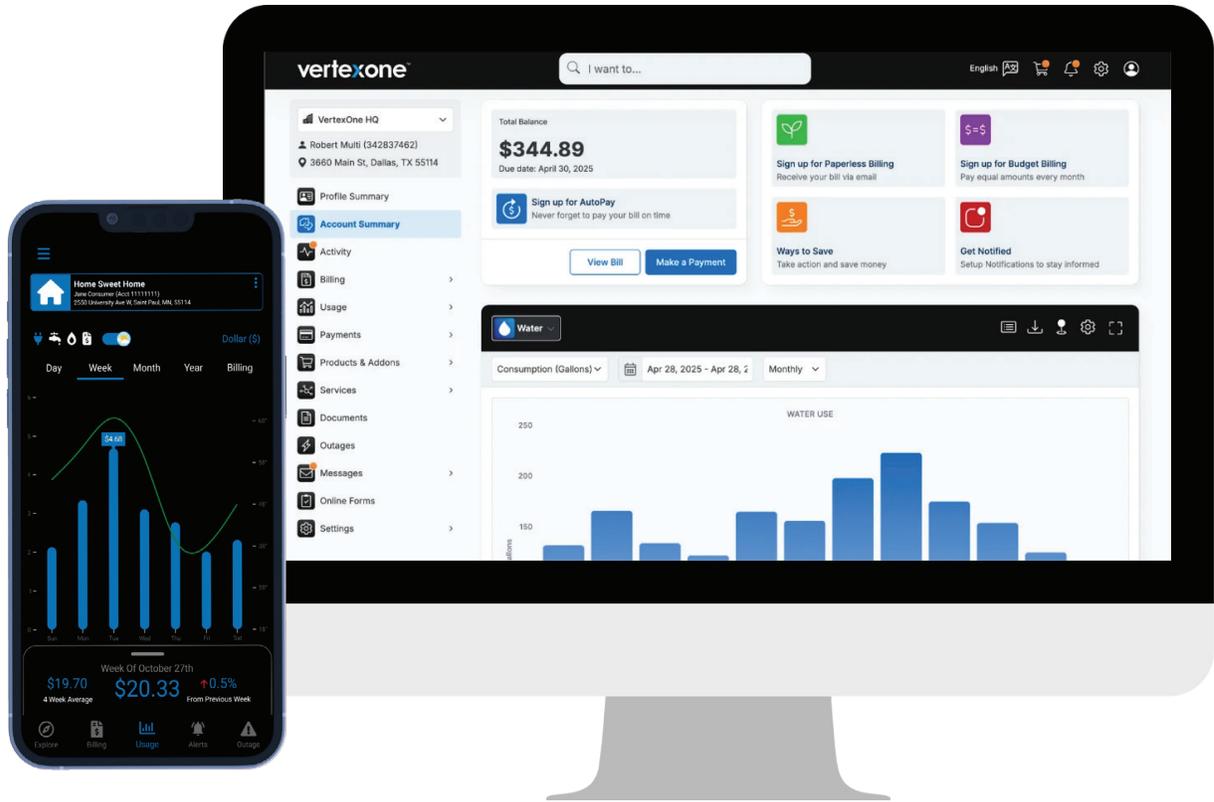
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WOODINVILLE WATER DISTRICT

Providing safe and reliable service with responsible rates since 1959.



• Spot Patterns & Save

You'll see how much water is used for common activities like showers, laundry, or watering your lawn. (Spoiler alert: irrigation systems are thirsty little machines. Be prepared to be surprised.)

• Leak Detection

Set up leak alerts right in the portal. We even provide step-by-step instructions on how to find the culprit—usually a sneaky irrigation leak or a silent toilet that's been running a marathon while you sleep.

• Irrigation Smarts

Think of your irrigation controller as a very enthusiastic intern. If it's set to run every day, multiple times a day, or during a rainstorm—well, that's a fast track to a high-water bill. Know your settings and use the portal to keep it honest.

• Urgent Alerts

We'll notify you of boil water advisories, outages, or even payment reminders. Let's avoid that "no water in the shower" moment on Monday morning.

• View & Pay Bills

Want to pay your bill while binge-watching your favorite show? You can view your bill, but not download it, in the WaterSmart dashboard. You can also compare billed water use.

A Legacy of Conservation: Saving Water, Together

Back in the early '90s, I was proud to be one of the founding staff of the **Saving Water Partnership**—a regional collaboration to protect our most precious resource. What started during a drought has become a long-standing effort to make conservation a way of life.

In Woodinville alone, we've:

- Delivered **189 presentations** in local schools
- Reached over **4,456 students** in just the past five years
- Supported irrigation assessments, leak sweeps, and community outreach across the region

Why? Because every drop saved here is a drop saved everywhere—and it all adds up.

Ready to Dive In?

The WaterSmart Portal is easy to use, full of helpful tools, and backed by real humans who are happy to assist. Our customer service team is available Monday through Friday, 7:30am to 4:00pm (excluding holidays), by phone at 425-487-4100, email frontdesk@woodinvillewtaer.com, or in person.

