

Two New Employees at North City Water District

North City Water District is pleased to announce two wonderful new additions to our staff: Cristy Glen, Customer Service Specialist, and Lanie Curry, Executive Assistant. Cristy joined the District earlier this year to help us meet our goal of expanding and enhancing our level of personal service to our ratepayers; Lanie joined us at the beginning of October to provide a full range of expert support to our many administrative, operational, and public outreach efforts.



More About Cristy:

Customer Service was a natural fit for Cristy, given her diverse job skills and unique ability to think “outside of the box.” After completing her accounting degree, she worked for several local area companies as Account Payable Clerk, Inventory Controller, Production Planner, and Raw Materials Buyer. Once her daughter was born, Cristy served as the Office Manager and Bookkeeper for her husband’s construction company, where she worked first hand with customers to ensure their questions were answered and their service was outstanding.

When not on the job, Cristy enjoys art and crafts and is a huge fan of the Seattle Mariners and Seahawks.

“I am fortunate to work with such a wonderful group of people at North City Water District,” says Cristy. “Customers have been so pleasant and I enjoy providing support and answering their questions.”



More About Lanie:

What drew Lanie to North City was the opportunity to incorporate all of her diverse work experience and spread her wings beyond just Human Resources.

Prior to joining the District, she spent the last 15 years working with the City of Shoreline, amassing a diverse skill set as an Administrative Assistant for the Customer Response team, four years as the Planning Commission Clerk and Records Coordinator for the Planning Department, and ten years as the Human Resources Assistant.

Away from work Lanie enjoys spending time with her adult children, her furry kids, and working on projects around the house. She too is a self-professed sports junkie, although her heart remains with the Pittsburgh Penguins.

Says Lanie, “It has been such a great experience coming to NCWD. Everyone has been so welcoming and helpful. I’m looking forward to being able to do jump in and do anything I can to help the organization.”



NORTH CITY WAVES

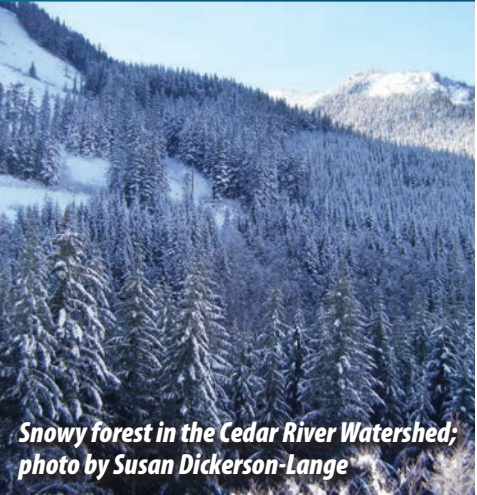
A newsletter for water-related issues and info
Serving the communities of Shoreline and Lake Forest Park since 1931

Issue 4: October • November • December 2014

From Our Board...

by Charlotte Haines, President

It’s that time of year again—where we all get busy with so many things, it’s easy to forget where we have been. The hallmark of this year at North City Water District was an abundance of water system improvements and enhancements—from completing the upgrades to our main reservoir, to installing all new automatic water meters for residential customers throughout our service area. In 2015 one of our key focuses will be working closely with neighboring utilities and public agencies, in an effort to identify ways to coordinate similar efforts, share more services, and ultimately save our ratepayers money. Perfect example: an upcoming joint project with the City of Lake Forest Park on NE 178th Street. We were proud to find ways to address the ever-rising costs of water and services without a rate increase in 2014, and happy to report only a minor 3% rate increase beginning January 2015.



Snowy forest in the Cedar River Watershed; photo by Susan Dickerson-Lange

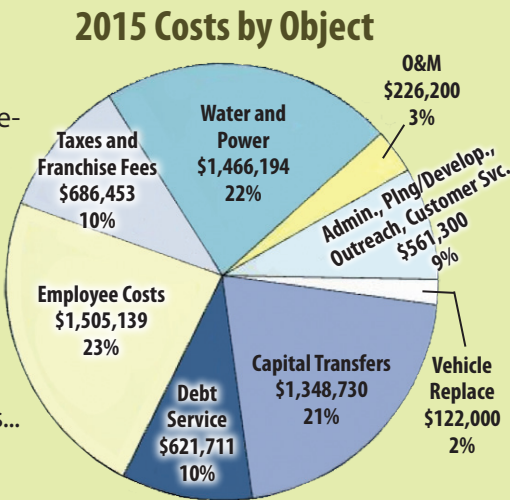
North City Waves Newsletter ~ a publication by North City Water District

Financial Update & Modest Rate Increase

North City Water District’s projected budget shows that we are in good financial condition as we move into a new year. During 2014, we made a number of improvements to our budget process, including a significant update in the way we report our finances to more accurately show how expenses go toward paying for various aspects of our utility. We likewise completed an in-depth review of past expenses (in light of lower water usage and lower growth than expected), capital projects both past and future, and operating costs. We were fortunate to have adequate reserves on hand when we were approached by two developers, which enabled us to accelerate several system improvement projects that met their needs, our needs, and saved costs to you, our ratepayers. We are pleased to report we have completed over \$17 million dollars in capital projects to our system the last 3 years... a record amount of improvements for us! View our budget documents online at:

<http://northcitywater.org/resources/financial-statements-and-audits/>

Based on the above analysis, and a 2012 rate study that recommended a 0.96 % rate increase for 2014, and 2.09% rate increase in 2015, the Board of Commissioners has agreed to a 3% rate increase effective January 1, 2015, given that no rate increase was taken in 2014. (Resolution 2014.11.32)



- Financial Update and Rate Increase
- Two New Employees
- Three Projects Underway
- Lessons Learned from Mercer Island

Inside This Issue

PO Box 55367
1519 NE 177th Street
Shoreline, Washington 98155
206.362.8100



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

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

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

206.362.8100 • www.northcitywater.org

Printed on 30%
post consumer paper.
Please recycle.





