

# VALLEY WATER DISTRICT WET GAZETTE

2024 WINTER EDITION

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

Email: [service@valleywaterdistrict.com](mailto:service@valleywaterdistrict.com) Website: [www.valleywaterdistrict.com](http://www.valleywaterdistrict.com)

## New Water Rates

Effective January 1, 2024

The Board of Commissioners has adopted the 2024 base fee and water use rates to take effect for all billings generated on or after January 1, 2024. After much discussion and review of the 2024 budget, the Board of Commissioners has adopted a 5% rate increase on base rate and water use charges for all systems. This is slightly lower than the 5.1% CPI data used to compare year over year inflation numbers. These rates will take effect for all billings generated on or after January 1, 2024.

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

### Valley Water District Mission:

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



## Billing Policy Updated for 2024!

The District and the Board of Commissioners have reviewed the current billing policies and determined that changes should be made to create more consistency and time for customers to pay their bill on time.

Bills will now be due on the 15th with a grace period until the end of the month before any late penalty is added.

### New Billing Policy Schedule:

- ◆ **Current Bill:** Due 15th of the month.
- ◆ **Past Due Notice:** 10% Late penalty is charged if payment is not received by the last day of the month the bills are due.
- ◆ **Termination Notice:** \$20.00 fee charged if payment is still not received by the 9th of the next month after the billing due date.
- ◆ **Disconnection:** If payment is still not received by the 19th of the month (following the termination notice) the water meter may be locked and the \$50 fee charged on the 20th.

**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 attend open and public board meetings. See details on our website. ([www.valleywaterdistrict.com](http://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!***

### Alderwood System PLC & VFD Replacement

Contract Awarded  
Project in Progress

The District has awarded a contract to replace the existing PLC motor controls. The PLC (programmable logic controller) is an industrial computer that controls and monitors the function of the well and booster pumps. The existing PLC was installed in 2001 and has gone far beyond its intended service life.

The project also includes the installation of a VFD (variable frequency drive) to operate one of the existing booster pumps which will allow for smooth consistent pressure set-points rather than the fluctuating pressures sometimes experienced during peak summer demand. This project is currently waiting for the electronics necessary to complete the upgrade (electronic equipment has had long lead times for the past few years due to micro-chip shortages and repercussions of COVID lockdowns).

### Alderwood System Service Line Replacement

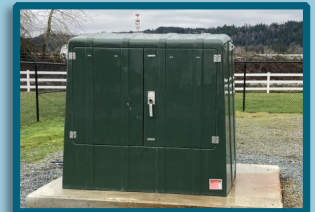
2024 Project

The District is in the engineering/design phase of a service line replacement program which is expected to be done in 2024. The Alderwood System has historically higher than average water loss due to aging galvanized service lines (the pipe that connects the water main to the water meter). This work will include replacement of any services which have not already been replaced by District staff and may include limited replacements of some sections of water mains that have shown signs of continuing leakage. This work will also include relocation of any meters which were positioned on private property and they will be moved onto the County road right of way.

### Buttes System Second Well Source

Still In Progress

The District commissioned the installation of a second well source in 2022. The well was physically completed the summer of 2022 and the second portion of the new well project has been underway throughout 2023 and continuing into 2024.



Well Housing

The second portion of the project included the installation of the new well pump, well motor and controls and replacement/upgrade of the well site generator and site security fencing.

Well Motor  
Control Panel



The project suffered a number of setbacks throughout the duration of the project which have caused the project to continue much longer than anticipated. The District expects that all aspects of the project will be completed by March 2024.



Well Site  
Generator

# Water System Projects & Upgrades(continued)

## Chinook System PRV Projects

Still In Progress

The District replaced a failing PRV (pressure reducing valve) on the lower portion of 221st Ave E. The PRV serves to throttle water pressure on hills where the pressure from the top of the hill will continue to build and become excessively high at the bottom of the hill.

There is a second PRV on that same road that is also being replaced but some work remains before that valve is complete.



PRV above ground view



View looking down into PRV vault

## Country/Eldorado PRV Projects

Still in Progress

The District has already replaced a faulty 2" PRV on 229th Ave E.

The District is also in the engineering/design phase of another PRV replacement/relocation project. The existing PRV vault on 229th Ave is old and needing replacement. The District is working to replace this vault and relocate it to a point in the distribution system that will better serve the residents downstream. The District will also install a second PRV in this same pressure zone, which will serve to protect several homes which currently have elevated pressure due to the topography and original layout of the distribution system.

## Sierra System New Well Completion

Still In Progress

The District commissioned the installation of a second well to serve the community of Sierra. The new well casing has been dug and initial testing indicates that this well will be more than capable of producing enough water to feed the Sierra System for the foreseeable future. The well contractor will be back onsite to install the new well pump and motor as well as completing the electrical improvements necessary.

The District expects this new well source to come online mid to late spring. Once complete, the new well will become the primary water source for the Sierra System which will allow the existing well to serve as a backup redundant source during repairs and emergencies.

With two operational wells in place, the Sierra System should be able to provide water to the community of Sierra without interruption.



In 2023, installed new canopy over Well Control Cabinet.

## Sierra System Treatment System

Still In Progress

The District is in the process of replacing the iron and manganese filtration system. The existing system has been obsolete for many years and is no longer serviceable, therefore a new filter skid is being installed at the Booster Pump Station. This effort includes some building modification improvements as well as water quality monitoring equipment.

## Valley System AC Watermain Replacement

Almost Complete

The District replaced a little over 5,000 feet of 8" Asbestos Cement water pipe with new 12" Ductile Iron pipe. This effort included new Fire Hydrants and replacement of all water services on the east side of SR162 within the project scope. The District plans to replace all the water services along the west side of this length of pipe during the summer of 2024.



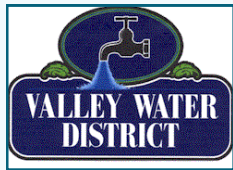
## Six Easy Ways to Conserve Water

1. Turn off the tap while brushing your teeth to save 200 gallons of water per month
2. Skip rinsing dishes and save up to 10 gallons of water per load
3. Turn off the water while washing your car to save 100 gallons of water every time
4. Shorten your shower by 1-2 minutes to save up to 150 gallons per month
5. Check watering guidelines for your houseplants and landscaping to avoid overwatering
6. Look for leaks inside and outside your home



## Customer Service & Billing Questions?

We're here to help.



Office Hours:  
M-F 7am-3:30pm  
(253)841-9698

Email: [Billing@valleywaterdistrict.com](mailto:Billing@valleywaterdistrict.com)  
Website: [www.valleywaterdistrict.com](http://www.valleywaterdistrict.com)

The District has been using automated phone calls to contact customers for emergency breaks, disconnection notices, etc. Please make sure the phone numbers are correct on your account so we can keep you informed.

## Having trouble with mail delivery? See other payment options below:

- ◆ **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](http://www.valleywaterdistrict.com)**
- ◆ **Auto-Pay:** Property owners can set up automatic checking or debit/credit payments online—see website for details.
- ◆ **Bill Payer**—set up bill pay with your bank to transfer your payment to us electronically.

*Paperless billing is an option for property owners to receive bills by email - see the District website for the sign up form.*

*WINTER IS Here...*

*Protect pipes from freezing.*

- ◆ **Check to make sure your pipes are 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. You should also cover your hot water heater with a special insulating blanket or cover.
- ◆ **Wrap outside faucets or hose bibs.** Do this if you don't have a separate valve to turn off outside faucets. Disconnect garden hoses. Use newspaper or rags covered with plastic, fiberglass or molded foam insulating covers to wrap the faucet.