

Fall Sewer Improvements

New Back-Up Emergency Generator for the Meadowview Lift Station

Constructed in 2001, this Lift Station provides service to approximately 73 homes in the Reserve Neighborhood in Newcastle, as well as the southeastern corner of Basin 9. With the assistance of Crawford Electric, Coal Creek staff recently installed a new emergency back-up generator to ensure ongoing operations in the event of a power failure.



5 Ways to Pay Your Bill

After adding Paperless Billing, Coal Creek now offers FIVE ways to pay your water and sewer utility bill:

1. Phone

Call us at 1-855-671-9273 any time of the day or night to make a payment. Have your account number and MasterCard or Visa card ready.

2. Postal Mail

Please put your account number on the check, and include the payment stub in the return envelope to:

Coal Creek Utility District
6801 132nd Place SE
Newcastle, WA 98059

3. Customer Dashboard

Would you like to use your Visa or MasterCard to pay online, while still receiving a monthly bill in the mail? Our website allows you to make a quick payment without an account and for NO EXTRA FEE. If you wish to take it a step further, you can use this same dashboard to set up an account with your email address and a password to schedule a recurring payment, and view your account balance. Either way, payments are posted directly and quickly to your account.

Get Started: <http://www.ccu.org/payments.html>

Note 1: when entering your account number for an online payment, be sure to enter ALL leading zeros. Maximum payment amount is \$800 before an additional transaction is required.

Note 2: our payment portal is hosted by Paymentus, a quick, secure, and convenient way to pay your utility bill on-line that maintains your information with the utmost in protection and confidentiality. If you choose to use other third party bill payment websites, please be aware these third party services are NOT affiliated with or



endorsed by the District; they may charge you a fee; and your payment posting may be delayed, which will incur late payment fees. Contact us at (425) 235-9200 if you have any questions or need further information.

4. Autopay

Save even more time by setting up automated payments for your water/sewer bill. You'll still receive a normal bimonthly billing statement in the mail. However, once you start seeing the word "AUTOPAY" in the "Amount Due" box on the remittance portion of your billing statement, this will confirm that autopay has been activated, and the amount due is being automatically deducted from your checking account, on or shortly after your due date.

Get Started: download, print, and complete our Automatic Payment Plan Application Form here: <http://www.ccu.org/payments.html>

Return the completed form in person or by mail to our office. If you do not have access to a printer, stop by our office to fill out the form in person.

5. Paperless Billing

Our newest option for paying your bill allows you to receive your bills by email, and pay your bill online. Once you set up a paperless billing account, you can easily log in to view, manage, and pay your bill online—all without receiving a paper bill in the mail. You can also review your account history, and schedule recurring payments.

Get Started: <http://www.ccu.org/payments.html>



Fall/Winter 2019

Your newsletter for water and sewer-related issues and information serving Newcastle and the surrounding areas since 1959

Announcing Paperless Billing!

Coal Creek Utility District now offers a new by-email only payment option. Called "Paperless Billing" on our website, this option allows you to set up your own billing account, where you can easily log in to view and pay your current bill, review your account history, and even schedule recurring payments if you choose, along with email notifications of upcoming bills. Our other online forms of payment still include the Customer Dashboard, a quick credit card payment, and our Autopay Program, where we automatically draw funds directly from your bank account to pay your utility bill. As always, you are welcome to pay your bill by phone or by mail... whatever method is easiest for you! For a complete description of all five ways to pay, look on the back side of this newsletter.

Inside This Issue:

- Paperless Billing
- Do You Have Cross Connection Control?
- Water Main Flushing
- How to Winterize Your Home
- Fall Sewer Improvements
- 5 Ways to Pay Your Bill

Coal Creek Connection: a publication by Coal Creek Utility District

<https://commons.wikimedia.org/w/index.php?curid=1783660>
Photo of Coal Creek by Walter Sigmund - own work, CC BY 2.5

Anne Paige
Finance Manager:

Patrick Martin
Operations Manager:

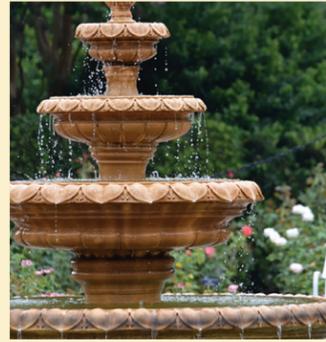
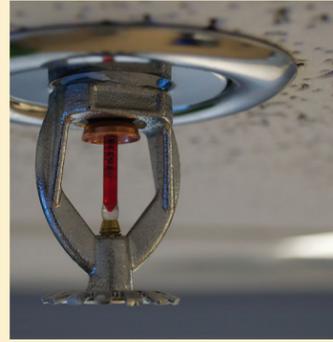
Robert Russell
General Manager:

Richard Anderson
Douglas Kunkel
Pamela Kunkel
Board of Commissioners:

Richard Anderson
(425) 235-9200
www.ccu.org
Newcastle, WA 98059
6801 - 132nd Place SE



Have You Installed One of These This Year?



