

Keeping Your Water System in Top Condition

by Commissioner Anne Backstrom



Our current capital improvement projects include a new water main, and replacing a key sewer system component.

Project 1: Waldenwood Sewer Lift Station Replacement

In late September, work began on the replacement of the Waldenwood Sewer Lift Station, which is located at the north end of a cul-de-sac in the 10900 block of 51st Avenue SE. This pump station receives sewage flow from the entire Pinehurst subdivision, as well as two lift stations on Lowell Larimer Road. Waldenwood “lifts” (pumps) all of this wastewater uphill along 116th Street SE to an Everett gravity sewer main 2/3 of a mile away.

Built in 1998 with a capacity of 1,000 gallons per minute, Waldenwood Sewer Lift station has been having multiple ongoing issues with its pump motors; it has minimal backup redundancy; and needs security upgrades.

Since it needs to remain in service during construction, the new lift station will be built immediately next to it on the same site. It will feature concrete and block construction, with three new horizontally-mounted, variable-speed pumps, upsized to handle increased sewage flow in the future.

The contractor, McClure and Sons, Inc. from Mill Creek, is currently excavating for the new building within the tight space constraints of the site, and will soon begin pouring the new concrete foundation, and the underground sewage storage tank (the “wet well”). All told, the project will take nearly a year to complete, during which we anticipate no change in customer service. The total project cost including design, inspection, and contingency is roughly \$4.8 million.



Project 2: New Water Main on 131st Street SE

The District recently completed a small water main project on 131st Street SE between 10th and 12th Drive SE. The scope of the project consisted of installing approximately 600 feet of new 12” water main to increase the available fire flow in the area and improve the reliability of the overall water pipeline network. Previously, the area was served by only a single 4” water main, which is not enough to meet current standards. Additional water main improvements will be coming to the Silver Acres neighborhood within the next two years.

The contractor for the 131st Street Project was D&G Backhoe from Lake Stevens, and the total project cost was approximately \$300,000. Due to the relatively late start, the final repaving of the roadway patches may not occur until spring, weather permitting.



Make Sure You Pay Your Invoice on OUR Website

Recently, customers have reported their web browser is taking them to third-party web-based payment processors—even when they do a search for Silver Lake Water and Sewer District.

Adding to the confusion... several of these other web-based payment processors have designed their web interface to look very much like ours. In addition to charging far more substantial fees—some as high as \$12.00—these processors then place your payment into the U.S. mail, which can take an additional 10 days to be delivered to us and posted to your account.

If you need to make an online payment, make sure you are coming to OUR website at www.slwsd.com. If you haven’t already, bookmark our website URL to access it faster next time.

Our website payment portal accepts credit, debit, and e.check payments. Any payment made on our website by 3:00 pm will be credited to your account the SAME business day. Our convenience fee for web or telephone payments is only \$3.85—far less than those third-party payment processors.

For added ease, consider signing up for our Autopay Program that can deduct payments automatically from your savings or checking account.

Discounts for Low Income Seniors and Disabled Persons

Silver Lake Water and Sewer District provides discounts to low income senior and disabled persons. In 2019, 150 customers qualified for a Low Income Rate for a total of \$31,100.40 in reductions. Do you qualify?

Monthly base rates are typically discounted 50% for water and 25% for sewer for low income seniors or disabled persons. To qualify, your gross income must be \$35,000 or less for a single person, and \$40,000 or less for a household. Seniors must be age 62 or older. Disabled individuals must be receiving disabled benefits from one or more of the following: Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Veteran Disability Compensation (VDC), Non-Grant Medical Assistance (NGMA), permanent disability insurance benefits, or state permanent disability benefits.

How to Request the Discount:

If you meet the eligibility criteria, contact our Customer Service staff at (425) 337-3647 to obtain the application form, and return the completed form to us with the required documents to prove your eligibility. You may also download the form on our website at www.slwsd.com. This notice is provided in accordance with RCW 57.08.014.

Discontinuing Our PO Box 13888

Starting January 1, 2020, the Silver Lake Water and Sewer District is discontinuing our Mill Creek Post Office Box 13888, in order to save staff time in making a daily trip to retrieve mail from the Post Office.

You can continue to mail forms and letters to our physical address of 15205-41st Avenue SE, Bothell, WA 98012-6114. Customer payments should be mailed to the District’s payment lock box provider at Silver Lake Water and Sewer District, PO Box 3784, Seattle, WA 98124-3784.

While the District’s regular bills include the correct mailing address with the return payment coupon, those of you who use your bank’s online bill payment will

need to log in and update our mailing address. This is especially true if you use Chase Bank, Wells Fargo Bank, and smaller credit unions, since these institutions still mail their customer’s online payments to the District.

As a failsafe, the District will have the U.S. Post Office forward mail received at the Post Office to the District Headquarters throughout 2020.

