

WET GAZETTE

JAN/FEB 2023
WINTER EDITION

*District News and Information
from Valley Water District...*

14515 Pioneer Way East * Puyallup WA 98372 *(253)841-9698 M-F 7am-3:30pm

Email: service@valleywaterdistrict.com Website: www.valleywaterdistrict.com

New Water Rates

Effective January 1, 2023

The Board of Commissioners has adopted the 2023 base fee and commodity rates to take effect for all billings generated on or after January 1, 2023. After much discussion and review of the 2023 budget, the Board approved a rate increase that results in the average water bill increasing between 6% - 7.43% depending on what system you are in. The record setting inflation numbers and significant cost increases in energy, fuel, materials and supplies, etc. are many of the factors driving the necessary increase. The following changes will take effect January 1, 2023.

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

DISTRICT OFFICE HOURS

HAVE CHANGED TO:

Monday - Friday 7:00am - 3:30pm



Valley Water District Mission Statement

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

Account Updates for Property Owners

- Update email and telephone contacts so we can reach you in an emergency.
- Paperless billing option available (see website for details and sign-up form).
- Sign up for Account Access online.

Property owners can register for the Customer Web Portal to have account access online to see payment and billing history, make a payment, or even set up autopayments (see the website for the link to the Customer Web Portal).

Website: www.valleywaterdistrict.com

Board of Commissioners * Robert Fulton * Christine Johnson * Ted Hardiman

Meetings are held at 2:00pm on the first and third Mondays of each month. Ratepayers are encouraged to phone in to attend open and public board meetings. See details on our website. (www.valleywaterdistrict.com)

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!

Buttes System Media Replacement Project

COMPLETED
2022

The District completed replacement of the filter media for the Buttes Treatment System that was beginning to lose its effectiveness. This project was completed with no significant impact to the community thanks to the voluntary reduction in water use during that period.



Buttes Filter Media Replacement 2022



**Buttes Emergency
Well Replacement**



Buttes System Emergency Well Replacement

In Process

The District began the process of installing a new well in the Summer of 2022 due to the multiple failures of the existing well over the last year. The new well was anticipated to be completed in 2022, but due to supply chain issues, some of the equipment needed such as control panels, VFD's and generator were not readily available. The project is now estimated to be complete in June 2023.

Once the new well is brought online, the old well will be redeveloped and put back online to create redundant supply for the community.

Alderwood System PLC & VFD Replacement

2023 Project

In early 2023, the District will be advertising a project to replace the Program Logic Controller and adding a Variable Frequency Drive to improve the functionality and control of the pumps and motors in the Booster Pump Station.

Water System Projects & Upgrades (continued)

Chinook System PRV Replacement

2023 Project

The District has purchased the materials and will be replacing two of the existing Pressure Reducing Valves (PRV's) in the Chinook System with plans to replace or rebuild all of the PRV's in this system over the next 2-3 years.

Country/Eldorado System PRV Replacement

2023 Project

The District has purchased the materials and will be replacing one of the existing Pressure Reducing Valves (PRV's) in the Country System. PRV's help to reduce the pressure in the pipes due to elevation changes that could cause damage to the watermains and potentially to individual homes.

Sierra System Improvements (New Generator)

COMPLETED
2022

The improvements that were started in 2021 to add telemetry and install a new generator were completed in early 2022. These upgrades have significantly improved system reliability during power outages and will help improve response time and monitoring capability for staff.



New generator for Sierra 2022

Sierra System New Well Installation

2023 Project

Design on installing a backup emergency well was started in late 2022 in order to provide increased reliability to the Sierra System. This project should go out to bid in early 2023, with project completion anticipated for late summer 2023.

Sierra System Treatment System Replacement

2023 Project

The Treatment System at the Sierra Booster Pump Station has reached the end of its useful life and replacement parts can no longer be found. This project will be put out to bid in early 2023 with construction anticipated to be completed in the summer of 2023.

Valley System AC Watermain Replacement

In Process

The District awarded a contract in May 2022 to replace approximately 5,000 linear feet of AC Watermain with 12" Ductile Iron Watermain. This project will greatly improve system reliability as we have experienced multiple leaks over the last 4 years. Unfortunately, due to supply issues this project has been delayed and will not be started until April or May of 2023.



Valley Watermain Replacement

Winter Water Conservation:

- ◆ **Are your water pipes properly insulated?** It can take longer for water to heat up if your pipes are not insulated, which results in the water running for much longer periods of time. Also covering your hot water heater with an insulating blanket or cover can conserve the heat.
- ◆ **Replace an older toilet** with a high-efficiency toilet. Older toilets can use up to four times more water per flush.
- ◆ **Install a high-efficiency shower head** to save about 1 gallon of water per minute.
- ◆ **Save up to 20 gallons of water** by scraping food off dishes instead of pre-rinsing them for the dishwasher.
- ◆ **Wash only full loads** in your washing machine or dishwasher.
- ◆ **Take shorter showers.** Each minute you shave off your shower time saves up to 2.5 gallons of water.
- ◆ **Regularly check for and repair water leaks.** Even small leaks can waste hundreds to thousands of gallons of water each month.

New Office Hours:

We are excited to announce the new office hours
for the District office:

Monday - Friday from 7:00am - 3:30pm.



BILLING DUE DATE INFORMATION

- ◆ **Office Hours** are Monday through Friday, 7am to 3:30pm.
- ◆ **Due date** = 10th of the month. (Bills are 2 month 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

- ◆ **In person during office hours:** Cash, check, money order, debit/credit. (2.25% third party processing fee for debit or credit card payments)
- ◆ **Payment Drop Box** at the District Office is accessible 24/7. Be sure to note account number or service address.
- ◆ **Debit/credit payments (2.25% processing fee) online at www.valleywaterdistrict.com**
- ◆ **Auto-Pay:** Property owners can set up automatic checking or debit/credit payments through the Online Account Access (Debit/Credit auto payments will still have the 2.25% third party processing fee). Registration required for online access—see website for details.
- ◆ **Bill Payer**—set up bill pay with your bank to electronically transfer payment to us.

