

The Pipeline



Summer 2021

Commissioner's Corner



Commissioner Karen Steeb

Reliable Resources for an Essential Service

This day did not start out as usual. The first thing she noticed was low water pressure during her morning shower. The next out of the ordinary item really caught her eye. On her way to work, she turned out of her street onto the arterial where water was sheeting down the road. Now she had a choice to either ignore it or do something about it. She also had a choice of where to find assistance. One possibility was to post on social media to see if her neighbors had any input. She made a better choice. She called the Woodinville Water District.

By seeking assistance from the District, it was determined a water main was broken and the situation was efficiently solved. The friendly voice of our customer service staff thanked her for reporting the problem, took down her contact info, and quickly sent members of the Operations Department to analyze the situation. The knowledgeable crew determined a water main was compromised. Within a few hours the area was excavated and a break in the line was located. Then it was professionally repaired, and the site returned to its initial conditions. A follow up phone call was made to provide a summary of the work to the resident who made the call. Everyone was thankful she chose to call the Water District directly. In addition, once home, she was thankful to again have normal water pressure and to drive on a dry road.

In general, if you have a water emergency in your home, business or on your property, it is your responsibility and you should call a plumber for assistance. If the problem is located at the water meter or in the public right-of-way, the Water District is responsible. If you are not sure where the problem is located, call us at 425-487-4100. Someone will answer the call or return your message quickly every day of the year at any time.

Our recently redesigned website is an excellent starting point for general inquires (see page 8). You can locate it at woodinvillewater.com. Here you will find current and accurate materials under the tabs titled; Your District, Your Water, Customers, Builders/Developers and How Do I. Each tab contains more topics with useful information. For example, in the Customer Service section are resources about Leak Repairs, how to Start/Stop Service, how to report Street Light Outages and a graphic titled "Your Bill Explained". Under the Forms and Documents tab you will discover applications for service and an application for a leak adjustment. In addition, this tab contains copies of many brochures including Emergency Water, Smart Watering, and If Your Backflow Test Fails. These examples are just a peek at all the information available to you

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Woodinville Water District

Providing safe and reliable service with responsible rates since 1959.

Commissioner's Corner

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online. On the website, you can also sign-up for our Water Smart Portal. This portal provides hourly information about your water consumption and bill. We encourage you to explore our website with its plethora of resources.

Occasionally there are questions about why we are not on social media. Social media requires many dedicated staff hours to maintain a useful presence. This would create an expensive burden on a small organization like the District. It is more cost effective and accurate for us to maintain an official website. There also is the issue of maintaining public records, which we are required to do as a public entity. Social media posts are included in this requirement. Filing and storing all social media posts is another burdensome task for a public organization. It can be done, but we choose to allocate our staff time to other areas. Instead, we invite you to contact us directly through our website or by phone. Contacting us online or by phone is the best way for us to provide you accurate cost-effective information quickly and professionally. Look us up! Call us! We like hearing from you. We are here to be of service.

The Board of Commissioners meet on the first and third Tuesday of each month at 5:00pm virtually via Microsoft Teams. The public is welcome to join the Microsoft Teams Meeting via telephone. 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.

New Commissioner Introduction

Commissioner Aleksandra Kachakov was appointed in April 2021. She has been a Woodinville Water District customer since 2011.



As a former employee of the Bellevue Water Utilities Department for almost 7 years in the capacity of a Corporate Strategies and Business Services Manager, she successfully established a Program Management Office for Bellevue Utilities and led various initiatives that improved utilities operations, customer service, and management practices. In her capacity as a Business Services Manager she brought a more structured, integrated and performance-based approach to a portfolio of business programs.

Commissioner Kachakov is also experienced in business architecture, management and in process improvement and optimization. In addition to her Bellevue Water Utilities experience, she has been in management consulting for more than 9 years working with various industries and organizations. She is experienced in improving service delivery by understanding end to end processes, aligning customer experience, improving investments, and bringing partners' trust through competence.

She has a Master of Business Administration (M.B.A. degree) and a second master's degree in social studies. Commissioner Kachakov is a certified Project Management Professional (PMP).

