

# THE PIPELINE

Spring 2024

## COMMISSIONER'S CORNER

**Introducing  
Commissioner  
Julie Belt, Position #1  
and Commissioner  
Preeti Shridhar,  
Position #5**

Julie Belt and Preeti Shridhar were sworn in to serve on the Board of Commissioner's for the Woodinville Water District at the January 16, 2024, regular Board of Commissioners Meeting.

**JULIE BELT**  
Commissioner.  
Woodinville Water District  
Position #1



Commissioner Julie Belt was elected in 2023. Mrs. Belt and her husband have been residents of the District since 2015. Prior to serving the District, she trained and worked in the professional architectural design service industry, followed by several years in construction administration, which led to her role as an independent owner(s) representative. For seven years she offered independent owner representative services for local non-profit, private and commercial clients before retiring. For her, championing and upholding the rights of owners is akin to a commissioner's duty to serve the best interests of ratepayers.

Julie holds an NAAB accredited Bachelor of Science in Architectural Studies (BSArch) from Washington State University (WSU); and GIS certificate from the University of Washington (UW).

Now retired, she enjoys more time with family, cooking new foods, and gardening.

*Continued on next page...*

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*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](http://woodinvillewater.com).*

## WOODINVILLE WATER DISTRICT

Providing safe and reliable service with responsible rates since 1959.

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**PREETI SHRIDHAR**  
Commissioner.  
Woodinville Water District  
Position #5



Commissioner Preeti Shridhar was elected in 2023. She has been a resident of Woodinville since 1995 and has raised her family here. She is a dedicated public servant with over 30 years' experience and has significant expertise in water service. She started her career with Seattle Public Utilities where she launched Saving Water Partnership, the regionally acclaimed water conservation program. She worked in collaboration with Woodinville Water District and other cities, to ensure safe, clean drinking water at affordable rates for working families. Preeti's career with Seattle reached new heights when she worked with the Mayor's office to address climate change and launched Seattle's Climate Protection Initiative.

She then worked at the City of Renton as Deputy Administrator in the Mayor's Office. Renton saw major progress during her time including population growth, changing demographics, economic development, and infrastructure investment. She also created and lead the city's first Equity, Housing and Human Services Department.

From 2022 to 2023, prior to her retirement, Preeti returned to the City of Seattle and served as the Mayor's Deputy Director for the Office of Economic Development, where she completed a post pandemic economic analysis for the Future of Seattle's Economy. She also worked on a downtown recovery plan for Seattle. She currently serves on the Board of Directors for Washington Conservation Action, Inspire Washington, and Pacific Northwest Social Marketing Association.

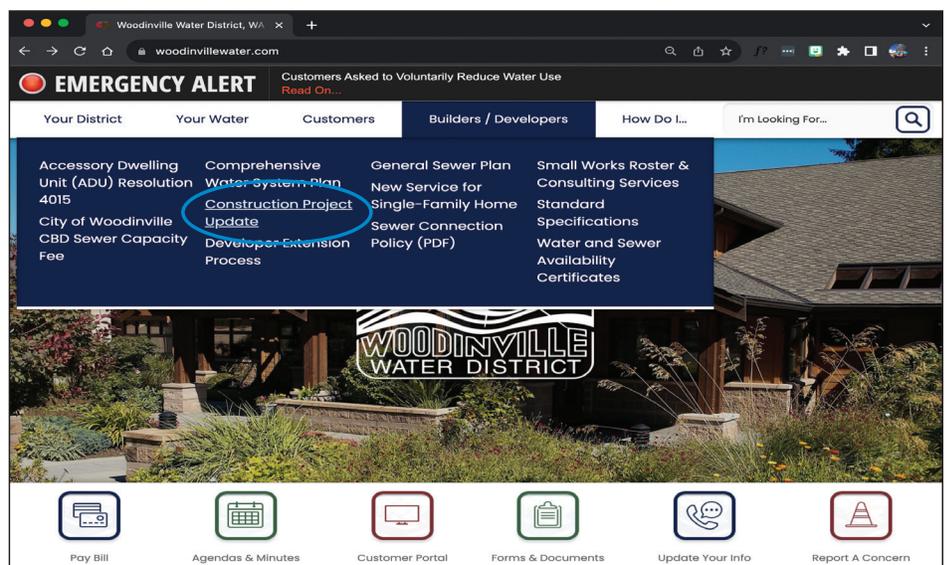
She has a Bachelor of Business Administration, St. Catherines University, Minnesota, and a Master of Business Administration, University of Minnesota.

