



## Meet Alex, our New Customer Service Specialist

We couldn't be more pleased about the newest member of our District staff. In her role as Client Service Specialist, Alex is responsible for interfacing with our ratepayers and other members of the public to answer questions and provide support, while assisting in various District administrative and staffing functions.

Says Alex, "Customer service is all about understanding the other person's perspective, and I'm having a very very good time doing that." (Note the dual "very..." another example of how this gal approaches everything at 200%.) "Whether it's water issues, permitting issues, or financial issues... we will work with you to help you accomplish whatever you need to do."

In addition to her full time job at the District, Alex is currently pursuing her Masters degree in Industrial Psychology from the Colorado State University (online). Sounds like she's going for 300%...



**FREE Savvy Gardener Class:  
Right Plant, Right Place**  
Wednesday March 23, 2016 • 6:30–8:00 pm

*North City* WATER DISTRICT 

Come join us on March 23 for a FREE Savvy Gardener class, where you'll learn the step-by-step process to choosing the right plants for your garden. Get all the details on our website at [www.northcitywater.org](http://www.northcitywater.org), and contact Theresa to register at [theresah@northcitywater.org](mailto:theresah@northcitywater.org) or 206.362.8100.

## Irrigation Rebate Available

*Residential customers of North City Water District with less than one acre of irrigated area may be eligible to receive a \$100 rebate for upgrading their sprinkler system with one Water Sense certified irrigation timer.*

For more information on this rebate program, visit the Saving Water Partnership website: [www.savingwaterpartnership.org](http://www.savingwaterpartnership.org) and click on REBATES > Sprinkler System Upgrades. If you have questions, contact Mark Guthrie of Seattle Public Utilities, at [mark.guthrie@seattle.gov](mailto:mark.guthrie@seattle.gov) or 206.684.5955.

## Correction to the Last Newsletter

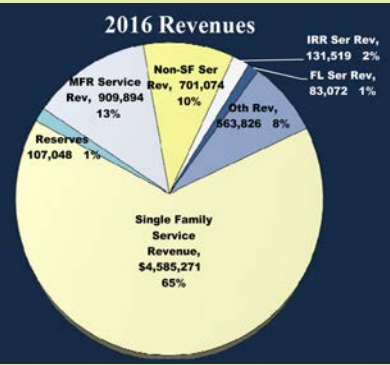
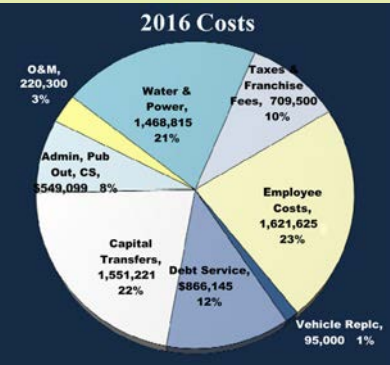
*An export error caused the information in our graphic Budget Chart to be incorrect. The corrected chart is below:*


Our previous newsletter that went out in January included an article titled "Budget Update and Modest Rate Increase" that contained an incorrect Cost Chart.

Specifically, the portion of the costs allocated for infrastructure improvements was left off the graph, and the revenue we collected from irrigation was off.

Thanks to ratepayer J. F. Seidel who noted the error, the corrections were quickly made on our website. The cost information in our "2016 Adopted Budget and Rates" document (found in the "Information > Budget" section of our website) remained the same, since its information was correct.

Again, none of the numbers in our 2016 Budget were altered from what was adopted; it was our graphical representation of the 2016 Costs that were incorrect and for that, we sincerely apologize. If you have any questions about our budget or would like to learn more, please contact our District Manager, Diane Pottinger at 206.362.8100.





# NORTH CITY WAVES

A newsletter for water-related issues and info  
Serving the communities of Shoreline and Lake Forest Park since 1931

Issue 1: January • February • March 2016

### From Our Board...

by Ron Ricker, President

There's a lot of talk about utilities and water quality these days. From national infrastructure problems, to the situation in Flint, Michigan, everyone is starting to take notice. We at North City Water District can confidently assure you that your water system is extremely well-maintained, in a more proactive approach than utilities around the nation and even in our own state. Although you can't see much of the 93 miles of underground water mains and valves, you *can* see our staff regularly operating and maintaining the system—from installing new service meters to exercising the hydrants and valves. We also regularly invest in our infrastructure, planning and budgeting twenty years into the future to help our customers get the most for their hard earned utility dollar while avoiding huge, unexpected infrastructure repair bills down the road (because none of us likes surprises, especially in the event of an emergency). Your water is routinely tested for contaminants, and we are proud to report that its quality is excellent (and significantly below EPA maximum allowable tolerances). If you have any questions about infrastructure or water quality, give us a call!