Commissioner Kachakov spends her free time with her family and enjoys cooking, hiking, traveling, and reading.



**Know what's below.
Call before you dig.**

Call (811) Before You Dig! callbeforeyoudig.org

Woodinville Water District reminds you to make sure you prevent accidentally hitting an underground utility line when digging. Use the free "Call Before You Dig" hotline at 811 at least two working days before starting a digging project of more than 12 inches deep. The 811 hotline staff will provide you with the locations of lines that serve power, gas, water, sewer and/or telephone utilities that are located along the right-of-way of your property. If you accidentally dig into an underground utility line, not only do you risk injury, you are also responsible for all repairs by state law.

2020 Drinking Water Quality Annual Report



Published in June, 2021

Woodinville Water District takes pride in supplying you and your family with safe reliable drinking water. Our annual Water Quality Report provides information about water testing completed in 2020. It explains what is in our water and how the supply is protected and treated. Thank you for being our customer and for taking the time to learn about your drinking water.

Where Does Our Water Come From?

The Cascade Mountains supply our drinking water. Two very large, protected watersheds, the Cedar River Watershed and the South Fork Tolt River Watershed, supply almost all of Seattle's metropolitan area with drinking water. We purchase all of our water from Seattle. Most of our water comes from the Tolt River Watershed, but occasionally we receive water from the Cedar River Watershed.



Are Contaminants a Risk?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.



Who Is Making Sure Our Water Is Safe To Drink?

In order to ensure that tap water is safe to drink, the Environmental Protection Agency and/or the Washington state board of health prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration and/or the Washington state department of agriculture regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

As part of this process, Washington's Source Water Assessment Program is conducted by the Department of Health (DOH) Office of Drinking Water. According to DOH, all surface waters in Washington are given a susceptibility rating of "high", regardless of whether contaminants have been detected or whether there are any sources of contaminants in the watershed. Information on the source water assessments is available from the DOH website at <https://fortress.wa.gov/doh/eh/dw/swap/maps/>

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

In Seattle's surface water supplies, the potential sources of contamination include:

- » microbial contaminants, such as viruses, bacteria, and protozoa from wildlife;
- » inorganic contaminants, such as salts and metals, which are naturally occurring; and
- » organic contaminants, which result from chlorine combining with the naturally occurring organic matter.



Lead And Copper And Your Drinking Water – Are You At Risk?

Although there is no detectable lead in our source water, some homes, especially those built before 1985, have some risk of lead contamination from water that sits in pipes longer than several hours. When your plumbing was installed and what type of plumbing you have all play a part in determining your potential exposure level. Seattle treats the water to minimize the tendency for lead to enter the water, and results show this has been very successful. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Woodinville Water District is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

LEAD AND COPPER MONITORING RESULTS (TOLT WSA)

Parameter and Units	MCLG	Action Level +	Combined Regional Monitoring		WWD's Customers	Source
			2020 Results*	# Homes Exceeding Action Level	# Homes Exceeding Action Level	
Lead, ppb	0	15.0	3.8	0 of 55	0 of 10	Corrosion of household plumbing systems
Copper, ppm	1.3	1.3	0.19	0 of 55	0 of 10	

* 90th Percentile: i.e. 90 percent of the samples were less than the values shown.

+ The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

MCLG = Maximum Contaminant Level Goal; ppb = parts per billion; ppm = parts per million

Results from summer of 2020 sampling. Per requirements, the next round of sampling will be done in summer 2023 and results will be reported in the Water Quality Report distributed in 2024.



