

WET GAZETTE

2020 WINTER EDITION

Valley Water District
14515 Pioneer Way East
Puyallup WA 98372

Phone: 253-841-9698
Fax: 253-770-8959

Email:
service@valleywaterdistrict.com

Website:
www.valleywaterdistrict.com

OPEN PUBLIC MEETINGS

Due to the Governor's Proclamation related to COVID-19 and the Open Public Meetings Act, Board of Commissioner meetings will be conducted via conference call only until further notice. (see details on website). Meetings are held at 7:00 pm on the first and third Tuesdays of each month. Dates are subject to change from the regular pattern. Ratepayers are encouraged to phone in to attend open and public board meetings.

Board of Commissioners:
Robert Fulton
Christine Johnson
Ted Hardiman

Inside this issue:

Water System Projects
& Upgrades **2-3**

Valley's COVID-19
Response **4**

2021 Rate Notification

The Board of Commissioners has adopted the 2021 base fee and commodity rates to take effect for all billings generated on or after January 1, 2021. After careful consideration, it was determined that due to the current Covid-19 Pandemic, the following rates would be adopted:

1. Increase to the fixed rate portion of the bill would be kept to a net increase of 2.5% (as opposed to the projected 5% increase) for all systems.
2. No increase to the commodity (tiered water use) portion of the bill.
3. Results in a 1.9% increase for the average Valley Water District billing.

For a full copy of the current rates for your system, please visit the District website at www.valleywaterdistrict.com, send an email request to service@valleywaterdistrict.com, or contact the District office at 253-841-9698.



Valley Water District's Mission Statement:

*"To provide safe and reliable water to all of the
District's customers."*

Valley Water District - a local government that works without taxes!

Water System Projects & Upgrades

Capital Improvement Projects...

One of the primary responsibilities of a Public Water System is to plan for and fund Capital Improvement Projects (CIP). CIP's are projects that are identified by the District as required repairs and replacement of aging infrastructure, or addition of facilities to increase the safety and reliability of the Public Water System. A portion of the bi-monthly customer water billings and Connection Charges for new customers are used to fund Capital Improvement Projects.

Due to the age and condition of many of the systems the District has taken over, there are many projects identified in the Water System Plan for repair, replacement and addition of infrastructure. The District has been very active over the last few years and continues to implement CIP's to improve reliability and service to our customers. Here are some of the projects that have been completed or are under construction at this time.

your money at work on system improvements!

Chinook & Buttes Reservoir Recoating Project

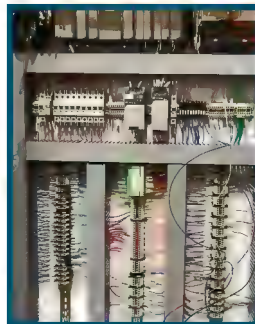
After diving, cleaning and inspection of many of the system reservoirs in 2019, it was found that there was significant paint failure and corrosion to the Buttes and Chinook Reservoirs. Projects were awarded for the recoating of both reservoirs in May 2020. S&K Painting is expected to have the interior and exterior coatings of the Buttes Reservoir completed and the reservoir back online by mid-December 2020. The Chinook Reservoir should have the interior completed by the end of December 2020, and the exterior completed in early 2021. Recoating and repair of the reservoirs will significantly increase the useful life of the reservoirs.



Tank Recoating Project

Buttes Telemetry Project

Telemetry is the process of recording and transmitting the readings of an instrument. The District utilizes telemetry to keep staff informed if a system is operating correctly, or if there is attention needed due to a failure at one of the systems. Telemetry allows staff to respond immediately when notified of a system failure and is monitored and responded to 24 hours a day. In October of 2020, the telemetry installation project was completed for the Buttes system (one of the District's remaining two systems without telemetry).



Buttes Telemetry
Installation

Alderwood System

One of the major system needs for Alderwood is replacement of the aging District side service lines and watermains. The District has been diligently working to find and repair leaks before they burst completely, but realizes that replacement of the remaining aging watermains and service lines is necessary. The required projects have been identified in the District's Water System Plan and should be completed in the next 2-5 years depending on project funding.