Pressure Reducing Valve being installed



North City Waves Newsletter ~ a publication by North City Water District

- 1) Join [www.nextdoor.com](http://www.nextdoor.com) for neighborhood news and notices
- 2) Follow us on [www.facebook.com/NorthCityWaterDistrict](https://www.facebook.com/NorthCityWaterDistrict)
- 3) Sign up for news, alerts, free classes and more on our website at [www.northcitywater.org](http://www.northcitywater.org)

### Three Ways to Stay in Touch

- Lead Pipes in the News
- Fix-A-Leak Challenge
- Project Update
- New Client Service Specialist
- Free Savvy Gardener Class March 23
- Irrigation Rebate Available
- Correction to the Last Newsletter

### Inside This Issue

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The North City Waves Newsletter is brought to you by North City Water District, and its Board of Commissioners:

Ron Ricker (President), Larry Schoonmaker (Vice President), and Charlotte Haines (Secretary).

Feel free to contact us at PO Box 55367, or 1519 NE 177th Street, Shoreline, WA 98155.

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## Lead Pipes in The News (and how we compare)

*Does North City Water District's system include lead pipes like Flint, Michigan? Thankfully the answer is no.*

Many customers have contacted us to find out about the type of water pipes used by North City Water District. Understandably, these questions arise from a heightened awareness about the water supply in Flint, Michigan.

The answer is short and sweet: we have absolutely no lead pipes in our water system. The Flint water system is considerably older than ours—installed during an era when lead supply lines were more common. Furthermore, our water supply is closely monitored and routinely tested for both quality and contaminants. No matter whether you get your water from the Tolt or Cedar River Watershed, Seattle Public Utilities (from whom we buy our water) performs an initial water test right at the source up in the mountains, and then tests it a second time when the water leaves the treatment facilities. This Water Quality testing occurs daily, throughout the regional system, to ensure that your water quality is the best it can be when it gets to your home. A third test occurs in our distribution system roughly thirty times per month on average. Results of these tests are reported each Spring in our annual Water Quality Report.

The only sources of lead that may still be in your water is if you are in an older home that still has a lead water supply line. King County banned the use of lead in water systems in 1985. Any time a faucet has not been used for six hours or longer, “flush” your cold water pipes by running the water until it comes out as cold as it gets (between 30 seconds to 2 minutes).

As mentioned on the front page, your District continually reinvests in infrastructure, conducting routine maintenance and system upgrades: our water system exceeds the majority of water systems in the nation, and even in our state. Should you have any further questions, feel free to contact us at 206.362.8100.

## Will You Take The Challenge?

*Annual Fix-A-Leak Program helps homeowners identify leaky toilets and reduce water bills.*

Did you know that your toilet could be leaking right this minute, and you might not even know it? Leaky toilets waste water and raise water bills, which is why North City Water District is once again participating in the annual Environmental Protection Agency (EPA)-sponsored Fix A Leak program.

It's so easy to test your toilet, even a kid can do it. Which gave us an idea...

Rather than simply making test kits available for walk-in customers, we decided to take the idea one step further: for the past four years, we've been sponsoring Fix-A-Leak programs in nine local area schools, distributing test strips and instruction packets to help teachers create a fun, educational contest about water conservation.

Last year alone, over 1000 students participated in the challenge... checking for toilet leaks at home, and returning a form to their teachers reporting the results. The results were impressive: students found and fixed 167 leaks, while discovering first-hand how much a seemingly small change can make a big difference when it comes to water conservation.

### Here's What to Expect:

Starting in mid-March, North City Water District will begin distributing test strips and packets to participating schools, with completed forms due on April 15th. Classrooms with 100% participation will be entered into a drawing for some great prizes, including classroom supplies and pizza parties.

Don't have a student, but want to test your toilet too? No problem, just stop by our main office for a free test kit. If you discover a leak, we can even provide tips on how to fix it.

Whether you own a home, rent an apartment, or run a local business, worn out toilet flappers and leaky valves can raise your water bills by as much as 10%!

For more information on the Fix-A-Leak program, and/or to obtain your free toilet test kit and even some free hose bib washers, contact Theresa Harrington, Executive Assistant at North City Water District by email at [theresah@northcitywater.org](mailto:theresah@northcitywater.org) or by phone at 206.362.8100.



**If you have any questions about the North City Pump Station project, or any other infrastructure upgrades or maintenance in your water system, just give us a call at 206.362.8100.**

## Project Update: North City Pump Station

*Our North City Pump Station project is moving right along, despite the “monsoon” weather we’ve been having (did you know we’ve had nearly 2 feet of rain since December 1... breaking the previously known record set in 1998-99?)*

Recent construction included the installation of large underground piping, followed by a new concrete floor. It was amazing to see 90 yards of concrete poured in one (thankfully dry) day in early February. We anticipate the final pour in early March.

As we've detailed in previous newsletters, this project has taken considerable coordination with other agencies in the area to schedule the timing of each construction phase around the completion their projects. When the project is complete in June of this year, we're going to be understandably proud!