Completed Codification and an Updated Website!

On September 12, 2019, our Board of Commissioners adopted the District Code.

Codification is an intensive and detailed process where all the adopted policies, procedures, and standards of the District are reviewed, edited, and grouped into titles, chapters, and sections. The goal is to create a single reference document available to the general public, commercial customers, and developers. This same document is used as a reference for staff, other agencies, and elected officials.

Our District Code is published online to allow access to any user at any time and enables search features. There are a total of eleven chapters, with several chapters reserved for future use. The general public will find information regarding rates and charges in Chapter 9. Developers or individual property owners can reference the District's Standards in Chapter 6. The online publication of the code also includes

a reorganized posting of Board of Commissioners Meeting Minutes, the Interlocal Agreements that the District is a party to, State code citation references, and all of the Resolutions passed by the Board of Commissioners dating back to 1934. You can find the District Code under the "Publications and Code" link on our website at www.slwsd.com.

Speaking of website...

In September of 2019, the District launched an update of our website. This update was driven by the analytics of how of the existing website was being utilized. Notable updates include quick access to bill payment via the first link on the home page, a refreshed, simple layout that is mobile device friendly, the elimination of redundant or out-of-date information, and direct links to the most commonly referenced information or forms. Check it out at www.slwsd.com!



Silver Lake Water & Sewer District

15205 - 41st Avenue SE
Bothell, WA 98012-6114

PRSR STD
U.S. POSTAGE
PAID
Permit# 1327
Seattle, WA

Are You Prepared for Winter's Freezing Temperatures?

Prevent frozen pipes by taking these steps now:

- Disconnect garden hoses from any outside faucets.
- Insulate any exposed pipes, paying extra attention to areas where the water service line enters the home, such as in a garage or crawl space.
- Place a protective insulated cover over all of your outdoor faucets to prevent them from freezing.

How to Thaw a Frozen Pipe

Thaw out frozen pipes with rags soaked in hot water, or use a hair dryer, space heater, or heating tape (take the proper precautions to avoid coming into contact with water when operating the device). Once the pipe is thawed, wrap the pipe with dry insulation. The use of a torch is NEVER recommended because of the chance of a fire. You may also contact a plumber for assistance.

How to Shut Off the Water if Your Pipes Burst

It's important that you and any adult living in your home know the location of your water shut-off valve—and how to turn it off—in the event of a burst pipe. Shut-off valves are typically located where the water

service line enters your home. We recommend using a shutoff wrench, available at most hardware stores. If your shut-off valve is inaccessible or inoperable, the next best place to shut off your water is at the meter box. Remove the meter lid, and look for a quarter-turn shut-off valve located approximately three inches before the meter. Turn the shut-off valve one quarter turn (90 degrees) clockwise to shut off the water (turn it counter-clockwise to restore your water service).

Sometimes in prolonged cold periods, water meters have been known to freeze. Most are built with a "frost plate" that will give way if the water inside the meter freezes. If you believe your meter is frozen, please contact us at (425) 337-3647. District response time may vary based on the number of calls we receive.

Remember: the District only maintains the water supply system up to your water meter—anything frozen beyond the water meter is your responsibility. If we are called out to one of these circumstances, our crews will only shut off the water meter, and there may be a charge to do this.

Silver Lake Water & Sewer District

Address

15205 - 41st Avenue SE
Bothell, WA 98012-6114

Phone

425-337-3647

Fax

425-337-4399

Office Hours

Monday, Tuesday, Thursday and Friday
8:00 a.m. to 4:30 p.m.

Wednesdays 9:00 a.m. to 4:30 p.m.

Closed Saturday, Sunday,
and major holidays.

Public Meetings

Silver Lake Water and Sewer District's Board of Commissioners' meetings are held the on the 2nd and 4th Thursday of each month at 5:30 p.m. in the District office. We welcome the public to attend these meetings to learn more about your water and sewer district and our efforts to provide facilities that meet or exceed all government and regulatory requirements.

How to Pay Your Bill

Types of Payments Accepted

Cash, check, money order, and credit card (Visa, MasterCard, American Express)

Pay By DropBox

A payment drop box—for checks and money orders only—is available in the parking lot of our office at 15205 - 41st Avenue SE in Bothell.

Pay Online

www.slwsd.com

Pay By Phone

1-877-814-9773

Pay With Your Own Bank Bill Pay System

Please allow 7 business days for delivery

Pay In Person

15205 - 41st Avenue SE
Bothell, WA 98012-6114

Transaction Fee

There is a \$3.85 per transaction convenience fee when you pay with a debit/credit card or e-check (when paid by phone, website, or in person).

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In Case of Emergency

District staff are on call 24 hours a day, 7 days a week to assist you with water and sewer emergencies.

(425) 337-3647

If you are calling after hours, press "1" to hold for an Emergency Operator.