Sign up today: Just visit woodinvillewater.com and click the **Customer Portal** button to register or visit wwd.watersmart.com.

Because managing your water shouldn't be a mystery. It should be simple, smart, and maybe even a little fun.

The Board of Commissioners meet on the first and third Tuesday of each month at 4:30pm. 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.

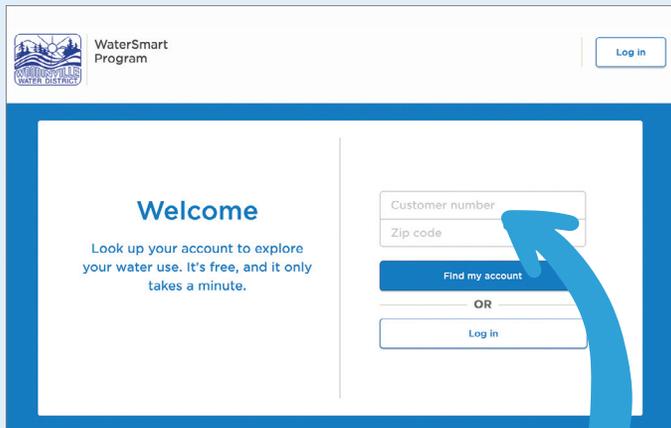
Many Ways to Pay

From DOXO, to EFT, to a payment drop box, we offer a variety of options for how to pay your bill. Visit woodinvillewater.com and click the "Pay Bill" icon to see all your choices!

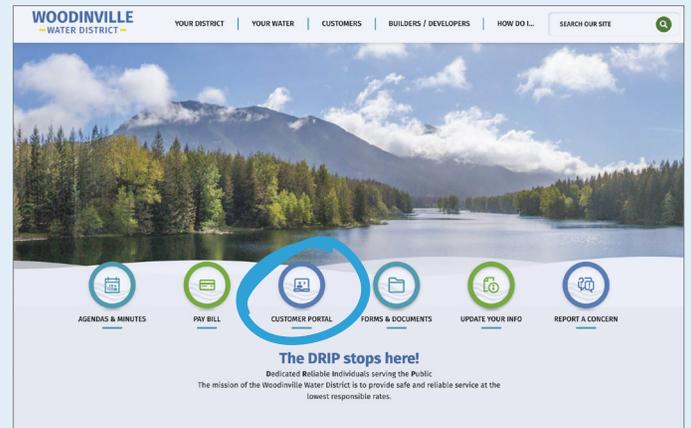


PAY BILL

HOW DO I REGISTER FOR WATERSMART?



OR



Visit wwd.watersmart.com to register for this free service, just enter your customer number and zip code.

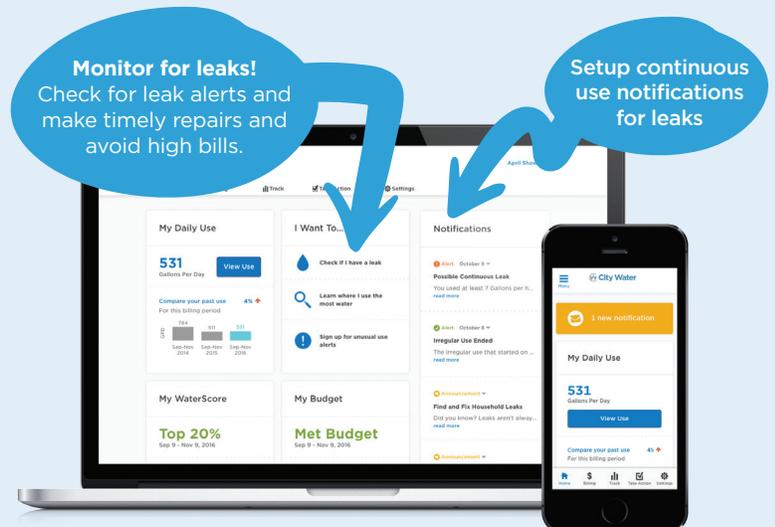
You can also register at woodinvillewater.com and click on the **Customer Portal** button

WaterSmart Dashboard

Log in to view your account dashboard and setup your communication preferences for Leak Alerts and High Use Notifications.

If you have questions about the WaterSmart Customer Portal contact our customer service staff at 425-487-4100 or email customerservice@woodinvillewater.com.

wwd.watersmart.com



FREE

WATER CONSERVATION PROGRAMS FOR SCHOOLS

Hands-on opportunities for K-8 classrooms in our service area

Learn more at:

naturevision.org/saving-water-partnership



Calling All Teachers!

Registration is now open for Free Water Conservation programs for your classroom! Schools within the Woodinville Water District service area can register for free water conservation programs for grades K-8. All lessons are taught by Nature Vision and include interactive, hands-on and inquiry-based activities. In-classroom and remote options available.