Water System Projects & Upgrades (continued)

Country/Eldorado Water Systems

The District is investigating costs and options related to installing an emergency intertie with a neighboring utility. Installation of an emergency intertie would greatly increase service reliability including water availability for a fire event and supplemental supply during the summer high use periods.

Valley Reservoir & Booster Station Project (including Highlands)

The Valley System is the largest system in Valley Water District in both number of customers served and land area served. The District has been working to build a new 815,000 gallon Reservoir and Booster Pump Station on the hill in the Puyallup Highlands community to; replace a failing/leaking reservoir, increase system capacity from 190,000 gallons to 815,000 gallons, increase fire flow capacity and directly serve the Highlands community. Serving the Highlands community directly will allow the District to stop purchasing water from the City of Puyallup which will result in lower water bills for the Highlands customers once the system is brought online.

The project was awarded to T. Bailey Inc. in June 2020 and is scheduled to be completed in June 2021. There has been significant progress made on the project and the reservoir itself has been fully constructed and is awaiting interior and exterior coatings.



Valley Reservoir & Booster Station

View Royal Intertie - (2nd Intertie)



View Royal (2nd Intertie)

Winchester System

Both booster pumps in the Winchester System were replaced in late 2020, due to the pumps failing and being at the end of their useful life. The well pump and motor for this system were both replaced in 2018. The next item needed for this system will be replacement of the liner and roof for the existing reservoir.

With the significant growth occurring in the View Royal System, the District added an emergency intertie with the City of Tacoma in June 2020. This intertie will provide increased fire flow capabilities and backup supply to the entire system in an emergency event.

Valley Water District COVID-19 Response: Utility Customer Support Program

In an effort to assist customers who have fallen behind on their accounts during the Covid-19 Pandemic, the Board of Commissioners has adopted a Utility Customer Support Program to assist rate payers in bringing their accounts current.

The program includes allowing 30 days from the end of the Governor's Proclamation related to late payment restrictions for customers to either pay their account balance in full or execute a 12 month "Deferred Payment Agreement". The District has also made a list of resources available where customers may be able to get assistance in paying some or all of the outstanding balance.

Please see the Valley Water District website for details on the adopted program and additional resources at www.valleywaterdistrict.com.

District office is closed to walk-in traffic:

Due to the COVID-19 outbreak, at the recommendation of our Governor, we have taken appropriate measures to ensure the safety and health of all of our customers and employees.
At this time, all walk-in traffic will not be allowed at the District office.

BILLING POLICY—penalties and shutoffs are not in effect during Governor's Proclamation re: late payments

- ◆ **Office Hours** are Monday through Friday, 8am to 4:30pm.
- ◆ **Due date** = 10th of the month. (Bills are 2month bills)
- ◆ **10% penalty** if payment is not received by the **25th day of the month** it is due.
- ◆ **\$20.00 Termination Notice Fee** if payment is not received 30 days after the due date.
- ◆ **\$50.00 Shutoff Fee** and the water meter is locked when payment is not received **within one week** of the date of the Termination Notice. Payment in full required to restore service.

PAYMENT OPTIONS

- ◆ **Cash, check & money order** can be received in the office. (Please use the drop box for this option).
- ◆ **Payment Drop Box** at the District Office is accessible 24/7. Make sure to include payment stub with account number.
- ◆ **Debit/credit and e-Check** payments can be made **online on the website at www.valleywaterdistrict.com**
- ◆ **Auto-Pay** (recurring payments): Property owners can use the ACH Bank Draft Sign-up Form found on the website. You must include a voided check (not available to tenants).
- ◆ **We now offer paperless billing for property owners:** Sign up form is available on the Valley Water District website.
- ◆ **Bill Payer** checks mailed from most banks are now transferred electronically - making this option much quicker, usually 1-2 days.