Photos courtesy of the City of Mercer Island



Lessons Learned from Mercer Island’s Emergency

It’s easy to take water for granted—from the simple act of turning on a faucet to get a drink of water, to the water that a school or business needs for daily operations—until there is no water available.



This past fall, the City of Mercer Island had what was called a “Boil Water Advisory Event” that impacted far more than just Mercer Island residents and businesses.

In response, agencies around the region—including the Department of Health, Public Health Seattle and King County, Seattle Public Utilities and several other organizations—all came together in an unprecedented effort to help get Mercer Island’s water utility operating again.

Now that the event is over and everything appears to be back to normal, the water utility agencies in the Puget sound are discussing the lessons learned from the event, and the ways in which we can better prepare ourselves should we have a water-related emergency in our future:

Work With Neighboring Water Utilities

We at North City Water District have emergency interties with the City of Mountlake Terrace so that we can move water north or south if our supply lines fail.

We will also continue to work with our neighboring water utilities (Northshore Utility District, Lake Forest Park Water District, Seattle Public Utilities and Olympic View Water and Sewer District) to explore additional ways that we can support each other in emergency situations.

Identify Who is in Charge

In a large-scale emergency, a clear command structure must be established to make sure that everyone’s actions are coordinated in a timely manner, without redundancy and in the most efficient approach possible.

Ensure Effective Communications

Coordinated communication is key in an emergency. With today’s technology, there are a variety of ways to communicate, ranging from TV, radio, and newspapers, to email, social media, websites and blogs, as well as word of mouth, phone calls and beyond. For these reasons, we at North City Water District have recognized the need to update and confirm our customers’ contact information for emergency contact purposes.

Maintain Up-to-Date Contact Information

In January, please be on the watch for a letter from your District, separate from your billing statement, requesting updated contact information from all of our customers. Our purpose in collecting this information is to ensure that we can reach you as quickly as possible in the event of a water-related emergency. We will not share your information with any other organization or use it for any purpose other than emergency notification.

If you are comfortable with Facebook, you can also receive alerts by “liking” our page:
www.facebook.com/NorthCityWaterDistrict

And/or you can subscribe to our website’s Email Alerts feature, found in the upper right-hand area of our site:
www.northcitywater.org

Getting your water service back to full function is our goal in the event of an emergency. Being able to communicate with each other regarding the handling and status of an emergency will help everything go more smoothly!

Project Spotlight: NE 178th Street Improvements *A joint effort by the City of Lake Forest Park and North City Water District*

As the City of Lake Forest Park began the design process for a new culvert crossing at NE 178th Street, the city’s consultant realized that the ideal location for the new culvert was right in the middle of where our water main was located.

When the City contacted us to discuss the matter, we proposed a solution that would maximize the taxpayers’ (and ratepayers’) dollars: work together on improving the water main while the roadway construction project was underway.

In this way, the project will have minimal impact to both ratepayers and citizens who drive along the Street, while increasing efficiency and decreasing costs—both for the roadway project and the water main improvements. **(Resolution 2014.11.30)**

Project Spotlight: Ridgecrest Neighborhood’s Pressure Reducing Valves

In anticipation of the Pump Station project’s completion in the Fall of 2015, North City Water District is currently installing additional individual Pressure Reducing Valves (PRVs) in residences within the Ridgecrest neighborhood.

Last year your District worked closely with Development Services of America to share in the installation cost of 168 PRVs—at a significant savings to our ratepayers.

This winter, an additional 132 PRVs will be installed in residences throughout this neighborhood. At this point in time, those who receive these new valves will see no impact, however these PRVs will be instrumental in helping to maintain appropriate water pressure once the new North City Pump Station comes on line!

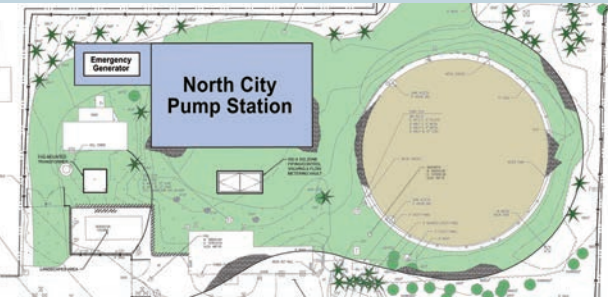
If you have questions about any of the projects described on this page, give us a call at 206.362.8100.

Project Update: North City Reservoir & Pump Station

This summer, the 3.7 MG reservoir located near the intersection of 15th Avenue NE and NE 180th Street got a new coat of green paint. **(Resolution 2014.02.06)** As described in two prior newsletters, its repainting was just one step of a complex capital improvement project that began back in 2007. Now as 2015 approaches, we’re preparing to begin the final step: design and construction of a new Pump Station on the same property.

What is a Pump Station?

Think of it as the “heart” of a water district—helping to move water throughout our District, north to south, east to west, while maintaining critical water pressure.



Why is a new Pump Station necessary?

Our studies showed that adding a new Pump Station, along with internal upgrades to our 3.7 MG reservoir, would provide enhanced water pressure for the least possible cost—despite having to demolish the old 0.4 MG reservoir to make room for the new Pump Station.

As of this writing, the new Pump Station will be going out to bid this month, and construction is anticipated to be complete in Winter 2015. When complete, it will enable your water district to handle an even greater amount of water without having to build a new reservoir.