

The Pipeline

Spring 2022

Commissioner's Corner

Using Innovative Practices to Enhance the 5-Year Sewer System Inspection Program for Woodinville Water District



Commissioner Aleksandra Kachakov

BACKGROUND:

The Woodinville Water District (District) Sewer Service Area is comprised primarily of properties within the City of Woodinville city limits and the English Hill area of unincorporated King County. We maintain approximately 54 miles of sewer piping infrastructure (gravity mains, force mains), manholes, lift stations and siphon stations. Most of the sewer piping system effluent flows by gravity, however pumping via a lift station is required in various locations due to the topography. All of the District's sewer effluent flows to King County Metro's trunk lines, and then on to the Brightwater Treatment Plant for processing.

The District has had an active sewer main video and manhole inspection program for years. Our practice is to run a camera down each of our sewer mains so that we video the entire system every 5 years. Sewer cameras give staff a better view of the sewer pipes so they can determine first if the pipe was installed correctly and afterwards to see where root intrusion has happened, cracks have developed, or blockages have occurred. Having videos of each pipe, recorded over time, reveals changes in pipe condition and helps us plan maintenance and replacement projects.

Over the last decade we have been continuously improving our sewer main and manhole inspection program. In the early 2000s, we used only paper maps for location, paper forms to collect condition inspection data, and stored hard copies of inspection videos in a library. We did not have an easy way to see in one place the exact location of an infrastructure item and all relevant condition data associated with it. To overcome these hurdles, in the late 2000s we obtained mobile devices and implemented Geographic Information System (GIS). This allowed staff in the field to be able to have the exact location of an infrastructure item and collect and store inspection data about this item electronically in real time.

NEW OPPORTUNITIES:

In the last couple of years, we started looking for even better opportunities to improve our sewer system inspection program. We are in the process of implementing a special software technology that will provide the ability to attach data to the video of damaged portions of pipe, link the video to the pipe on the electronic map, and access the data and video from various locations.

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Woodinville Water District

Providing safe and reliable service with responsible rates since 1959.

Commissioner's Corner

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We also determined that by rating the condition of our assets in a standardized way, we can prioritize repair work based on the severity of the sewer system condition. We adopted the National Association of Sewer Service Companies (NASSCO) standards, which are used by most agencies. We created a training program for our staff members and many of them have now received NASSCO certification. The new processes allow us to collect and rank relevant condition data (list and rank deficiencies) and use it for planning.

EXPECTED OUTCOMES AND CUSTOMER BENEFITS:

- Identify issues with higher degree of accuracy due to standardized assessment
- Have data and reports in a consistent format available to employees and vendors
- Use accurate data to develop preventative maintenance programs to keep problems from occurring in the first place
- Determine the correct rehabilitation program based on condition rating and location
- Provide more cost-effective services based on system rehabilitation plans that focus attention on what is the most important issue and will benefit the community the most
- Reduced service interruptions due to infrastructure failure/breaks

LOOKING FORWARD:

In 2022, we will be looking at implementing new technology for maintenance program management to automate and standardize even more the District's activities. Our goal is to continue improving and innovating our approach to proactive infrastructure maintenance to allow for the best possible customer services now and in the future.

For more information on the District sewer maintenance program please visit our website here: www.woodinvillewater.com

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.



WATER IS ESSENTIAL FOR SURVIVAL

HOW MUCH WATER TO STORE

Drinking Water: At least a half-gallon of water per family member per day for a minimum of one week.

Other Purposes: Store extra water for uses such as pets, bathing, brushing teeth, and cooking.

HOW TO STORE WATER

You can purchase commercially bottled water and replace it each year or you can store tap water in cleaned, disinfected soft drink bottles, replacing the water every 6 months. If you store tap water in your own bottles, follow these guidelines:

- Select safe water containers. Do not use empty bleach, detergent or milk jugs. Polyethylene plastics pick up odors, vapors and light. They are also biodegradable and could deteriorate and leak. You can also consider FDA approved plastic drums, mylar bags or glass bottles or jars.
- Thoroughly clean the bottles with dishwashing soap and water, and rinse completely so there is no soap residue.
- Sanitize the bottles by adding a solution of 1 teaspoon of non-scented liquid household chlorine bleach to a quart (1/4 gallon) of water. Swish the sanitizing solution in the bottle so that it touches all surfaces including the inside of the cap. After sanitizing, thoroughly rinse out the sanitizing solution with clean water.
- Fill the bottle to the top with regular tap water. If you are using Woodinville's tap water, you do not need to add anything else to the water to keep it clean. If you are using water from a well or water source that is not treated with chlorine, add two drops of non-scented liquid household chlorine bleach to each gallon of water.
- Mark each bottle with the fill date and be sure to discard the water and bottle after the expiration date.



