



Valley Water District
14515 Pioneer Way East

Puyallup WA 98372

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OPEN PUBLIC MEETINGS

Board of Commissioner meetings are held at 7:00 pm on the first and third Tuesdays of the month, at the District Office. Dates are subject to change from the regular pattern. Please confirm by calling the office or checking the website for change announcements. Ratepayers are encouraged to attend open and public board meetings.



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

WET GAZETTE

2019 WINTER EDITION

2020 Rate Notification

The Board of Commissioners has adopted the following changes for all bills created on or after January 1, 2020:

1. A 5% base rate increase will be applied to all systems.
2. The Plant Acquisition Fee will continue to be phased out, including a \$1.50/month reduction in 2020. The Plant Acquisition phase out will be completed in 2022 (does not apply to Buttes or Sierra).
3. The Late Fee Reversal Policy has been updated. The owner of any property that receives a late fee may request removal of that 10% late fee if that property has NOT received a late fee in the prior two year period. Late fee requests must be received within 6 months of the date of the late fee.

A full copy of all rates and fees is available on the District website at

www.valleywaterdistrict.com.

WINTER IS ON THE WAY... 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.
- ◆ **Some water conservation ideas:**
 - Install low-flush toilets to reduce usage by 40-50%.
 - Install low-flow shower heads to reduce flow by at least 25%.
 - Wash only full loads in your washing machine or dishwasher.
 - When brushing your teeth, turn the water off while you are actually brushing. Use short bursts of water for cleaning your brush. (This saves about 80% of the water normally used).

Mission Statement

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



Call Before You Dig — It's the Law!

As a homeowner, business owner, farmer, or excavator, you are required by law to make contact with underground utility owners through a one-number locator service, before you excavate.

Dial 8-1-1 to reach the regional One Call Center. The District does not locate any private water lines beyond the meter.



CHECK OUT OUR WEBSITE FOR PAYMENT OPTIONS!

- ◆ New Web Payment Portal access on our website at www.valleywaterdistrict.com
 - ◆ Click on Pay Your Bill and then Web Payment to access portal.
- ◆ Property Owners can register to access their account history and bills, as well as making payments online.
- ◆ Tenants are only able to use the "Quick Pay" option to make payments, please call us if you need help accessing Quick Pay.
- ◆ Credit Card payments—2.25% processor fee
- ◆ E-check payments—\$1.00 processor fee

BILLING POLICY

- ◆ **Office Hours** are Monday through Friday, 8am to 4:30pm.
- ◆ **Due date** = 10th of the month.
- ◆ **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/checks/money orders** can be received in the office. Credit/debit payments can now be made **in person** in the office.
- ◆ **Payment Drop Box** at the District Office is accessible 24/7.
- ◆ **Debit/Credit/E-Check** payments can be made **online** (www.valleywaterdistrict.com).
- ◆ **Auto-Pay** (recurring withdrawals): use the Bank Draft Sign-up Form, available online.
- ◆ **We now offer paperless billing:** Sign up form is available on the Valley Water District website.
- ◆ **Bill Payer** checks mailed from your bank may take 5-7 business days to arrive.



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Board of Commissioners:

Robert Fulton
Christine Johnson
Ted Hardiman

Customers with a BACKFLOW ASSEMBLY:

Consider "Opting In" to our TESTING PROGRAM!

In 2018, the District created a program that allows customers with backflow devices that are required to have annual testing done to "OPT IN" and have the District coordinate with a contractor to perform the test at a significantly reduced rate of \$26.00 per device (most testers charge \$40-\$90 per device). It's not too late to opt in if you haven't yet, you can find the Backflow Testing Agreement on the District website at www.valleywaterdistrict.com under FORMS.

If you are already opted in...no need to worry about future testing. Every year between May and September, the District will automatically have the contractor, Randy Horne with Aqua Backflow Testing, perform the testing for each property that has opted in.