

Three Lakes Water Association

P.O. Box 24, Snohomish, WA 98291-0024

(360) 568-8022 www.3lwa.org

2018 Annual Newsletter

Association Membership,

Three Lakes Water continues to perform as a member owned non-profit Association. Here are some of the major accomplishments completed by the Board of Trustees and Association Staff in this past year.

The Association completed phase one of the Storm Lake Road Capital Improvement Project as of January 2018, which replaced 1,100 feet of 1960s AC main with ductile iron pipe. This project improved the capacity and reliability of our system in that area. The meter replacement project has been completed, which converted member's meters to radio read technology. This project will improve meter reading accuracy, efficiency and the safety of personnel.

Staff created a new website and improved the Facebook page. We hope to utilize the website and Facebook page to better communicate with the membership. In 2017, the Board directed the creation of an online bill payment option; this is now available to our members from the website.

A rate increase was approved by the Board in November 2017 to become effective on July 1, 2018. The increase was approved after a study of current financial data determined that a rate increase is necessary to keep pace with increasing operating expenses and to fund projects as specified in the comprehensive water system plan.

-Three Lakes Water Association Board of Trustees and Staff

Consumer Confidence Report

Water Served in the Year 2017

Department of Health now allows the distribution of the CCR through electronic delivery. This means the report is easily available for download from our website. The direct link to download this file is:

https://docs.wixstatic.com/ugd/fcf7dd_11a549406bb74f0c8c02539c2b76d14f.pdf

If you would prefer a paper version mailed to you, please let us know by calling and leaving a message at the office stating your name, account number and that you would like a copy of the CCR. You may also send us a note with your next payment with this request.

Your CCR contains important information regarding the water we serve; please take the time to read and understand it. If you have questions about your water, please let us know and we will do our best to help you with answers.

Membership

As our water system contains older AC main primarily installed in 1960s that is prone to break and leak, there are more leaks that are difficult to locate. Please report any suspicious or unusual surface water as it could be a leak. Call (360) 568-8022 or after hours (425) 903-1601.

The Board of Trustees has in place a comprehensive water system plan that includes the replacement of our older AC main. We try to target the replacement of segments that fail more frequently.

The Association needs Board Trustees to govern as a non-profit Association. The Board of Trustees meets regularly on the second Tuesday of every month at 7:00 p.m. at the office. Your input would be appreciated.

NOTICE: On November 11, 2014, the Board of Trustees approved changing the Water Users Agreement to be a Water Users Policy. This document applies to ALL MEMBERS. If requested, a copy can be mailed directly to you. This document describes the relationship/requirements between the Member and the Association, as required and authorized per Section 6, Article XI of the Association By-Laws.

Flushing

Our flushing began in January as is standard operations each year. You may experience cloudy water after a hydrant valve has been exercised. To help clear up the water, go to your outside hose bib and run the water until it clears; this may take approximately five to ten minutes.

Emergencies/Questions

For emergencies, contact the Association's General Manager, Don Kemmis at (425) 903-1601. If you have any questions about your bill, contact the office at (360) 568-8022. If our staff is unavailable, please leave a message and they will return your call as soon as possible.

Hydrant Tampering/Water Theft

If you witness anyone drawing water from hydrants, please contact the General Manager to report it. Please get as much information as possible such as: license plate number on the vehicle, company name, time, date and location. This will help us in controlling unauthorized use of our water and reduce the potential of contamination to the water you drink.

Cross-Connection Control

Washington State regulations require the Association to operate a program to protect the water system from any contamination. Auxiliary water supplies on or available to the member's premises are not approved by the Department of Health and are a potential source of a cross-connection. Don Kemmis and Kaila Kemmis are our cross-connection control specialists. They will be implementing our program and may require a cross-connection control survey form to be completed by members and may be making on-site inspections.

Irrigation

The Association has had several requests from members to tie an irrigation system into their existing service connection. To be in compliance with our cross-connection control policy, our CCC specialists require documentation and an inspection in order to approve your connection within our system. Please contact the General Manager to schedule your inspection.

In Home Fire Suppression Sprinkler Policy

As of February 14, 2017, the Board has approved an in home fire suppression sprinkler policy. This will affect existing and future members. Please call the office if you have an existing in home fire suppression sprinkler or are planning on installing one in the future for policy information.

Easements

Please keep all utility easements clear of fences, shrubs, debris, trees or any other structures. The Association must have access to repair or replace water mains and services. Please call Utilities Underground Location Center at (800) 424-5555 two days prior to any clearing, digging or construction.

Maintenance Programs

We are rebuilding approximately 4 hydrants or blow-offs per quarter. The goal is to extend the useful life of the hydrant at a lesser cost instead of replacing the full unit. The conversion of meters to radio read technology has also been completed for all existing members. This will increase the accuracy of the meters and improve efficiency during meter reading.

Meter Accessibility/Penalty Fees

Members are required to keep their meter clear of dirt, debris and brush at all times. A distance of three feet must be maintained and access available from the road. The safety of our staff is important as is also keeping costs down. They need to be cleared for emergency situations such as frozen pipes or earthquakes. This is especially important for night time work. It also helps if someone, other than the staff, needs to shut-off the water. We will assess a \$10.00 charge for the first obstruction, \$50.00 for the second and \$50.00 for the third within one year. If you have any questions or concerns, please call the office.

