



### Citizens Water Committee

The Citizens Water Committee met on August 14 at the PUD's Newport office to review financial reports and discuss issues affecting the water systems.

Financial information for each water system was reviewed by Sarah Holderman, District Treasurer/Customer Service Manager. She recommended rate increases for the majority of water systems, in order to more accurately reflect the costs of operations and maintenance specific to each system.

Mark "Bubba" Scott, Water Systems Manager, provided an annual update for the following water systems: Greenridge - Due to low flow issues, a contractor was hired to clean the screen of well #2. Other maintenance issues were reviewed; Riverview - Customer complaints regarding iron and manganese levels were discussed, as well as possible future projects to benefit the water system; Riverbend - Maintenance issues including drawdown of the filtration plant, chlorine levels, and the installation of a new source flow meter were discussed; Metaline Falls - System operations, valve failures, and maintenance issues were reviewed.

Bubba informed the committee of cost increases related to 811 locate calls, and he reviewed the 2015 Water Use Efficiency Report. Recommended revisions to the Water Service Policy were also reviewed.

The current members of the Citizens Water Committee are as follows: Granite/Sacheen - William Child, Metaline Falls - Tara Leininger and Sue Huntley, Sandy Shores - Al Mix, Riverbend - Gene Stone, Sunvale Acres - Jim Owens, Greenridge - Jim Deaton, Riverview - Dan Tiede and Kevin Fitzpatrick.

### Water Use Efficiency Public Hearing Scheduled

Customers are invited to attend a public hearing to review goals and results of the Water Use Efficiency Program and establish future goals for the program. The hearing will be held during a regular Board of Commissioner meeting on December 6, 2016, beginning at 11:00 a.m., in the PUD's Newport office located at N. 130 Washington Avenue.

The Water Use Efficiency Program is required by Washington State law, for the purpose of addressing the increasing demand on the state's water resources. The 2003 Municipal Water Law established that all municipal water supplies must use water more efficiently.

### The Finances Behind Water Rates



Sarah Holderman, Treasurer/Manager, Customer Service

Pend Oreille PUD manages and operates nine community water systems. Each water system is financially independent, meaning that all revenue

and expenses for each system are tracked separately. Every system is operated differently due to the water source and location. Systems with water treatment facilities are more costly to operate than systems that do not require treatment. Because of these differences, each system has different revenue requirements.

The cost differences, coupled with the fact that every system has a different number of customers, results in each system having different monthly rates. For example, a \$1,000 expense for a system with 30 customers would cost each customer close to \$3 per month for a year. However, a system with 60 customers would only need to pay \$1.50 per month for a year to cover the same expense.

## WATER RATES

Every year, the financial status of each water system is carefully reviewed by District staff and the Citizens Water Committee, and rates are adjusted accordingly. Current residential rates are as follows:

WATER SYSTEM	MINIMAL BASE RATE	MINIMUM GALLONS	@\$0.50 Per 1,000 GLS.	@\$4.00 Per 1,000 GLS.	@ \$8.00 Per 1,000 GLS.
Granite/Sacheen	\$70.00	10,000	Next 5,000	Over 15,000	
Green Ridge	\$70.00	10,000	Next 5,000	Over 15,000	
Holiday Shores	\$40.00	10,000	Next 5,000	Over 15,000	
Lazy Acres	\$35.00	10,000	Next 5,000	Over 15,000	
Metaline Falls	\$68.00	10,000	Next 5,000	Over 15,000	
Riverbend	\$85.00	10,000	Next 5,000	Over 15,000	Over 30,000
River View	\$35.00	10,000	Next 5,000	Over 15,000	
Sandy Shores	\$25.00	10,000	Next 5,000	Over 15,000	
Sunvale	\$45.00	10,000	Next 5,000	Over 15,000	

Note: Each lot is charged the minimum fee for the minimum gallon charge. Minimum gallons are credited for adjoining lots that have no meters installed. Adjoining lots are defined as lots that have adjacent (abutting) property lines with the lot that is receiving the primary billing. Those lots cannot be across a road from the primary lot. Each lot that is metered will receive a billing and will be allowed the minimum gallons. If a non-metered lot is sold, then a meter shall be installed at the expense of the new lot owner. The hook-up fee is \$2,500.00.

