



ANNUAL NEWSLETTER

MISSION STATEMENT

TO PROTECT THE HEALTH OF THE PUBLIC BY ENSURING SAFE AND RELIABLE DRINKING WATER
AT THE LOWEST COST POSSIBLE TO THE MEMBERS IN A RESPONSIBLE MANNER.

APRIL 2025

OUR MEMBERSHIP

Three Lakes Water continues to perform as a non-profit, member-owned Association to provide safe, clean and reliable water in a responsible manner. Within the past year, the Board of Trustees and Staff have achieved many accomplishments. As part of our long-range strategy within our *Water System Plan*, two phases of construction were completed to replace approximately 12,400 linear feet of original 1965 asbestos cement main along 171st Ave SE. This means the water system has greater reliability as well as a noticeable reduction in water loss as ductile iron main is now installed on the segment between both booster pump stations. A third and final phase of main replacement has been approved by the Department of Health and construction is planned to commence in June of this year to replace approximately 3,400 more linear feet of 60-year-old asbestos cement main. With the internal efforts of Staff, the Association has been able to reduce the budgeted loan amount by approximately \$600,000, therefore lowering the loan repayment obligations. With the completion of this last phase, the Association will have replaced 25,774 linear feet of AC main over the last eleven years, which is 1/5 of our total length of pipe. An additional 3,369 linear feet of ductile iron main has been installed due to developer's extensions. No main breaks have occurred along these segments since completion.

During the major windstorm in November, the water system displayed resiliency, and Staff was successful in maintaining operations throughout the challenging event while not having power or communications within the area. Tank cleaning was performed in January for the second time since its installation in 2011 and the results confirmed that the tank is in excellent condition. As of October, all staff are now certified operators with the Department of Health. Our updated Comprehensive Water System Plan was approved by DOH and will be used for future planning. This document establishes goals for water use efficiency for the next ten years and beyond, and identifies future capital projects to enhance the system. Based on member input at a board meeting, the option to offer our members autopay through our online bill payment portal was researched and implemented as of August billing. As of March, approximately 26% of our membership is enrolled in autopay. As April, the Association has a total of 890 members, which consists of 885 full-time users and 5 non-users. The system continues to grow as extensions are completed and new services are installed.

CONSUMER CONFIDENCE REPORT

The Association completed its 27th *Annual Water Quality Report* in April 2025, which includes the details of the water quality monitoring results for 2024. Its purpose is to help our members understand where their drinking water comes from, what it contains, and how it compares to stringent state and federal water quality standards. These results come from the City of Everett, as they supply our drinking water. More than 175 substances were tested by the City in this past year and most were not detected and those that were detected were found at levels far below the most stringent drinking water standards.

This report also relays information about the Association's water use efficiency goals and water consumption savings. It is available for download from our website and can be found at: <https://tinyurl.com/AnnualQualityReport24>. If you would prefer a paper version mailed to you, please let us know by calling and leaving a message at the office stating you would like to request a copy of the Consumer Confidence Report. You may also send us a note enclosed with your next payment with this request. Please take the time to read and understand this report. If you have any questions about your water, please let us know and we will do our best to help answer them.

EMERGENCIES

As our water system contains older asbestos cement water main primarily installed in the 1960s, there are many leaks that are difficult to locate. If you see any suspicious or unusual surface water, please call the office at (360) 568-8022 or the emergency line after hours at (425) 903-1601 as it could help conserve our essential resource.

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

YOUR BOARD OF TRUSTEES

Your Board of Trustees conduct and approve Association business each month which allows the company to continue operations for the benefit of the Three Lakes community. The current Board of Trustees are:

- President-Marek Jedrzejewicz
Term expires October 2025
- Vice President-Tyler Eshleman
Term expires October 2026
- Secretary-Terra Nicolle
Term expires October 2026
- Treasurer-Steve Lefebure
Term expires October 2027
- Trustee-Raymond Cox
Term expires October 2026
- Trustee-Donald Kemmis
Term expires October 2025
- Trustee-Heidi Mann
Term expires October 2027

YOUR ASSOCIATION STAFF

The Association Staff consists of four employees. We operate and maintain office and business administration, repair and maintain water distribution main facilities, adhere to all federal, state and local regulations, and respond to any and all water emergencies. All of us are certified by the Department of Health Office of Drinking Water. We take pride in providing such an important resource to our community. Your certified Association staff members are:

- Donald Kemmis-General Manager
WDM2, Cross-Connection Control Specialist
- Kaila Klicker-Assistant Manager
WDM2, Cross-Connection Control Specialist
- Seth Way-Field Technician/Office Assistant
WDM1, Cross-Connection Control Specialist
- Brittany Henning-Office Administrator/Field Technician
Cross-Connection Control Specialist

MONTHLY BOARD MEETINGS

Monthly board meetings to discuss Association business are held on the second Tuesday of each month at 6:00 p.m. at the Association office, located at 17503 58th St SE. The meetings may also be attended virtually. Each meeting includes reports of the responsibilities performed by Staff each month to maintain and enhance the water system and the business.

If you would like to attend a meeting to find out more about your Association and potentially volunteer, contact the office for a virtual meeting link or attend in-person. Your input is appreciated and volunteering will help you and your fellow neighbors.

COMMUNICATING WITH OUR MEMBERSHIP

Our website can be found at www.3lwa.org. Here, members can find Association news updates, board meeting information, water quality data, the lead service line inventory, billing information, and online bill payment options.

Members can also find Association news updates on our Facebook page. To stay informed about Association events, “like” our Facebook page at <https://www.facebook.com/ThreeLakesWaterAssociation>.

SYSTEM MAINTENANCE

We will begin our flushing and valve maintenance this spring as per standard operations each year. You may experience cloudy water after a hydrant valve has been exercised as part of our flushing process. To help clear up the water and evacuate the air, we recommend running your outside hose bib; after a few minutes, the cloudiness should subside. As part of our facility maintenance, we are also rebuilding approximately four hydrants or blow-offs per year. The goal is to extend the useful life of the facility at a lower cost, rather than replacing the full unit. In the process of completing capital improvement projects, additional fire hydrants have been installed to increase fire suppression capabilities for our members. We continue a focused effort towards specific maintenance as our facilities are aging and require additional care.

If Three Lakes Water Association has been granted an easement within the bounds of your property, we ask you to please keep the easement area clear of fences, shrubs, debris, trees or any other structures. The Association must have access to repair or replace

water mains and services at all times. If you plan on any clearing, digging or construction within the easement area, please call Utilities Underground Location Center at (800) 424-5555 two business days prior to your work. This will allow the Association to mark any and all locations of our facilities to help prevent potential damage to our infrastructure.

POLICIES AND PROCEDURES

In 2014, the Board of Trustees approved changing the Water Users Agreement to a Water Users Policy. This document applies to all members and describes the relationship and requirements between the member and the Association, as required by the By-Laws. Shutoff notices are mailed to all members with a balance above the Revenue Policy shutoff threshold on the first business day of each even month. If it becomes necessary for staff to be dispatched for shutoff due to non-payment, a \$50.00 fee will be assessed. If water service restoration is requested outside of normal business hours and/or on a holiday, an additional \$45.00 fee will be assessed. Further details are listed on the shutoff notice.

All of our members are required to keep their meter clear of dirt, debris and brush at all times. It is essential that we have access from the road as well as a three-foot diameter around your meter box. Proper access to your meter helps to ensure the safety of our staff and aids in keeping maintenance costs down. In emergency situations, especially at night, the ability for us to access your meter is crucial. It is also a benefit for you to know the location of your meter as it will help provide you the ability to preserve your water resource, should it become a necessity. A \$10.00 charge is assessed on your account for the first meter obstruction, \$50.00 for the second and \$50.00 for the third within one year. If you have any questions or concerns, please contact the office.

PROTECTING YOUR WATER SUPPLY

Washington State regulations require the Association to implement a cross-connection control program to protect the water system from any contamination. Auxiliary water supplies on or available to your premises are a potential source of contamination. The program is operated by our staff, as we are certified by the Department of Health as cross-connection control specialists. We may require you to complete a cross-connection control survey, which may lead to an on-site inspection. The Association has had several requests from members who would like to install an irrigation system which ties into their existing service connection. As part of our program, documentation of the installation and an inspection to approve your connection is required. We understand this is a complicated subject so please feel free to call us if you have any questions.

The Association recommends the installation of a pressure regulating valve on all of our member's private residential water service lines. A properly installed and maintained PRV helps to isolate all of your plumbing and fixtures downstream of the point of installation. This helps to ensure that your house plumbing is protected when there is higher pressure or while we are performing other activities on the water distribution system. The installation and maintenance of all member's pressure regulating valves are the responsibility of the member, per the Association By-Laws. In 2017, the Board of Trustees approved an in-home fire suppression sprinkler policy. This policy affects both existing and future members. Please contact the office if you have an existing in-home fire suppression sprinkler or are planning on installing one in the future for policy information.

