

Coal Creek Connection

Fall 2011 Newsletter

This organization is an Equal Opportunity Provider and Employer.

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Fall 2011

The Coal Creek Connection



From your CCUD Commissioners



Richard Anderson
 President
 Board of Commissioners



Pamela Martin
 Vice President
 Board of Commissioners



Douglas Kunkel
 Secretary
 Board of Commissioners

We're here for You!

CCUD Board Meetings...

Coal Creek Utility District Board meetings are held the second and fourth Wednesday of every month at 5:00PM in the District office. You're invited to attend and learn more about your utility district. The next Coal Creek Utility District Board meetings are scheduled for:

- ▶▶ **October 26th**
- ▶▶ **November 23rd**
- ▶▶ **November 9th**
- ▶▶ **December 14th**

Contact Us!

District information and board minutes are available online — at www.ccuud.org — or by request. To place an issue on the agenda, please provide staff with your written request no later than the Monday prior to the scheduled Board meeting.

In the event of a water or sewer emergency, the District's after hours number is (425) 235-9200.

A 24-hour drop box is available in the District office parking lot. Please call us at the number above with questions, or email...customerservice@ccud.org.

CCUD OFFICE
 6801 - 132nd Place SE
 Newcastle

The District office is located one block northeast of the Coal Creek Parkway/QFC shopping center.

We're open to serve you from 8:00AM to 4:30PM, Monday through Friday.

24 hours a day. 365 days a year. Ready for any emergency.

We have no greater responsibility than ensuring the health, safety and reliability of your water supply to protect your family and home.

In the case of an emergency, only water protects our families against the threat of fire. From the pipes below our streets, to the hydrant near your home, the Coal Creek Utility District keeps life-saving water flowing 24/7 without fail.

We, along with CCUD staff, continually strive to improve our system to serve the current and future needs and families and businesses in our District.

CCUD staff test hydrants at least once per year to ensure they supply sufficient water in case of fire, inspect storage tanks and pump stations to maintain proper capacity and flow rate, and install and repair pipe to deliver water where needed.

Our priority is to ensure the safety of your family & property

To learn more, call (425) 235-9200, visit our website at www.ccuud.org or email us at customerservice@ccud.org.



The Coal Creek Utility District's mission is to provide its rate payers the highest quality, the most cost efficient water and sewer service, both today and into the future, while meeting the overall public and regulatory approval.

Setting the record straight.

The CCUD currently maintains 643 hydrants throughout our district.

That's almost one hydrant for every five water users.

Recently, one of our local newspapers reported on an incident with a hydrant in our system which they called a "village" hydrant — and which was reported to be less compatible with local fire safety equipment. **Unfortunately, the newspaper got it wrong.**

There is not a single "village" hydrant in the entire CCUD system. And all our hydrants pass regular testing to be at peak performance if they are ever needed.

Those are the facts.

For years, we've also had a cooperative process with every fire department operating in our community to make sure each hydrant works at peak efficiency. **Our system meets, or exceeds, every standard.**

The safety of your home and family is our first priority.



This is the hydrant spoken of in the newspaper. CCUD hydrants are supplied by an American manufacturer that has been in business for more than 100 years. It meets or exceeds every local, state and federal requirement.

The hydrant had a 4 1/2 inch port, which is compatible with all local firefighting equipment as crews carry adapters. The District then modified the hydrant with a 4 inch port, which requires no adapter and is similar to those found on the area's other hydrants.

Help Us Maintain Water Utility Access



District personnel must have access to water meters and fire hydrants at all times. Plants, fencing, driveways or block walls should never be placed that would interfere with our ability to read, service, and repair water meters, meter boxes, fire hydrants, and other facilities serving your property. **Please maintain a two-foot clear area around all meters** and trim any tree limbs that come within six feet above the meter box. Every customer also needs to keep clear a two-foot wide pathway from the road to the meter box. Ground cover should be trimmed to 2" or lower around the meter box.

While meter obstructions may impede easy access, they also pose a more serious problem. Roots from trees and shrubs can easily damage water lines and service boxes. Root growth may eventually cause the service line to break, which would force the district to shut off water to your home. Under state law, you own and are responsible for the maintenance and repair of water lines to your home.

Regional Conservation Program a Great Success!

From 2000 to 2010, population in the Saving Water Partnership (SWP) area grew by 9%. With more people you'd expect an increase in water use. **In fact, water use has gone down.** Because of conservation programs — led in part by CCUD — we're consuming water at a rate equal to the late 1950's when our population was half what it is today. That's an amazing achievement. **And, it's all because of you!**

Four main factors have contributed to a 20% reduction in regional water use since 2000...

- Conservation programs that have saved 9.6 million gallons of water per day (mgd);
- Improving the way the water system is operated, particularly the in-town reservoirs;
- Setting water rates that encourage the wise use of water;
- Adopting building codes and appliance standards that make efficient plumbing fixtures and appliances the norm.

Even in rainy Washington, drinkable water is a precious resource. Your help to conserve water will ensure a reliable supply for decades to come.

ANNUAL AUDIT CONFIRMS DISTRICT'S INTEGRITY

For the twentieth year in a row, the Washington State Auditor's office found no problems during the annual audit of CCUD finances. This shows the quality of management in the District's accounting operations.

"A clean audit is a tribute to the work of our CCUD team," said Tom Peadon, General Manager. "Pam Nelson and the rest of our staff take great care to follow proper accounting rules, to monitor the District's finances and to prepare accurate, timely reports. We're proud to have achieved a 20th straight year of excellence in operations."

In 2004, the District was formally recognized and honored by the State Auditor's office for its long history of exemplary audits.

Cold Weather: Protect your home

As winter gets closer, if you leave your home for several days be sure to...

- Turn off your water at the main shut-off valve.
- Turn off electricity or gas to the water heater.
- Open indoor and outdoor faucets to drain pipes.
- Flush toilet once to drain the tank but not the bowl.
- Leave heat on at a minimum temperature setting to help keep pipes from freezing in interior walls.