Learn About Our WaterSmart Customer Portal

The WaterSmart Portal is a valuable tool the District has provided to help you better manage your water use and the usage amount on your bill. This is water usage information that comes from the individual water meter serving your property. If you haven't set up your account we encourage you to check it out. Our customer service staff are happy to assist you by phone, email, or in-person Monday through Friday 7:30am to 4:00pm (excluding holidays).

- The water usage data you will see is “near-real-time”. Water usage data is transmitted once per day to the portal - you should be able to see data from the previous day. If you have a question about how much water you are using right now, you can look at the register on your water meter. For assistance finding and reading your watermeter call 425-487-4100.
- The sum of your hourly reading information in WaterSmart should closely match the consumption amount on your monthly bill. *Note: occasionally adjustments need to be made, so please call us if you have any questions.*
- Hourly water meter reading data is helpful in that it allows you to see just how much water you use when you do common activities like showering, laundry or watering your landscape. It often is a surprise to people just how much water is used for certain activities, particularly for irrigation.
- Setting up alerts on your account is a very important part of creating your account. A link is provided in the portal to show step-by-step instructions on how to find a leak and help you identify and resolve the leak source; beginning with the two most likely causes, leaks in an irrigation system and a silent toilet leak.
- Your alert can point out irregularly high water usage, which may have been caused by a leak or some other situation such as a faucet or hose being left on.
- It is good to know what cycle your irrigation controller is set for. A common reason for an unexpected high bill is an irrigation controller set for an extra long cycle or set for multiple watering times each day or each week.

You Can Now Update Your Contact Information on Our Website

In the event of an emergency we would like to be able to contact you quickly. You can now update your contact information on our website, www.woodinvillewater.com, at a time that is convenient for you. You can also contact our Customer Service Department at customerservice@woodinvillewater.com or at 425-487-4100 and they can update your account for you.

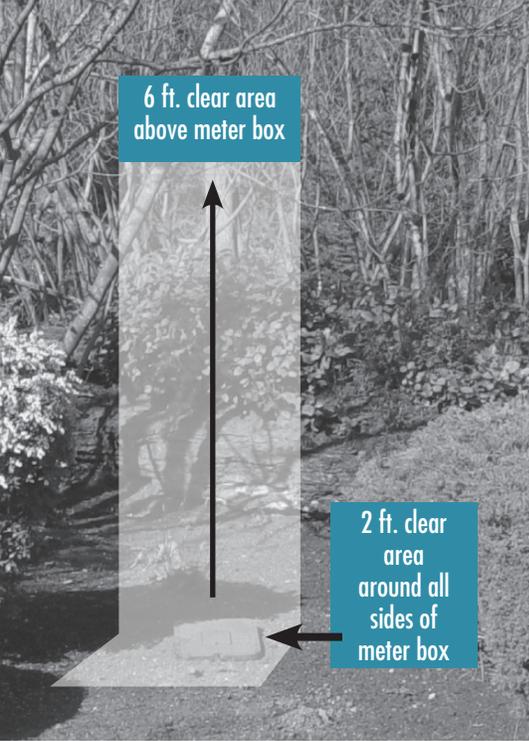
Let Us Know About Life Support Issues Requiring Non-Interrupted Water Service

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.



www.watersmart.com

Please contact Customer Service at 425-487-4100 or email customerservice@woodinvillewater.com.



Keeping Water Safe With Backflow Protection

The District is responsible for providing clean safe drinking water to its customers. To ensure clean safe drinking water the District requires customers to have backflow protection on known hazard.

Typical hazards for residential customers; fire systems, lawn irrigation system, boilers, wells, spas, swimming pools, hot tubs, hose bibs, heat pumps, etc.

Typical hazards for commercial customers; boilers, x-ray equipment carbonation equipment, film processors, fire systems, dental equipment, etching tanks, dishwashers, ice makers, etc.

Backflow preventers protect your drinking water from contamination from these hazards. Water in the pipe can flow in reverse (backflow) when there is a drop-in pressure due to the use of hydrants for firefighting, main break, high usage, or backflow pressure. A backflow preventer keeps this from happening.

Why do I need to have the backflow preventer tested? Backflow preventers fail, so it is important to have these backflow preventers tested to ensure they are working properly. The State of Washington Department of Health and the District require these backflow preventers be tested each year and repaired if needed.

Who Does the testing? To test backflow preventers in the state of Washington a person must have a Washington State Department of Health Certification as a Backflow Assembly Tester (BAT). There is a list of certified testers on our web page at www.woodinvillewater.com, click on Customer - Backflow/Cross-Connection and look for Backflow Tester List.