Water Service Shut-Offs/Restoration

If it becomes necessary for the staff to turn water off for non-payment, a \$50.00 fee will be assessed. A \$45.00 fee will be assessed if the restoration of service is requested after normal business hours and/or on a holiday. If you receive a shut-off notice, additional details are listed on the notice.

Payments

If not paying online through our website, all payments must be mailed to our P.O. Box. Please allow enough time when mailing a payment so it is received by the due date. No post-dated checks will be accepted. All checks need to list the account number and if paying multiple accounts, please identify the amount to each account. If paying electronically through your bank, please allow enough time for the U.S. mail to deliver it to us.

Website

Our newly updated website can be found at www.3lwa.org. Members can find Association news updates, Board meeting information, billing information, water quality data, as well as an online bill payment option.

Facebook

Like our Facebook page at <https://www.facebook.com/ThreeLakesWaterAssociation>. Members can find Association news updates on our page.

Pressure Regulating Valves

The installation and/or maintenance of all members' pressure regulating valves are the responsibility of the Member (Article XI, Section 3 of the By-Laws). PRVs are important for the protection of your own plumbing and fixtures. The Association is not responsible for member's plumbing and/or fixtures. A properly installed and maintained PRV is your best protection against the possibility of excessive system pressure and/or water hammer. Please call the office at if you have any questions.

Yearly Status

As of June 30, 2017, we have a total of 851 members which consists of 5 charter members, 789 full-time users and 57 non-users.

The Annual Member's meeting was held on October 4, 2017 at 7:00 p.m. for the purpose of electing new Trustees.

The Board of Trustees are:

President

Bob Bartell

(Term Expires Oct. 2018)
president@3lwa.org

Vice-President

Chad Davis

(Term Expires Oct. 2020)

Secretary

Ray Cox

(Term Expires Oct. 2020)

Treasurer

Matt Mead

(Term Expires Oct. 2018)

Trustee

Tyler Eshleman

(Term Expires Oct. 2020)

Trustee

Don Kemmis

(Term Expires Oct. 2019)
dkemmis@3lwa.org

Trustee

Vacant

Trustee

Vacant

Staff Members are as follows:

Don Kemmis – General Manager, WDM2, Cross-Connection Control Specialist
Kaila Kemmis – Senior Field Technician, WDM2, Cross-Connection Control Specialist
Renee McCann – Office Administrator and Field Technician

Rates

Current rates are based on a study completed in the year 2017. A new rate increase will be effective as of July 1, 2018. Future rate increases will be necessary due to State and Federal Regulations along with the Association's need to continue and update our system. Bi-monthly base rates will be assessed to all members with an active or inactive meter.

Shares

Shares are issued for an approved dwelling or place of use on a specific parcel. If you plan to subdivide a parcel served, please contact the Association to verify whether an additional share is needed. If you sell your property, be sure to contact the office.

Share Fee \$500.00.

Customer/Per Parcel - \$100.00 Letter of Water Availability

Installation Fee

Schedule 1 Member	5/8" Meter	\$2,500.00 per Connection
Schedule 2 Member	1" Meter	\$3,000.00 per Connection
Schedule 3 Member	1 1/2" Meter	\$4,000.00 per Connection
Schedule 4 Member	2" Meter	\$5,500.00 per Connection

General Facility Charge

Schedule 1 Member/Developer	5/8" Meter	\$10,000.00 per Connection
Schedule 2 Member/Developer	1" Meter	\$15,000.00 per Connection
Schedule 3 Member/Developer	1 1/2" Meter	\$20,000.00 per Connection
Schedule 4 Member/Developer	2" Meter	\$35,000.00 per Connection

Other Fees

Developer Extension	\$50.00	Manual Fee
Developer Extension	\$500.00	Pre-Application Review Fee
Developer Extension	\$500.00	Administration Fee
Non-Sufficient Funds	\$25.00	Per Occurrence
New Owner	\$100.00	Share Transfer Fee

Per Approved Connection-Rate (Adopted by the Board of Trustees January 10, 2017/ Effective July 1, 2017)

A rate increase is required to cover the additional costs for operating expenses and to fund projects as specified in the comprehensive water system plan. *See rates above.

Schedule 1	5/8" Meter	\$121.00	Includes 0 – 600 C.F.
Schedule 5	No Meter	\$22.85	Member with no meter - 0 C.F.
Schedule 7	1" Meter	\$181.50	Includes 0 – 900 C.F.
Schedule 8	1 1/2" Meter	\$242.00	Includes 0 – 1,200 C.F.
Schedule 9	2" Meter	\$423.50	Includes 0 – 2,100 C.F.

There is a minimum charge of **\$121.00** bi-monthly based on a 5/8" meter.

There is also an additional charge for any water used in excess of 600 cubic feet per bi-monthly period.

That charge is prorated at **\$1.75** per 100 cubic feet of water used through the next 600 cf, then it is **\$2.00** per 100 cubic feet through the next 600 cf, then **\$2.25** per 100 cubic feet through the next 600 cf, then **\$2.50** per 100 cubic feet through the next 600 cf and finally, **\$2.85** per 100 cubic feet up to infinity.

Penalty Fee for Past Due Accounts 10%	Assessed 1 st Business Day after Bill Due Date
Developer/Customer	\$65.00 Hydrant Use Permit
Developer/Customer	\$500.00 Penalty for Unauthorized Use of Water
Developer/Customer	\$50.00 Penalty for not requesting a locate