



Northeast Sammamish Sewer and Water District

3600 Sahalee Way Northeast
Sammamish, Washington 98074

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Customer Update

Fall • Winter 2024

Low Income Senior Discount

A discount program is available for all customers who are at least 62 years of age with a limited family income. You qualify if you meet the criteria shown.

Family Size	Household Income That Does Not Exceed
1	\$ 52,700
2	\$ 60,250
3	\$ 67,800
4	\$ 75,350

To apply, visit our website at nesswd.org or contact Customer Service at (425) 868-1144.



Northeast Sammamish Sewer and Water District

Hours:

Monday to Friday
7:30 AM to 4:00 PM

Location:

3600 Sahalee Way NE
Sammamish, WA 98074

Water or Sewer Emergency? Contact us at

(425) 868-1144



Northeast Sammamish Sewer and Water District

An Update from Your Commissioners

As we approach the end of 2024 and the beginning of what promises to be a bright new year, we have prepared this Fall newsletter to give you an update on your District.

Inside you will find information on our work to maintain and improve our community water system, along with news and items of interest that we hope you — **our valued customers** — will find useful.

We are honored to serve you as **your** District commissioners. We are committed to providing you with superior customer service as well as the region's best tasting drinking water at an affordable price.

We work tirelessly to be transparent, accountable and accessible to our customers.

Please reach out to us with any questions you may have, as well as with ideas on how we might better serve you. You may call us at (425) 868-1144 or visit our website — **nesswd.org** — for the latest information, project updates, tips on how to conserve water and contact details for Commissioners, District staff and customer service.

Board of Commissioners



Paul Robinett
President

Paul Sentena
Secretary

Wayne DeMeester



**Please
Join Us!**

District Commissioners meet on the first and third Wednesdays of each month at 7:30 AM.

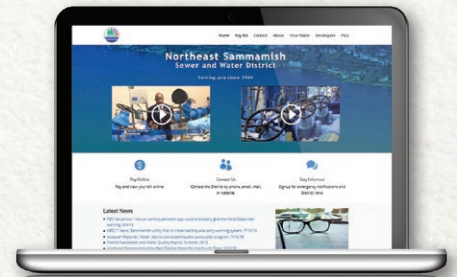
You may attend in person or by Zoom. Log-in information and updated meeting schedules are posted on the District's website at **nesswd.org**



**Want
to pay
your bill
online?**



Sign-up to pay your water and sewer bill online @ **nesswd.org**



Visit our website for news, information and answers to many questions @

nesswd.org

Cross Connection Program Update



Northeast Sammamish Sewer and Water District has contracted with VEPO CrossConnex to manage our cross connection program for backflow tests.

Beginning in 2025, the District will only accept electronic backflow test reports (including repairs and retests) from backflow assembly testers. Testers can submit these reports using the VEPO CrossConnex website or mobile application.

The District maintains a list of local backflow testers in our area and will notify and offer training on this new software. No action is required by customers at this time.

Customers with backflow assemblies will receive an update letter in the coming months with a unique identification number that the customer will need to provide to their backflow technician for them to conduct and submit the required tests.

If you have questions about the cross connection program, please contact the District office.

2025 Sewer and Water Rates

The District collects and pipes sewage to King County which provides treatment. While the District is not increasing sewer rates in 2025, the county is increasing their rate by \$6.34 or 5.75%.

SEWER RATES

	2024	2025
King County	\$110.22	\$116.56
NESSWD	\$66.74	\$66.74
	\$176.96	\$183.30

WATER RATES

Water rates are increasing by 4%. This is mainly due to inflation and cost-of-living increases along with debt payments on construction loans. The table shows bi-monthly rates for a ¾" meter:

	2024	2025
Base Rate	\$51.52	\$53.58

Water consumption cost per hundred cubic feet:

	2024	2025
0 to 1300 cf	\$3.59	\$3.73
1301-1700 cf	\$5.71	\$5.94
1701- 2600 cf	\$8.27	\$8.60
Over 2600 cf	\$10.83	\$11.27

Below is an example of a bi-monthly water bill for a ¾" meter under different usage scenarios.

	2024	2025
1700 cf (<i>avg use</i>)	\$121.03	\$127.07
2600 cf (<i>avg summer use</i>)	\$195.46	\$204.47

STREET LIGHTS

Street light rates will increase 8% from \$6.88 to \$7.43 every two months.



Time to Winterize

Protect Your Home From Costly Frozen Pipes

JUST A FEW EASY STEPS can help prevent frozen pipes and expensive repairs. NESSWD is responsible for water from the source to the meter, but you are responsible for protecting the pipes from the meter to and throughout your home. A small break in a pipe can spray hundreds of gallons of water — flooding your home & damaging floors, walls and furnishings.

Winterize Your Sprinklers.

Have a professional winterize your home watering system by properly blowing it out.

Disconnect Garden Hoses.

Remove hoses from exterior hose bibs and protect them with inexpensive covers.

Insulate Exposed Pipes.

Use pipe wrap to insulate pipes in an unheated garage or crawl space. Allowing a faucet to drip warm water can provide some protection, but never leave

water running in a vacant home. Opening cabinet doors will allow heat to get to uninsulated pipes under the sink.

Locate Your Emergency Water Shut-Off Valve.

Don't wait to know the location of your main water shut off and how to operate it.

Protect Vacant Homes.

Our weather changes rapidly. If you leave your home for several days, please protect it by doing the following:

- ❄ Turn off the water at the main shut off.
- ❄ Open indoor & outdoor faucets to drain pipes.
- ❄ Flush your toilet(s) once to drain tank but not the bowl.
- ❄ Leave your home heat on at a minimum setting — **especially at night if you have a timed controller** —

to help keep interior wall pipes from freezing.