## Call Before You Dig . . .

It's the Law



Pend Oreille PUD customers are required to call the Washington State Call Before You Dig Center at least two business days before beginning a project that includes digging. Call 8-1-1 to speak to a person at the Utility Notification Center. The One-Call center will transmit information to the appropriate utility operators.

If a contractor has been hired, confirm that a call to 8-1-1 has been made. Don't allow work to begin if the lines aren't marked. Respect the marks. The marks provided by the utility operators are your guide for the duration of your project. If you are unable to maintain the marks during your project, or the project will continue past your request's expiration date, please call 8-1-1 to request a re-mark.

Digging into underground electrical and/or water lines is dangerous and expensive. You have a legal and financial responsibility for damage to utility lines, so let's work together and keep things safe.

## Plan Ahead to Prevent Frozen Water Pipes

Pipes that freeze most frequently are those that are exposed to severe cold, like outdoor hose bibs, water sprinkler lines, water supply pipes in unheated interior areas like basements and crawl spaces, attics, garages, or kitchen cabinets. Pipes that run against exterior walls that have little or no insulation are also subject to freezing.



You can prevent the headache of dealing with a frozen water pipe by following these recommendations before the onset of cold weather:

- ☑ Remove, drain, and store hoses used outdoors. Open the outside hose bibs to allow water to drain. Keep the outside valve open, so that any water remaining in the pipe can expand without causing the pipe to freeze.
- ☑ Drain water from sprinkler system supply lines.
- ☑ Check around your home for other areas where water supply lines are located in unheated areas, such as the basement, crawl space, attic, garage, and under kitchen and bathroom cabinets. Both hot and cold water pipes in these areas should be insulated.
- ☑ Consider installing specific products made to insulate water pipes like a pipe sleeve or UL-listed heat tape on exposed pipes. Follow manufacturer's recommendations for installing and using these products. Newspaper can supply some degree of insulation and protection to exposed pipes.
- ☑ During cold weather, take these preventative actions: 1) Keep garage doors closed, if there are water supply lines in the garage; 2) Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing; 3) During very cold weather, let the cold water trickle from the faucet served by exposed pipes.

## A message from your water operators



Steve Cona



Rusty Gill

Winter is fast approaching, and we sincerely hope none of our customers experience frozen water pipes this year.

Just in case, we would like to remind everyone that it's very important to take preventative steps now to protect your home from damage caused from bursting pipes.

The location of their water shut-off valve is something every homeowner should know. In

the event of a burst pipe, getting the water shut off quickly could reduce damage considerably. Most shut-off valves are located either under the house or in the yard. If you have trouble locating your shut-off valve, give us a call, and we'll stop by the next time we're at your water system.

*Wishing everyone a safe and happy holiday season,*

*Steve and Rusty*

## What Water Classification is your Water System?

The nine community water systems served by the PUD fall into two classifications, as defined by the Washington State Department of Health and are regulated under Chapter 246-290 of the Washington Administrative Code.

**Group A Community Systems** have 15 or more service connections or regularly serve 25 or more people 60 or more days per year. Group A water systems include Riverbend, Metaline Falls, Sandy Shores, and Sunvale Acres.

**Group A Transient Non-Community (TNC)** water systems serve:

- 25 or more different people each day for 60 or more days within a calendar year;
  - 25 or more of the same people each day for 60 or more days, but less than 180 days within a calendar year; or
  - 1,000 or more people for 2 or more consecutive days within a calendar year.
- Group A TNC water systems include Lazy Acres, Holiday Shores, Granite Shores, Riverview, and Greenridge.

## Leaky Toilet?



One way to find out if you have a toilet leak is to place a drop of food coloring in the toilet tank. If the color shows up in the bowl within

10 minutes without flushing, you have a leak. Make sure to flush immediately after this experiment to avoid staining the tank.

## You can reach us at:

447-3137

446-3137 (No. County)

242-3137 (So. County)

Hearing Impaired: 1-800-833-6388

**Visit us on the Internet at:**

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PUD Commissioners (from left to right), Dan Peterson, Curt Knapp, and Rick Larson