If you recently installed (or already have) any of the following...

- Fire Sprinkler system
- Lawn irrigation system
- Swimming pool
- Hot tub / jacuzzi tub
- Livestock watering system
- Decorative fountain
- Hydraulic boat lift
- Water makeup lines (that supply a boiler or hydronic heating)

...OR if you are a business...

...OR if you raise farm animals...

Washington State law requires a "Backflow Prevention Assembly."

The purpose of this device is to provide "cross connection control"—preventing contaminated water from flowing back into your drinking water—which is a serious health hazard.

However even the best Backflow Prevention Assembly can fail due to freezing, debris, improper installation, or unapproved plumbing connections. For this reason, the state Department of Health requires these devices to be **tested annually** by a certified backflow assembly tester, with a copy of the test record sent to Coal Creek Utility District.

Helpful Reminders from CCUD

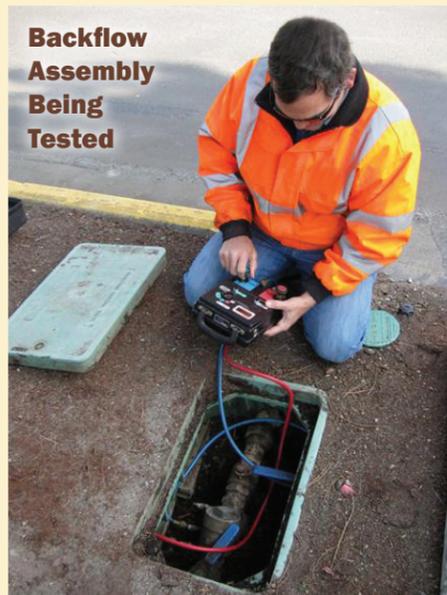
Here at the District, we maintain a database of Backflow Prevention Assemblies installed throughout our District, which enables us to monitor their testing schedule, and send customers annual convenience reminder notices when testing is due, along with an assembly report and an updated list of qualified testers. These are typically mailed out 30 days in advance of the testing due date.

Preventing Backflow at Home

Additional ways to maintain water safety at home include:

- When refilling your pool, pond, fountain, or other outside body of water, make sure the end of the hose is suspended **above** the water. Do not submerge a connected garden hose into the water.
- Do not use hose-end applicators to apply garden chemicals or insecticides to your yard. Instead we recommend you use a hand held or walk behind broadcast spreader for granular products and portable hand pump sprayer for liquids.

Got questions? Give us a call at (425) 235-9200.



Backflow Assembly Being Tested



Examples of Backflow Assemblies



Flushing Water Mains Helps Keep Your Water Fresh

Ever wondered why crews open fire hydrants and allow them to run for a period of time?

Your District's number one priority is maintaining high water quality throughout our service area, which we achieve with a regularly scheduled water main system flushing program. During a flushing operation in your neighborhood, you'll see crews running water through fire hydrants and the end of water main blow off pipes.

What About Water Conservation Goals?

CCUD is equally dedicated to water conservation. Water is a limited resource that must be carefully managed to ensure adequate quantities for growing human and environmental needs, including salmon restoration. Because flushing is critical to maintaining high-quality drinking water, an efficient flushing program is also essential. Our flushing program is monitored to ensure that the least amount of water is used. Additionally, the CCUD continually analyzes system-wide performance practices to minimize water use, including on-going efforts to identify and repair leaks.

Why Do We Flush Water Mains and Fire Hydrants?

Even though the water in these "dead-end" portions of our system is perfectly safe, it can become stale without routine freshening. Flushing forces water to move through water lines at a velocity that helps remove any deposits, sediment, and materials that can affect taste and odor.



Most customers will not experience any adverse effects from dead-end flushing operations.

That said, it is possible that the sediments stirred up during flushing might discolor your water briefly. You can easily keep this water out of your home or business by not using water when you see us flushing hydrants and pipes in your area—including not running appliances that use water, such as clothes washers and dishwashers.

If discolored water does manage to get into your home or business, the situation is NOT harmful, and should clear up quickly. If you experience discoloration or sediment in your water after a neighborhood flushing, we recommend you do the following:

- Remove the aerator attachments at the end of each of your faucets and run cold water for a few minutes.
- Set your clothes washer to run a quick, small wash cycle without any clothes.

How to Winterize Your Home

Protect your pipes:

1. Disconnect and drain all garden hoses.
2. Insulate exterior pipes and faucets.
3. Insulate interior pipes and faucets in cold areas (including unheated attics, basements, garages and crawl spaces).
4. Locate your master water shut-off valve and test it prior to an emergency, so you can shut it off quickly if a pipe cracks.

Additional Precautions:

- If you have a yard sprinkler system, drain and blow out the system completely.
- On extra cold nights, open the doors of closets or cabinets that are located near water pipes on your home's exterior walls.
- For maximum protection, apply caulk around incoming pipes, and close or block your home's foundation vents during the coldest months (open them up once the threat of freezing has passed in order to prevent dry rot).