If Your Pipes Freeze Act Fast and Stay Safe.

If you turn on your faucet and no water comes out, leave the faucet open and call a plumber.

If you realize that a pipe has burst and water is flowing, turn off the water at your main shut off valve and leave faucets open. Show everyone the location of the water shut off and teach them how to safely close it.

Never thaw a pipe with an open flame.

It may be possible to thaw a pipe with a hair dryer. Start by warming the pipe as close to the faucet as possible and move toward the coldest section. If the pipe is damaged, it may be smarter to allow ice to block it rather than risk flooding.

Never risk electrocution by using an electrical appliance around standing water.



Request from Customer Service

Dialysis

If anyone in your family is a home dialysis patient, please contact NESSWD Customer Service and let us know to guarantee your water service.

Forever Chemicals in Water

The Washington State Department of Health (DOH) collects drinking water test results for a family of chemicals called per- and polyfluoroalkyl substances (PFAS). PFAS are sometimes called “forever chemicals” because they stay in the environment for a very long time. PFAS are a growing environmental contaminant of concern because some PFAS chemicals can be toxic to people and build up over time in our bodies.

The District has received questions about PFAS in our drinking water. When the District did voluntary testing for PFAS in 2019 and 2021 **zero PFAS were detected**. DOH compliance testing for PFAS begins in 2025.

District Projects Update

AC Pipe Replacement.

A Department of Health Drinking Water State Revolving Fund pre-construction loan of \$500,000 with a \$10,000 loan fee and 0% interest was awarded to the District for survey, design and permitting to replacement approximately 8,700 feet of AC pipe. Design is complete and we are in permitting. The project is mostly located on NE 37th Way, Sahalee Way NE, NE 36th Street and Sahalee Drive East. Construction will begin in 2025. This \$5 million project is being funded by a Department of Commerce Public Works Trust Fund Loan with a 1.72% interest rate.



NESSWD crew working on water line repair.

Lift Station 8.

This lift station is approximately 35 years old and needs to be rehabilitated. We will replace pumps and motors, add a stationary generator and replace the SCADA and motor controls. This project is in design. The District applied for a low-interest Public Works Trust Fund loan to fund the project. While we narrowly missed the funding cut, dollars could become available if other applicants do not use all funds granted.



Completed installation of new fire hydrant.

Wellfield Generator.

This project provides a backup generator for the wellfield in case of power outages. Transfer switches and control panel upgrades were also installed at the wells. This project was delayed by supply chain issues but is now complete.

Shake Monitor.

In Phase 1, shake monitor equipment was installed at the Crest Reservoir, Booster Station, and Treatment Facility along with the District shop and office. In 2024, we installed monitors at Lift Stations 3 and 5.



Flushing a water line.

Emergency Chlorination System.

The District does not chlorinate its water. If an E.coli event were to occur such as the one that happened in Mercer Island or Sallal, the District may need to inject chlorine into the water to make it drinkable. This system would only be used in the event of an emergency situation. This project has been designed and the design approved by the Washington State Department of Health. The equipment has been installed at the .6 MG Crest Reservoir and will be installed at the .5 MG reservoir later this year.

Automated Meter Infrastructure (AMI).

The District is moving from radio read meters to AMI. This will allow us to collect information for all customers meters from the district office. The two poles with antennas and repeaters have been installed. Nearly all of the meter registers have been replaced. However, we are currently only receiving reads from about two-thirds of the meters and are continuing to read the other meters in drive-by mode. We are working to resolve this problem by determining where to install additional repeaters and potentially raising the height of the antennas.

SR202 Sewer Force-Main Relocation.

The Washington State Department of Transportation (WSDOT) is replacing a culvert on SR202 which will require the District to relocate its sewer force-main. The District installed a temporary bypass prior to WSDOT's culvert work. WSDOT originally postponed their culvert work in spring/summer of 2023. We have heard little from WSDOT on this project and suspect the project may be further postponed. When WSDOT completes the culvert work the bypass will be activated. After that the existing force main will be removed and a new force main installed.

2025 Regional Hazard Mitigation Plan Update



The Northeast Sammamish Sewer and Water District is updating its Annex to the King County Regional Hazard Mitigation Plan (RHMP) for 2025-2030. Every five years, the county and all partner jurisdictions conduct a review to reassess natural and human-caused hazards that can impact the region and develop comprehensive strategies to reduce risk to those hazards.

What Is Hazard Mitigation?

Our region experiences significant impacts from both natural hazards (e.g., floods, landslides) and man-made hazards (such as dam failures or hazardous material spills). In some cases, such as an earthquake, there is no way to eliminate the hazard, but steps can be taken to reduce the damage.

A Hazard Mitigation Plan is a framework that guides communities in making decisions and developing policies to reduce or eliminate risk to life and property. The plan identifies the types of hazards that threaten our communities, evaluates our vulnerability to those threats, and outlines a strategy to reduce or eliminate the risk posed by future threats.

Your Input is Important and Needed.

Your thoughts and concerns are important. We would like to understand what hazards most concern you and what you would do to make our community safer. Please take a moment to take the survey and let us know what you think.

We will include all feedback from the survey and incorporate the results into the updated plan we submit to King County. Please submit the survey by Friday, January 31, 2025.



The following questions can be answered on the district website. Go to nesswd.org and click on the customer survey button.

1. What are the hazards you are most concerned about ?
2. What can your sewer and water district do to help ensure our community is safe from these disasters ?
3. How would you prioritize spending on hazard mitigation for our sewer and water district ?
 - Infrastructure upgrades
 - Technology and monitoring systems
 - Backup power systems
 - Public education
4. Are there any other comments you would add ?
5. Have you signed up for ALERT King County at kingcounty.gov/alert ?
6. Would you like to be contacted by District staff for additional information ?