"The program was fantastic! It built upon lessons that we have covered (and) gave students hands-on experiences that they would not have access to otherwise. It was so helpful to have a guest in the classroom who brought expertise, hands on materials, and enthusiasm to the group." —3rd Grade Teacher

WATER-WISE BACK TO SCHOOL

- Take shorter showers
- Don't let the faucet run
- Run full loads in the dishwasher and washing machine

Water-Wise Holiday Prep

The holiday season is upon us. Whether you're celebrating as a household or with friends and family, you'll likely use more water than usual. Follow these tips and a high water bill will be one less thing to stress about.

1 Thaw your frozen turkey like a water-saving pro. Plan ahead to give yourself plenty of time and space to let it thaw in the fridge. The USDA recommends allowing 1 day for every 4-5 pounds of bird.

2 Wash your fruits and veggies, rinse and repeat. Instead of running the tap while washing produce, use a large bowl filled with water. Bonus points for reusing the rinse water to water indoor plants.

3 Dishes, dishes, and more dishes.

If you are cooking a multi-course meal, chances are your normal dish cleaning routine isn't going to cut it. Here are our tips:

- Whenever you can— scrape your plate and let a dishwasher do the rest. The average dishwasher uses 5 gallons of water or less, while washing the same number of dishes by hand can take 27 gallons.
- If you are washing by hand don't let the tap run. Fill the sink or a bowl with soapy water to wash the dishes, then drain and rinse.

4 Toilet tune-up. Toilets are the biggest water users in the home, so we'd be remiss to leave them off this list. Especially with the extra (ahem) use they might be getting this holiday season. Suspicious your toilet might be leaking or running in between flushes? Now is a great time to look into it. Follow the step-by-step instructions on: savingwater.org/indoors/toilets

5 Turn off the tap! This one may seem obvious, but with all the holiday action it's easy to get distracted and walk away from a running tap.

For more tips, tools, and rebates visit savingwater.org. When we work together to use water wisely, it adds up to make a big difference.



BE PREPARED FOR COLD WEATHER

Each winter, homes are damaged from water pipes that freeze, burst, and then leak. Cold weather can be unpredictable—now is the best time to prepare. By taking a few simple precautions you can avoid the mess, hassle, and cost of repairing leaky pipes and wasting water.

INSULATE YOUR WATER PIPES

Insulating the pipes in your home's crawl space, garage, or basement will protect them from freezing when temperatures dip low this winter. This is especially important to consider if you are planning to travel and leave the heat in your home at a lower-than-normal temperature.

As a bonus: when you insulate your pipes, you'll also eliminate condensation and save on energy and water costs if you insulate your hot-water pipes at the same time.

INSULATE YOUR OUTDOOR SPIGOT

Outdoor spigots (or faucets) are also susceptible to freezing. Every winter, disconnect your garden hose, and insulate your spigot by wrapping rags around it and affixing a molded foam cover from your local hardware store.

KNOW WHERE YOUR WATER SHUT-OFF VALVE IS LOCATED

If you do have a pipe break (and we hope you don't), knowing where your shut-off valve is located will help you act fast. Turn off the flow of water as soon as possible to minimize damage until the pipe can be repaired.

GOING OUT OF TOWN?

Set the thermostat no lower than 55 degrees and ask a friend or neighbor to check on your house periodically.



Why You Should Be
#WINTERREADY

Being #WinterReady means understanding winter risks you face and taking steps now to prepare. Learn more at <https://www.ready.gov/winter-ready>

DON'T TAKE CHANCES AND 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**

How to Choose a New Water-Efficient Toilet

When it comes to your home's toilet, you likely don't think about it too often, as long as it's working the way it should. For many of us, that's the case. But toilets age and over time, they do need to be replaced. How can you tell if your toilet has reached the end of the road?

Ask yourself these questions to help tell if it's time to invest in a new toilet:

- » Is it more than 20 years old?
- » Does it leak often?
- » Does it need 2 flushes (or more) to clear the bowl?

If you answered "yes" to any of these questions, chances are, you may need a new toilet. Purchasing a new potty might seem like it would leave you feeling pooped, but it doesn't have to as long as you know what to look for.

Labels & Ratings:

WaterSense label: The EPA's WaterSense label indicates that a toilet uses 1.28 gallons per flush (gpf) or less and has met independently verified performance standards.

MaP PREMIUM: MaP PREMIUM rated toilets are the most efficient available, have met high performance standards, and use 1.1 gpf or less. You may be eligible for a rebate if you replace an old toilet with a MaP PREMIUM toilet.

Rebates are available to help offset your purchase! Visit www.savingwater.org for more information.



**It's time to stop watering
and turn off your sprinkler
system.**





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.

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

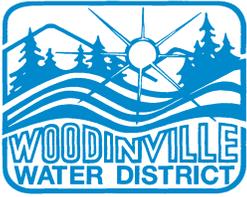


Consumer Confidence Report Annual Drinking Water Quality Report



Woodinville Water District Pipeline Newsletter





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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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 Closed Sat, Sun & Holidays

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**Do your part,
 be water smart**

WWD Board of Commissioners



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