Preeti spends her time with her family and is active in her community. She is dedicated to the environment and loves the arts and culture, film festivals, local theater and community events.

# INVESTING In Our Future

Visit [www.woodinvillewater.com](http://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](mailto:choffman@woodinvillewater.com)



# Billing and Collection Notification Process Change

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

## CHANGE IN NOTIFICATION METHOD

Effective 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.

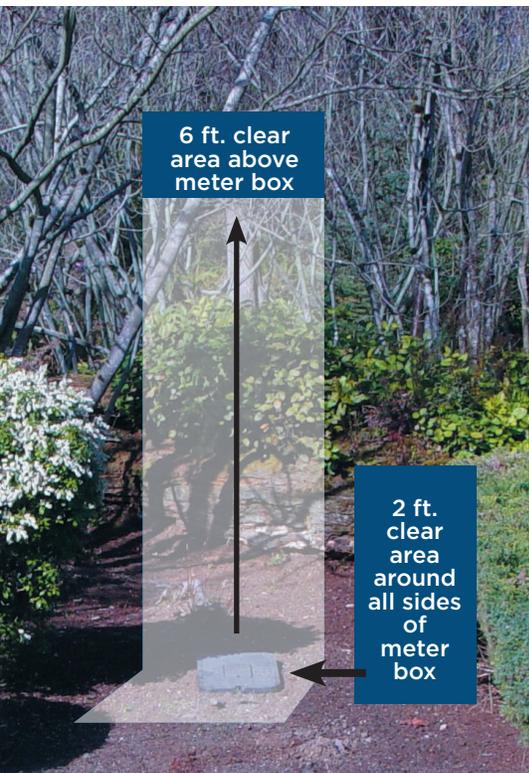
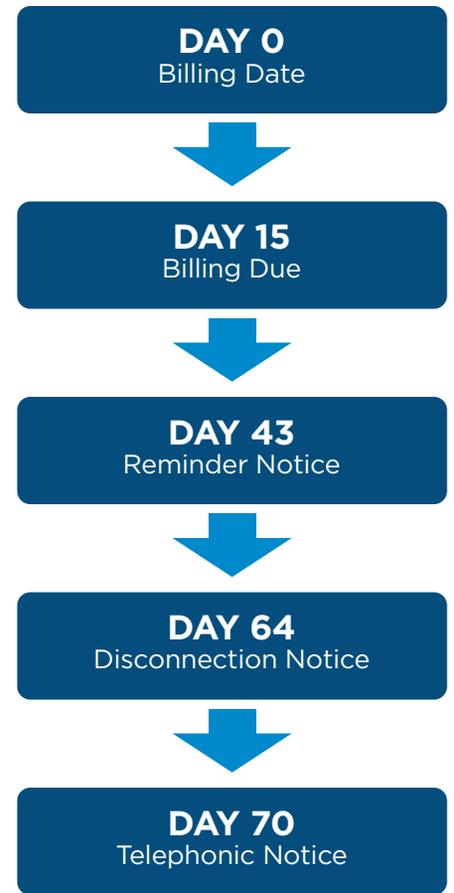
## HOW IVR WORKS

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](mailto:customerservice@woodinvillewater.com) or 425-487-4100.



## 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.

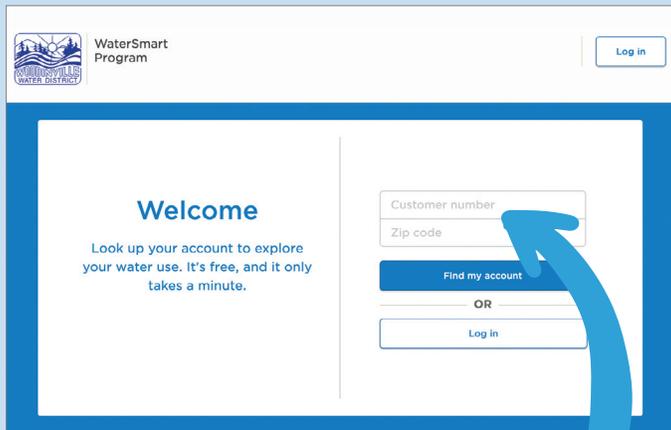
Please do not park cars or place any debris on top of the meter box. If your meter does not meet the minimum clearance requirements, you will be notified in writing. Failure to meet the minimum requirements after written communication has been sent may result in fines to your account. If you have any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