2020 WATER QUALITY MONITORING RESULTS

Detected Compounds	Units	EPA's Allowable Limits		Levels in Tolt Water		Levels in Cedar Water		Meet USEPA Standards?	Typical Sources
		MCLG	MCL	Average	Range	Average	Range		
RAW WATER									
Total Organic Carbon	ppm	NA	TT	1.15	1.0 to 1.3	0.7	0.3 – 1.1	✓ YES	Naturally present in environment
FINISHED WATER									
Turbidity	NTU	NA	TT	0.04	0.02 – 0.18	0.03	0.15 – 3.1	✓ YES	Soil runoff
Arsenic	ppb	0	10	0.4	0.3 – 0.5	0.4	0.4 – 0.5	✓ YES	Erosion of natural deposits
Barium	ppb	2000	2000	1.2	1.1 – 1.3	1.5	1.4 – 1.7	✓ YES	Erosion of natural deposits
Bromate	ppb	0	10	ND	ND	0.2	ND – 5	✓ YES	By-product of drinking water chlorination
Fluoride	ppm	4	4	0.7	0 – 0.8	0.7	0.6 – 0.8	✓ YES	Water additive which promotes strong teeth
Coliform, Total	%	0	5%	(No Total Positive Coliform Samples in WWD Distribution System)				✓ YES	Naturally present in environment
DISINFECTION BY-PRODUCTS (Measured in the Woodinville Water District Distribution Area)									
Total Trihalomethanes	ppb	NA	80	41	30 – 49	NA	NA	✓ YES	By-product of drinking water chlorination
Haloacetic Acids (5) (HAA5)	ppb	NA	60	30	21 – 35	NA	NA	✓ YES	By-product of drinking water chlorination
CL2 RESIDUAL (Measured in the Woodinville Water Distribution Area)									
Chlorine	ppm	MRDLG = 4.0	MRDL = 4.0	Average = 1.21 mg/L Range = 0.18 – 1.66 mg/L				✓ YES	Water additive used to control microbes

DEFINITIONS:

MCLG: *Maximum Contaminant Level Goal* - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MCL: *Maximum Contaminant Level* - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MRDL: *Maximum Residual Disinfectant Level* - The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG: *Maximum Residual Disinfectant Level Goal* - The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

TT: *Treatment Technique* - A required process intended to reduce the level of a contaminant in drinking water.

NTU: *Nephelometric Turbidity Unit* - Turbidity is a measure of how clear the water looks. The turbidity MCL that applied to the Cedar supply in 2020 is 5 NTU, and for the Tolt supply it was 0.3 NTU for at least 95% of the samples in a month. 100% of Tolt samples in 2020 were below 0.3 NTU.

NA: *Not Applicable*; **ND:** *Not Detected*

ppm: 1 part per million = 1 mg/L = 1 milligram per liter

ppb: 1 part per billion = 1 ug/L = 1 microgram per liter

1 ppm = 1000 ppb

Conservation Program Goals and Results

The Saving Water Partnership (SWP) – which is made up of Woodinville Water District and 17 water utility partners – has set a ten-year conservation goal: keep the total average annual retail water use of SWP members under 110 mgd through 2028, despite forecasted population growth, by reducing per capita water use. For 2020, the Saving Water Partnership met the conservation goal, using 91.2 mgd.



Do You Have Health Concerns?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. Environmental Protection Agency/Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

How Can I Get More Info?

WWD Water Quality Office

425-487-4125

waterquality@woodinvillewater.com

www.woodinvillewater.com

(Click on the Water Quality Tab in the Quick Links Menu)

**Seattle Public Utilities,
Water Quality Lab**

206-684-7834

drinkingwater.quality@seattle.gov

www.seattle.gov

**Washington State
Department of Health**

www.doh.wa.gov/ehb/dw

**Environmental Protection
Agency (EPA)**

www.epa.gov/safewater

EPA Safe Drinking Water Hotline

1-800-426-4791

INVESTING In Our Future

2021 Capital Improvement Projects

Please visit www.woodinvillewater.com for a complete list of the 2021 Capital Improvement Projects.