PAYING YOUR WATER BILL

Members may pay their bill by mail or online through our website at www.3lwa.org. Online enrollment for autopay is now available. Those who enroll in autopay will have their payment directly withdrawn from their designated savings or checking account on the current bill's due date. Before setting up autopay, a login ID and password will need to be created through the payment portal. The option to make a one-time payment is still available for both enrolled and non-enrolled members. Should you prefer to write checks, we ask you to mail your payment with enough processing time so it is received by the due date.

The Board of Trustees has established a Revenue Policy which prohibits post-dated checks from being accepted by the Association. When writing your check, please use black or dark blue ink and identify the account number you would like the payment to be allocated to. If you are paying towards multiple accounts, please identify the amount you would like to be allocated to each account. If you are scheduling a payment through your own bill payment option or bank, keep in mind that this is not a direct deposit and a physical check is mailed to Association.

If you have any questions about your bill, contact the office at (360) 568-8022. If our staff is unavailable, please leave a detailed message with your name, service address, account number and the reason you are calling, and we will return your call as soon as possible.

SHARES

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

If you sell your property, typically a final bill request is made by escrow to prepare your title documentation. Be sure to contact the office to verify that we have received communication from escrow for the transfer of your share.

RATES AND BILLING

Each year, we engage the services of and work with our contracted engineer to complete a review of our financial statements, the adopted budget for the current fiscal year, and the forecasted operating and capital expenses for the next several years. The review is used to determine whether future rate increases are appropriate to cover the anticipated operating costs and increase the capital funds available for system improvements. It also includes a long-range program for main replacement, as referenced in our Comprehensive Water System Plan.

The current rates are based on a study completed in the year 2025 by the contracted engineer. The details of the study were presented to the Board of Trustees in the February 11, 2025 board meeting where questions were posed and clarifications were provided. The Board elected to take time to deliberate and conduct additional review of the documents as presented. The study was once again presented at the March 11, 2025 board meeting for further discussion and was adopted by the Board of Trustees. The Board of Trustees reviewed the information and weighed many factors in their decision regarding rates. The new rates will become effective starting July 1, 2025. This means you will see this change on your September bill, which encompasses July and August water consumption. The current Revenue Policy is available on our website at www.3lwa.org.

The newly adopted **bi-monthly** base rates are:

- \$68.00 for a share only which includes 0 cf
- \$184.00 for a 5/8" meter which includes 0-600 cf
- \$276.00 for a 1" meter which includes 0-900 cf
- \$368.00 for a 1 1/2" meter which includes 0-1,200 cf
- \$644.00 for a 2" meter which includes 0-2,100 cf

The new bi-monthly water use rates for a **5/8"** meter are:

- \$3.35 per 100 cubic feet for 601 cf to 1,200 cf
- \$3.60 per 100 cubic feet for 1,201 cf to 1,800 cf
- \$3.85 per 100 cubic feet for 1,801 cf to 2,400 cf
- \$4.10 per 100 cubic feet for 2,401 cf to 3,000 cf
- \$4.45 per 100 cubic feet for 3,001 cf to infinity

MEMBERSHIP, CONNECTION AND RELATED FEES

The current meter installation fees are:

- 5/8" meter - \$3,900.00 per connection
- 1" meter - \$4,550.00 per connection
- 1 1/2" meter - \$5,850.00 per connection
- 2" meter - \$7,800.00 per connection

The current general facilities charges are:

- 5/8" meter - \$13,750.00 per connection
- 1" meter - \$20,625.00 per connection
- 1 1/2" meter - \$27,500.00 per connection
- 2" meter - \$48,125.00 per connection

Other membership, connection and related fees are:

- New share fee - \$500.00 per share
- Share transfer fee - \$100.00
- Developer Extension Manual - \$50.00
- Developer extension application and review - \$750.00
- Letter of water availability - \$100.00 per parcel
- Penalty fee for past due accounts - 10% assessed the 1st business day after the bill due date
- Insufficient funds - \$25.00 per occurrence
- Hydrant use permit - \$65.00
- Unauthorized use of water - \$500.00 per occurrence
- Penalty for failure to request a locate - \$50.00