You can let the Woodinville Water District take care of the backflow testing for you. If you have a known backflow hazard residential customers have the option of signing up for the District's Backflow Testing Program. Fill out the form on our web page at www.woodinvillewater.com, and click on Customer - Backflow/Cross-Connection - Testing Program Application. Once the District receives the form, we will notify you that you are in the program and we will schedule the test for you. We will bill you on your water bill for the test, the cost is \$40. To make it easy we will leave you in the program each year until you ask to opt out so each year the testing is taken care of for you.

Spring Clean Up Time – Please Keep Clear Access to Your Meter

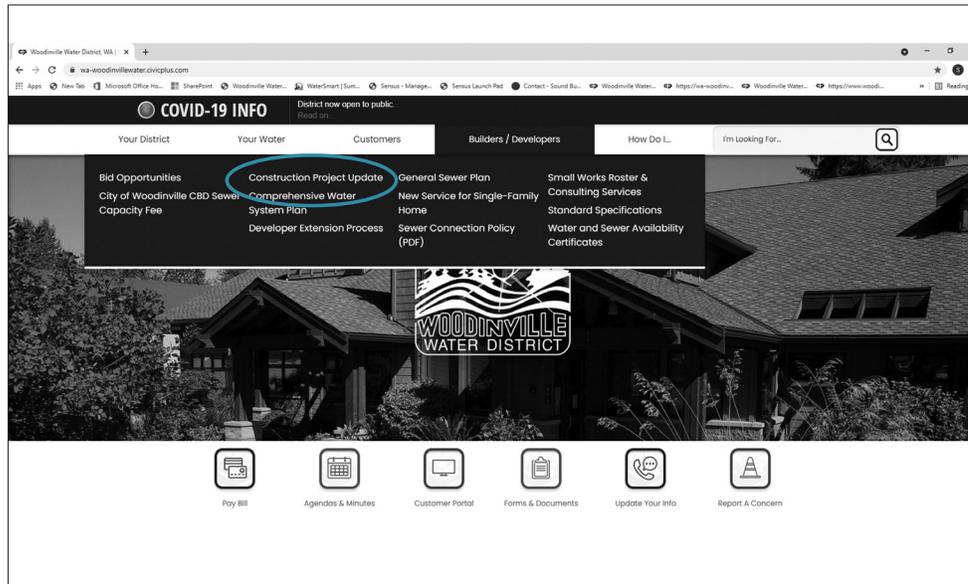
Most water meter boxes are located in a utility easement along the front of the property. Property owners are responsible for maintaining a clear pathway to and around the water meter. District policy provides guidelines for customers to follow that will allow our staff to quickly find and perform any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

INVESTING In Our Future

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



Payment Options

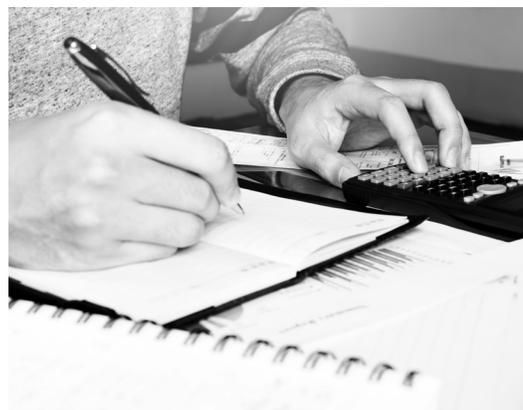
We strive to make paying your bill convenient for you. There are multiple ways you can pay your bill. Check out our website at www.woodinvillewater.com and click on 'Pay My Bill'.

All the information is there. You can choose from:

- Your bank's Bill-Payer service.
- Electronic Funds Transfer.
- Pay online through DOXO automated line directly at 425-368-3208.
- You can mail your payment to our office, or you can pay with cash or check in our office.

We also have a drop box in our parking lot that is available 24 hours a day for your convenience, but please...only checks if you pay this way. Do not put cash in the drop box.

If you have questions about any of these payment methods or if you're experiencing a hardship due to COVID-19, please ask our Customer Service Representative at 425-487-4100.



PLANNING YOUR DREAM GARDEN

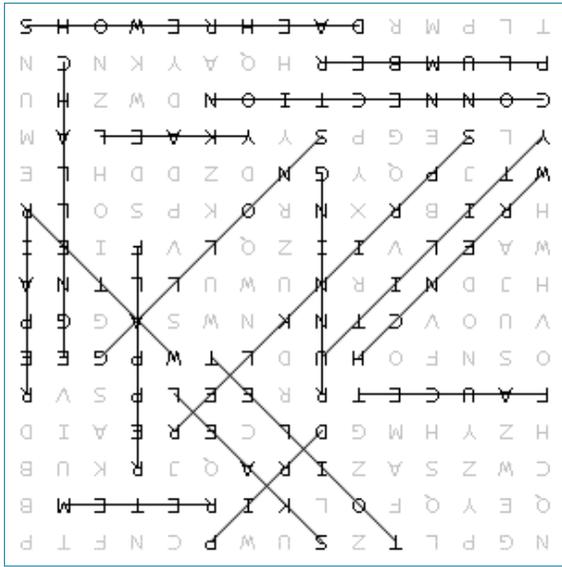
Start Planning Your Dream Garden Now

Plants that fit our Northwest climate and soils are easier to care for, need less summer watering, and look great. For more information on picking the right plant for your place, visit: www.savingwater.org/lawn-garden/plants/