1 East Ridge Elementary School Water Main Improvements

- **Project Location:** Water main will be replaced and upsized from the intersection of 223rd Avenue NE and NE 157th Street, southwest along 223rd Avenue NE, and then west along NE 156th Place onto the school site. From this point north approximately 380 Linear Feet (LF), the water main will be replaced with 12-inch ductile iron (DI) main, then turn 90 degrees west 411 LF, and tie into the existing water main located at the boundary of the school property. A new 12-inch DI main will be designed to connect the dead-end water main on NE 166th Street east of 227th Avenue NE to the intersection of NE 166th Street and 232nd Avenue NE.
- **Project Description:** This Project is planned to increase the fire flow availability for the East Ridge Elementary School. The project consists of replacing approximately 1,700 feet of 8-inch ductile iron (DI) water main with new 12-inch DI main and installing approximately 800 feet of new 12-inch DI main onto the school property. This project also will add new 12-inch DI main to connect the dead-end water main on NE 166th Street east of 227th Avenue NE to the intersection of NE 166th Street and 232nd Avenue NE.
- **Project Status:** This project is currently at the 90% design phase. The engineer for this project is RH2 Engineering, Inc. Construction is expected to take place in two phases with the first phase taking place this summer while school is out of session. This first phase will take place on the East Ridge Elementary School site this summer while school is out. Work off of school property will be constructed in a second phase.

2 Turn Lane Project

- **Project Location:** On Woodinville-Duvall Rd, along frontage to District Campus.
- **Project Description:** This project will construct a center turn lane to assist District Staff & Customers ingress and egress from the site. The asbestos cement watermain in the frontage will be replaced with new ductile iron pipe.
- **Project Status:** This project is at the design phase.

3 AC Water Main Replacement (D-5)

- **Project Location:** The project is located along Woodinville-Snohomish Rd, within the City of Woodinville. This project was formerly named NE 177th Place R&R Project.
- **Project Description:** This project will eliminate Asbestos Cement (AC) pipe and replace it with new 8-inch ductile iron pipe. The objective of this project is to eliminate AC pipe from the distribution system and to improve the reliability of the system and in the City of Woodinville downtown area.
- **Project Status:** This project is at the 90% design phase. Construction is planned for early summer 2021 beginning in late June or early July 2021.

4 144th Ave NE & NE 200th St Pipe Upsize Project

- **Project Location:** The project is located along 144th Ave NE and NE 200th and within a private easement east of 144th Ave NE within the City of Woodinville.
- **Project Description:** This project will upsize and replace approximately 3700 feet of existing water mains with 12-in diameter ductile iron (DI) pipe along 200th St, 144th Ave NE, and through an easement east of 144th Ave NE. The purpose of this project is to increase fire flows in the area.
- **Project Status:** The construction for this project began in February 2021. The design engineer is The Blueline Group. The contractor for this project is HCON Inc. The work is more than half the way completed. The contractor will be working on transferring existing customers over to the new water main through the first week of May 2021. This will be followed by road and sidewalk restoration as well as water line work up a private easement. Work is expected to continue through late spring 2021.

If you have any questions for Woodinville Water District regarding any of these projects, please email Project Engineer, Christian Hoffman at choffman@woodinvillewater.com or call him at 425-487-4142.

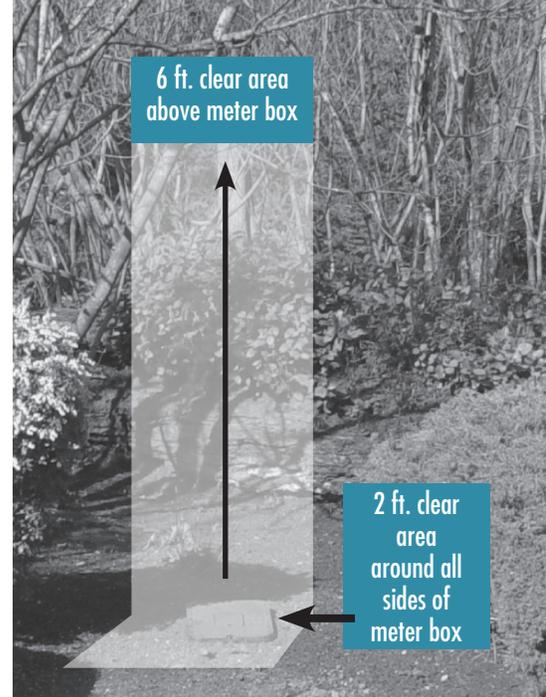
Application for 2021 Low-Income Discount Rates

The District is accepting applications in June for our 2021-2022 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, which is equal to 7480 gallons used each billing cycle.