# Register for WaterSmart Customer Portal to Track Your Water Usage & Setup Alerts for High Water Usage

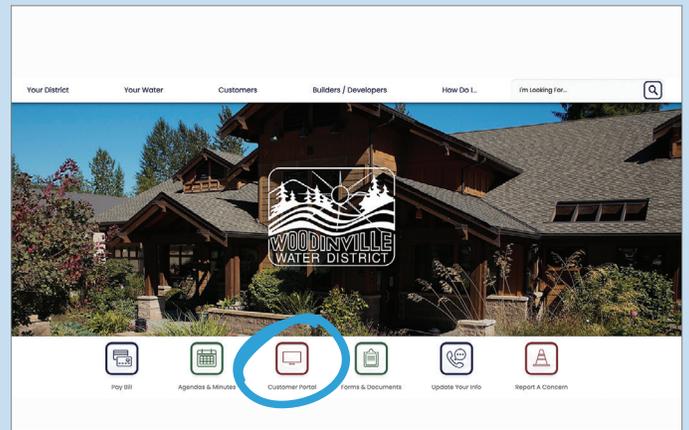
The WaterSmart Portal is a valuable tool the District has provided to help you better manage your water use and the usage amount on your bill. This is water usage information that comes from the individual water meter serving your property.

- 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.
- 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.
- 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.
- 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.

## HOW DO I REGISTER FOR WATERSMART?



OR



Visit [www.wwd.watersmart.com](http://www.wwd.watersmart.com) to register for this free service, just enter your customer number and zip code.

You can also register at [woodinvillewater.com](http://www.woodinvillewater.com) and click on the **Customer Portal** button

### WaterSmart Dashboard

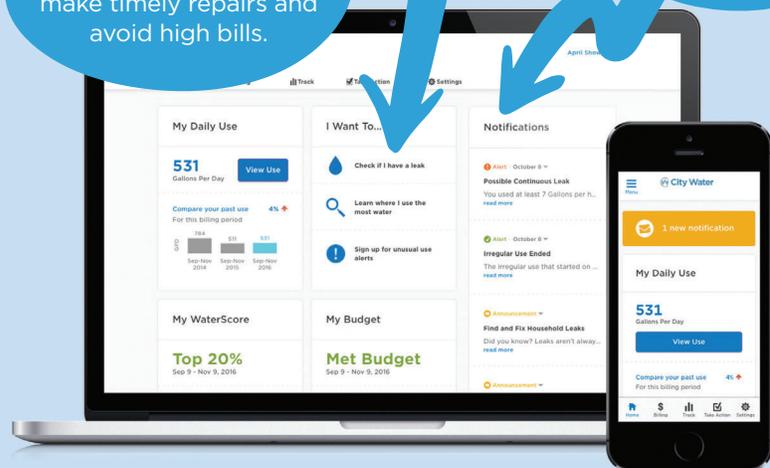
Log in to view your account dashboard and setup your communication preferences for Leak Alerts and High Use Notifications.

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

[www.wwd.watersmart.com](http://www.wwd.watersmart.com)

**Monitor for leaks!**  
Check for leak alerts and make timely repairs and avoid high bills.

**Setup continuous use notifications for leaks**





## WATER-SAVING REBATES AVAILABLE

Learn more at [SavingWater.org/rebates](https://SavingWater.org/rebates)



## REBATES

Find out if your home, business, or multifamily building qualifies for water-saving rebates. Visit [SavingWater.org/rebates](https://SavingWater.org/rebates) to learn more.

# 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**



# Tips for Indoor and Outdoor Water Conservation

## INDOOR TIPS - KITCHENS

Everyday actions to conserve water in your kitchen:

- Fix leaks and drips right away. Just one drop every 2 seconds wastes more than 1,000 gallons per year.
- Run full loads. Wait to run your dishwasher until it's full.
- 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.
- Compost your food scraps. Skip the garbage disposal and running your faucet whenever you can.
- Don't walk away while waiting for hot water. It's easy to lose track of time and leave the water running.

## INDOOR TIPS - LAUNDRY

Everyday actions to conserve water in your laundry room:

- Run full loads. Wait to run your washing machine until it's full.
- Reuse towels a few times between washing.
- Bonus tip: wash with cold water to save energy.