If you're looking to hire a landscape or irrigation professional, make sure you choose someone committed to sustainable practices that will save water and protect your health and the environment. Learn more here: savingwater.org/lawn-garden/choosing-a-nursery-or-landscaper/



**Solution to Fix A Leak Week
Word Search**



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



Take the Fix a Leak Week Challenge:

1. Learn the signs of a running toilet.
2. Check your toilet's flapper.
3. Take care of shower and faucet drips.
4. Check your water bill.
5. Find hidden leaks with your water meter.

Learn More at SavingWater.org



KIDS CORNER

FIX A LEAK WEEK WORD SEARCH

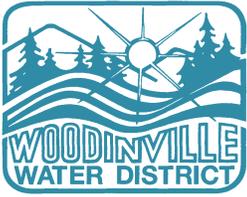


Join us in finding leaks in your home during **Fix a Leak Week (March 14-20)** and find the leak-related words in the puzzle.

Words can go in any direction.
Words can share letters as they
cross over each other.

Challenge	Meter
Connection	Plumber
Conservation	Repair
Drip	Running
Efficiency	Showerhead
Faucet	Sprinkler
Flapper	Toilet
Gallons	Utility
Leaks	Water
Leaky	Wrench

N	G	P	L	T	Z	S	U	W	P	C	N	F	T	P
Q	E	Y	Q	F	O	L	K	I	R	E	T	E	M	B
C	W	Z	S	A	Z	I	R	A	Q	J	R	K	U	B
H	Z	Y	H	M	G	D	L	C	E	R	E	A	I	D
F	A	U	C	E	T	R	R	E	E	L	P	S	V	R
O	S	N	F	O	H	U	D	L	T	W	P	G	E	E
V	U	O	V	C	T	N	K	N	W	S	A	G	G	P
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Y	L	S	E	G	P	S	Y	Y	K	A	E	L	A	M
C	O	N	N	E	C	T	I	O	N	D	W	Z	H	U
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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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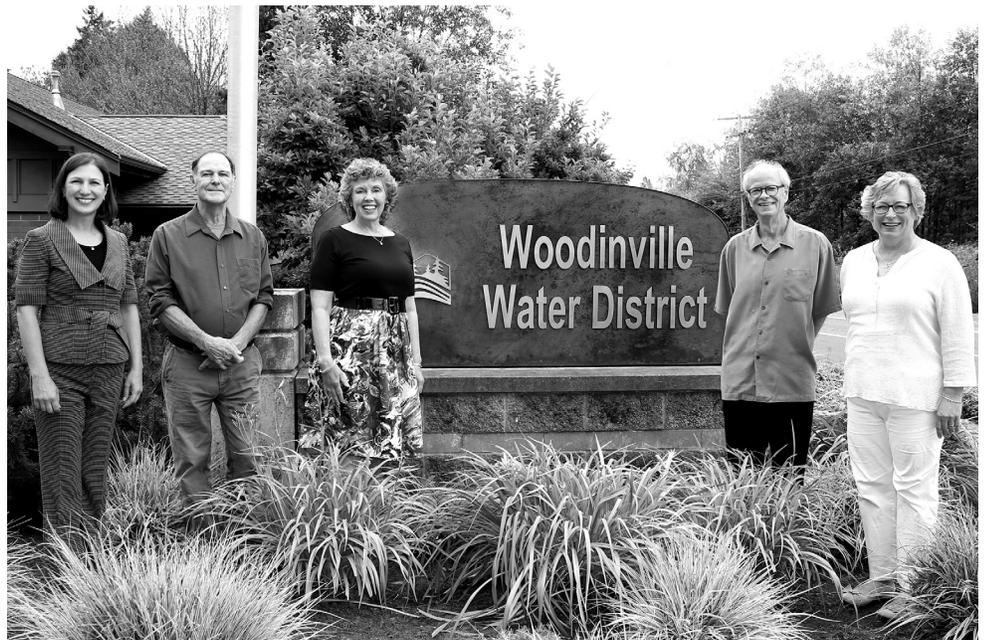
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 be water smart



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