Customers currently receiving the discount rate will be mailed an application for the 2021-2022 cycle. New applicants for the program can obtain the Low-Income Application Form, including the 2021-2022 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	\$40,500	5 person	\$62,500
2 person	\$46,300	6 person	\$67,150
3 person	\$52,100	7 person	\$71,750
4 person	\$57,850	8 person	\$76,400

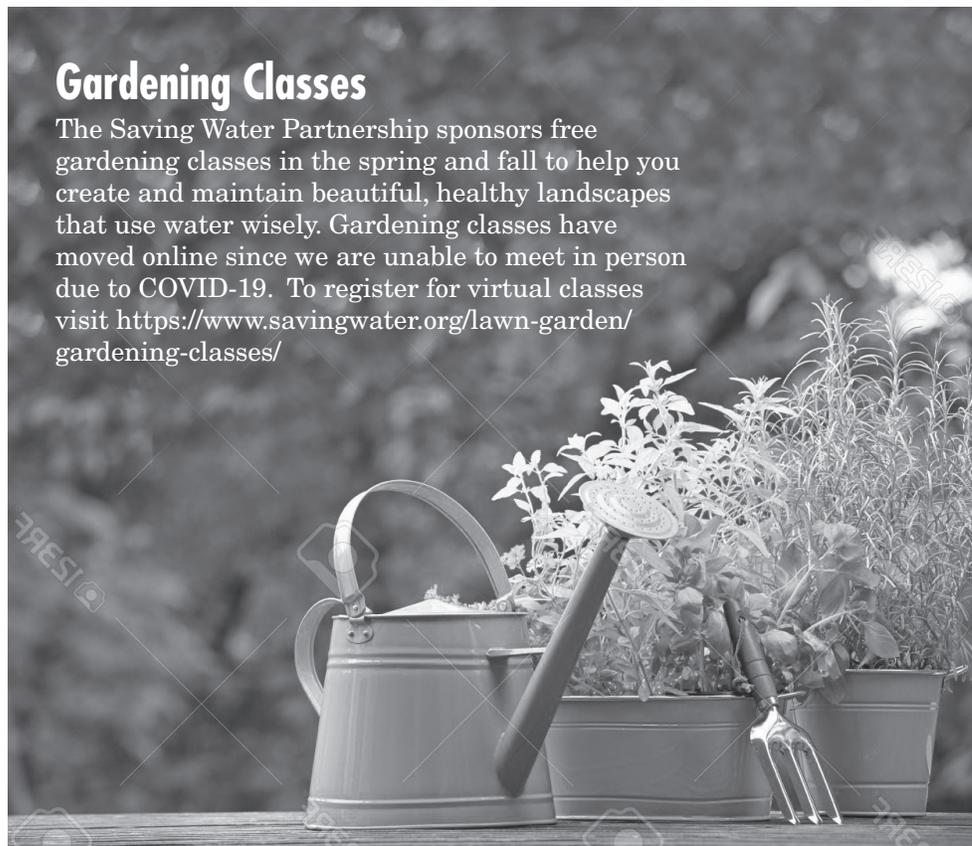


Please Keep Clear Access to Your Meter

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.

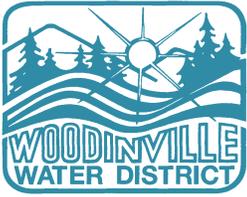
Take time to check the area around the water meter box. Please keep a two-foot area around all sides of the meter box and the space six-feet above the meter box clear. The path from the road to the meter box should also be cleared to a minimum of two-feet wide and six-feet high.

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.



Gardening Classes

The Saving Water Partnership sponsors free gardening classes in the spring and fall to help you create and maintain beautiful, healthy landscapes that use water wisely. Gardening classes have moved online since we are unable to meet in person due to COVID-19. To register for virtual classes visit <https://www.savingwater.org/lawn-garden/gardening-classes/>



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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.

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be water smart



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