

Valley Water District

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February 5, 2021

To: Puyallup Highlands Residents
Re: Valley Reservoir and Booster Pump Station

Dear Resident,

The District would like to thank you for your patience through the Reservoir construction process and provide an update of what changes you can expect when the transfer to the new reservoir takes place. Currently the startup and testing is scheduled for late March or early April of 2021, with permanent transfer to the VWD source by June 2021.

The transfer to the new reservoir will result in all customers being served Valley Water District water and will eliminate the need to purchase water from the City of Puyallup. There will be a few significant impacts that you may notice:

1. **Billing Rates:** The Highlands will switch to being billed the same rates as the Valley System. **Based on the current average customer use of 1,900 cf per billing most customers will see a reduction in their bi-monthly billing of approximately \$34.00 per statement. High use and/or summer bills averaging 8,000 cf per billing will see a reduction of approximately \$186.00 per statement.** The Reduction in billing will vary per customer and is based on your water use. If you would like to know how your bill will be impacted based on your historical use, please give the office a call.
2. **Temporary turbidity:** During the cutover to the new reservoir, the District will be flushing and cleaning the distribution system serving the neighborhood. During this time, customers may experience a minor change in water clarity. Flushing is a normal maintenance activity and the water is safe to drink during this time.
3. **Water Pressure:** Currently the connection and water from Puyallup is provided from the top of the development, the change to the new reservoir will result in pressure changes for most customers. Please see the pressure zone map included with this letter to see the possible impacts to your home.
 - a. **Zone A** – will see an increase in pressure of approximately 30-35psi. If you are in **Zone A** you will want to verify that the pressure reducing valve (PRV) for your home that was required to be installed by the original contractor is working properly. Because the pressures being served to the meter may be as high as 135 psi, Department of Health (DOH) recommends the homeowner install an

individual PRV. Again, the District required that the contractor install individual PRV's for each home built as a condition of each new water permit in the Highlands. Any customer who would like the District's support to verify their PRV is working correctly is welcome to contact the District and we will arrange for a field tech to meet you at your home to determine if the PRV appears to be working correctly.

- b. **Zone B** – will see a decrease in pressure of 10 psi or less. This area is already receiving pressures from Puyallup in excess of 80psi and should currently have individual PRV's at the home.
- c. **Zone C** – will see a decrease of 15 psi or less. This zone is also already receiving pressures from Puyallup in excess of 95 PSI and should currently have individual PRV's at the home.

Anyone who is concerned about their individual PRV functioning properly is welcome to contact the District and we will have a staff member arrange to meet at your home and verify the pressures being served.

The District will provide additional updates and notices when the final implementation schedule is set.

Please feel free to contact the District if you have any questions or concerns regarding this process.

Thank you

Sean Vance
General Manager
Valley Water District