

Heights Water

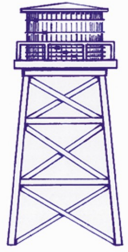
A private non-profit mutual water association

The Flow

Summer 2022

Trustees
Dave Lang
Luke McQuillin
John Cochrane
Rusty Willoughby
Jim Chun

Staff
Margaret Wessel
Brent Millett
Ryan McCray
Sue Stinson
Rowan Millett



BOARD OF TRUSTEES NEWS

There have been some changes in Heights Water's Board of Trustees in the past few months. Len Wolff stepped down in April 2022 after six years of service and Rusty Willoughby was appointed to take his place. In May 2022, our newest Trustee, Randolph Farrar, moved off-island and resigned his position as well. Former long-time Trustee Jim Chun was appointed to fill Randolph's position until the September 2022 election.

The 2022 Trustee election ballot will be sent to all members by email or postal mail by September 1st. This year's ballot will include races for three or more of our five positions. We are still actively seeking candidates to run for open positions. Please call Heights Water or talk to one of our current Trustees to find out why you should put your hat in the ring!

2022-23 Rates

New customer rates for the 2022-23 fiscal year will take effect with August 1, 2022 billing. The average customer can expect their bi-monthly bill to increase by \$10-\$20 under the new rates (\$5 to \$10 per month). We are aware that rate increases can be a burden to some people. Heights Water has a rate assistance program for those with limited resources. Please call the office for more information if you are having trouble paying your bills.

Despite rate increases, the cost of water service is still low compared to its value. Fresh, healthy water is a bargain when compared to other services most households pay for monthly like phone, internet or TV services. As a member-owned non-profit, Heights Water runs a lean business operation, only charging our members enough to cover the necessary expenses to keep our high-quality water flowing reliably to your homes. All regular business expenses are funded by Base Rate and Water charges, while CIP charges are reserved for capital projects (see Capital Projects Update section). As you are probably aware, current market forces have resulted in higher costs for nearly everything. This includes electricity, chemicals for required water treatment, pipes, meters, other materials, and contractors. Our employees also need cost-of-living pay increases to allow them to keep living on Vashon Island and available for emergencies. All these factors made it necessary for this year's rate increase. We appreciate the support of our members!

2022 Member Meeting

The annual Heights Water member meeting is scheduled for Tuesday, September 27 at 7:00 pm. Location TBA

Capital Projects Update

Preparations have begun to replace our 100,000-gallon steel water tank with a new concrete tank of the same size. The existing tank, which was erected in 1959, is in need of such extensive repairs that replacement was identified as the best option. The new tank will also be compliant with current seismic standards. Project management for the tank replacement is being performed by BHC Consultants. Watch for the new tank to take shape at our tank farm property some time during the 2022-23 winter season.

Our next big project will be to recoat the interior and exterior of our 608,000-gallon standpipe, the first major maintenance project for the standpipe since it was erected in 2000. We will begin this project by designing and installing a water diversion system in the 2023-24 fiscal year that will allow us to take the standpipe offline for the needed maintenance work. The diversion system will also help us control and track flow to various parts of the system in the future. The standpipe recoating project will likely occur during the 2024-25 fiscal year.

Completing these two tank projects, as well as continuing to replace old and leaking water mains, allow us to keep providing you with reliable, safe and healthy water now and in the future. Heights Water hopes to take advantage of Federal infrastructure funds designated for WA water projects to help pay for these needed improvements, in addition to member contributions from Capital Improvement Plan (CIP) charges on regular bi-monthly bills.

STAFF NEWS

Heights Water welcomes Sue Stinson as part-time Administrative Assistant in the business office. Heights Water also welcomes Rowan Millett as its first-ever summer intern in the Operations department. Be sure to say hello if you see either of our new additions!

HEIGHTS WATER

Office 206.463.0014

24/7 Emergency 206.529.7864

PO Box 820, Vashon, WA 98070

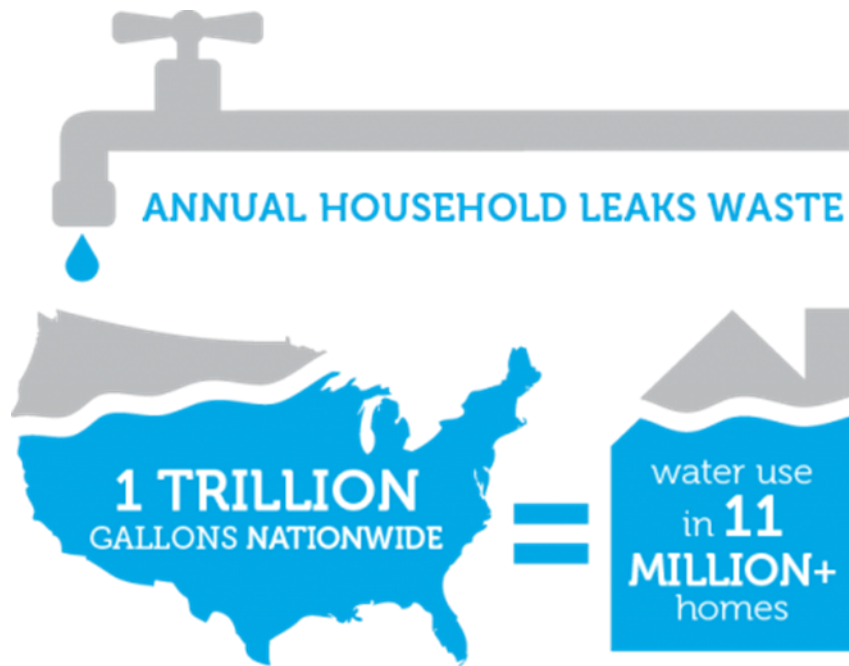
info@heightswater.org

www.heightswater.org

24/7 Payment drop off

17232 Vashon Highway SW (Parker Plaza)

13205 Vashon Highway SW (box on garage)



Average household leaks nationwide can account for nearly 10,000 gallons of water wasted every year; ten percent of homes have leaks that waste 90 gallons or more per day. Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves. These types of leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings. Fixing easily corrected household water leaks can save homeowners about 10 percent on their water bills.

Water Meter = Leak Detector

Your water meter is your main tool for leak detection. Because your water meter is read only six times a year, it is important that you check the dial for leaks. For more information please visit www.heightswater.org.

Spring & Summer Clean Up

New seasonal growth can mean searching for water meters under weeds and vines! Please take a moment to uncover your water meter. As always, if our staff needs to use a machete to uncover your meter you will be charged a fee. Thank you!

After Water Line Repairs ...

A common question we hear after a waterline repair is, "What can I do about the cloudy/noisy water from air in the line?" It's a simple remedy: run water from an outside hose bib for a few minutes until it runs clear. This will flush out your service line from the meter to your house, ensuring that bubble-free water flows into your home.

Keeping in Touch

Heights Water wants to keep you informed when work is planned in your neighborhood or when there are issues you should know about. Please make sure we have your current phone numbers and email addresses so we don't miss you when the word goes out!

Protect Our Water!

Heights Water is proud of our water quality and counts on you to help protect it. Use care when using chemicals to treat lawns and gardens. Pesticides and herbicides can add toxic chemicals to groundwater, in addition to killing beneficial organisms in the soil.

Medication Drop Box

Vashon Pharmacy has a permanent drop box for expired or unused medications. Help protect our aquifers by using the drop box. Do not "flush away" or throw away your leftover medications!