## INDOOR TIPS - TAKE FEWER SHOWERS

If you're already showering less often, that's okay! Keep scrolling. But if you're curious read on... Would you shower every other day instead of every day? There are benefits to showering less often.

- Skipping a quick 5-minute shower (with 5 minutes of transition time before and after) every other day will save you 45.6 hours in one year. 45.6 HOURS! You could start a new hobby.
- Showering every other day saves water AND the energy used to heat hot water.
- Frequent hot showers can dry out your skin and scalp. Showering every other day can preserve the important natural oils that protect our skin and hair.

## 5 REASONS TO SHOWER LESS OFTEN

(if you want to)



## LAWN AND GARDEN TIP - WATERING PLANTS

It's Watering Season – Make Every Drop Count

From May through September, water use in our region nearly doubles. Most of that extra water is used to water lawns and gardens. And experts estimate that 50% or more of this water goes to waste, due to evaporation, runoff or simply overwatering...

## LAWN CARE TIPS - SPRING

Follow these natural yard care tips to build a beautiful, healthy lawn that will thrive with minimal watering. For more tips visit [savingwater.org](http://savingwater.org).

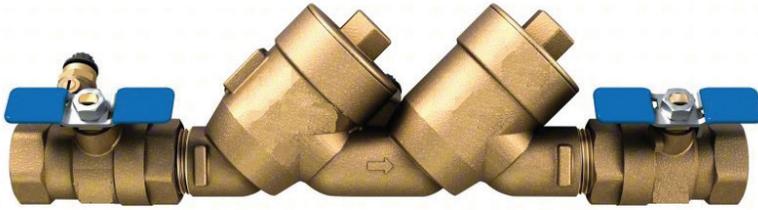
- Aerate your lawn to build healthy roots.
- Tune up your sprinkler system. Fix leaks and replace damaged heads.
- Wait for the soil to begin drying out a few inches down before watering.

## FIND AND FIX SPRINKLER SYSTEM LEAKS

If you have an in-ground irrigation or sprinkler system, make sure to check it for leaks before using it at the start of the season and every month until you turn it off. These systems become damaged and leak more often than most people realize.

Water wasted from a broken sprinkler system head or water pipe can add up really quickly. You might see an unexplained soggy spot in your yard or puddles of water around a broken head. Call an irrigation professional right away if you suspect your system has a leak.

## Keeping Drinking Water Safe with Backflow Protection



### WHAT IS BACKFLOW AND WHY IS BACKFLOW TESTING IMPORTANT?

Woodinville Water District is responsible for providing safe and reliable drinking water. Your drinking water can get contaminated through hazards connected to the water system. Some examples of hazards to a water system are as follows.

- **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.

These types of hazards require backflow protection to keep your drinking water safe. 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 BACKFLOW PREVENTERS NEED TO BE TESTED?

Backflow preventers can fail, so it is important to have these backflow preventers tested to ensure they are working property. The State of Washington and the District require these backflow preventers be tested each year and repaired if needed.

### WHO DOES THE BACKFLOW 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](http://www.woodinvillewater.com), click on Customer - Backflow/Cross-Connection and look for Backflow Tester List.

### THE WOODINVILLE WATER DISTRICT HAS AN IN-HOUSE BACKFLOW TESTING PROGRAM.

For residential customers who have a backflow hazard that requires backflow testing, the District offers a backflow testing program that can save you time, money, and worry! Go to our web page at [woodinvillewater.com](http://woodinvillewater.com), and click on Customer - Backflow/Cross-Connection - Testing Program Application. Fill out the application to get enrolled into the program.

## 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.

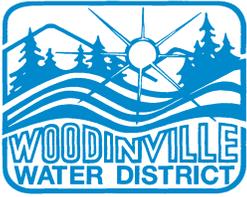
Please contact Customer Service at 425-487-4100 or email [customerservice@woodinvillewater.com](mailto:customerservice@woodinvillewater.com).



## 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 at a time convenient to you. You can also contact our Customer Service Department at [customerservice@woodinvillewater.com](mailto:customerservice@woodinvillewater.com) or at 425-487-4100 and they can update your account for you.

[www.woodinvillewater.com](http://www.woodinvillewater.com)



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### Postal Patron ECRWSS

*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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## WWD Board of Commissioners



*Commissioners (L-R): Aleksandra Kachakov, Julie Belt, Preeti Shridhar, Chuck Clarke and Pamela Maloney*



Do your part,  
be water smart



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