

# Heights Water

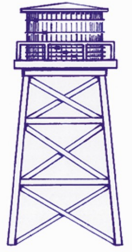
A private non-profit mutual water association

# The Flow

## Summer 2023

Trustees  
Luke McQuillin  
Karen Gardner  
David Weiss  
Andre VanderMost  
Jim Chun

Staff  
Margaret Wessel  
Brent Millett  
Jeff Roeser  
Sue Stinson  
Harland Rosford



### STAFF NEWS & CHANGES

In early 2023, Ryan McCray stepped down as water system operator to concentrate on rehabilitation after two knee surgeries. While we were sad to see Ryan go, in March we were happy to hire Jeff Roeser to fill the position. Jeff is a certified water operator, lives in the Heights Water area and previously worked for another water utility on Vashon. Welcome, Jeff!

Heights Water is seeking candidates for the position of General Manager; Margaret Wessel plans to retire in September 2023. This is an opportunity for an organized, detail-oriented person to serve the community and manage a small business on Vashon. If you, or someone you know, is qualified and interested, please contact us! A full job description is available from the office. Applications will be accepted until mid-August.

Heights Water welcomes Harland Rosford as its summer intern in 2023. Harland is a student at Vashon High School and is helping with system maintenance projects under the guidance of our operators.

### 2023-24 Rates

New customer rates for the 2023-24 fiscal year will take effect with August 1, 2023 billing. In line with the current inflation rate and its effect on costs for services, materials and labor, Heights is raising the CIP (Capital Improvement Program) charge by 7.4% (\$9 per bill) and raising water usage rates by 6.7%. The current Base Rate of \$74 will not change this year. All customers can expect their average bi-monthly bill to increase by \$9-\$13 under the new rates (\$4.50 to \$6.50 per month). We are aware that rate increases can be a burden to some people. Heights Water has a rate assistance program for those with limited resources. Please call the office for more information if you are having trouble paying your bills.

Despite rate increases, fresh, healthy water is a bargain when compared to other services most households pay for monthly. And since our water is reliably healthy and has great taste, you get bottled-water quality straight out of the tap! See our annual Consumer Confidence Report for more details about Heights Water's water quality.

### 2023 Member Meeting

The annual Heights Water member meeting is scheduled for Tuesday, September 26 at 7:00 pm. Contact the Heights Water office in September for location.

### Capital Projects Update

This summer, Heights will upgrade the distribution system serving members in the area of 99th Ave SW and SW 117th Street in the Dolphin Pt. neighborhood. We will replace three old, 1.5- to 2-inch steel water mains with a system that uses a new 8-inch main with a centralized bank of meters, plus new service lines to individual member properties.

During the winter months of 2023-24, we will perform our delayed project to replace a 100,000-gallon steel water tank with a new concrete tank of the same size. The existing tank, which was erected in 1959, is in need of such extensive repairs that replacement was identified as the best option. The new tank will also be compliant with current seismic standards. BHC Consultants is serving as Project Manager on behalf of Heights Water.

Our next big project will be to recoat the interior and exterior of our 608,000-gallon standpipe, the first major maintenance project for the standpipe since it was erected in 2000. The standpipe recoating project will likely occur during the 2024-25 fiscal year.

Heights Water hopes to take advantage of Federal infrastructure funds designated for WA water projects to help pay for some of these needed improvements, in addition to member contributions from Capital Improvement Plan (CIP) charges on regular bi-monthly bills.

### TRUSTEE ELECTION

Ballots for the 2023 Board of Trustee election will be sent to all members by email or postal mail by September 1st. Winners will be announced at the annual meeting. Be sure to cast your ballot! New candidates are always welcome to run. Please contact the office if you are interested in serving.

### HEIGHTS WATER

Office 206.463.0014

24/7 Emergency 206.529.7864

PO Box 820, Vashon, WA 98070

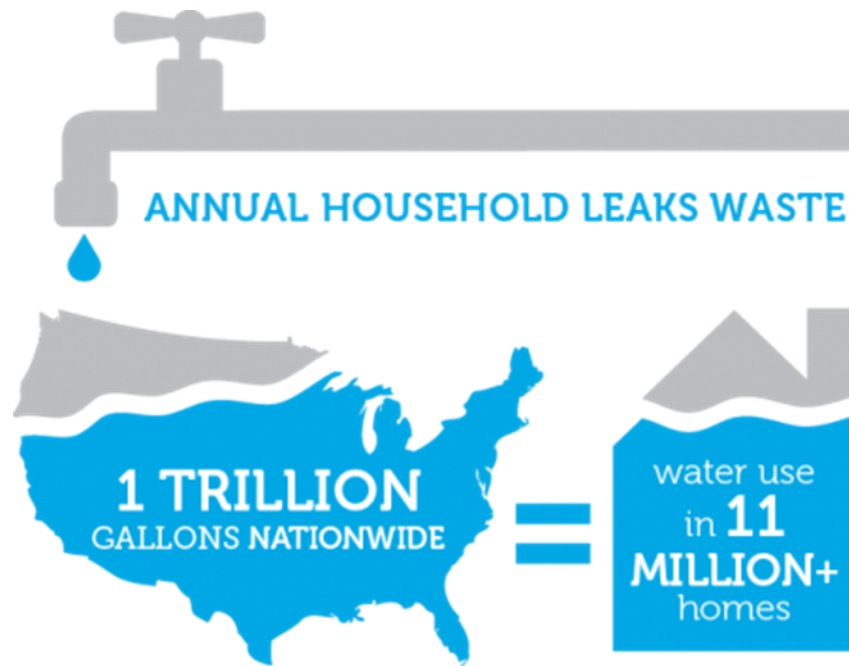
info@heightswater.org

www.heightswater.org

### 24/7 Payment drop off

17232 Vashon Highway SW (Parker Plaza)

13205 Vashon Highway SW (box on garage)



Average household leaks nationwide can account for nearly 10,000 gallons of water wasted every year; ten percent of homes have leaks that waste 90 gallons or more per day. Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves. These types of leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings. Fixing easily corrected household water leaks can save homeowners about 10 percent on their water bills.

**Trouble paying your bill?**

As soon as you know you are unable to make full payment on your water bill before the due date, please call the business office to discuss a payment schedule. We want to work with you to avoid late penalties. Please don't wait to call us on the day your water service is scheduled to be shutoff and the penalties have already piled up.

**Water Meter = Leak Detector**

Your water meter is your main tool for leak detection. Because your water meter is read only six times a year, it is important that you check the dial for leaks. For more information please visit [www.heightswater.org](http://www.heightswater.org).

**Spring & Summer Clean Up**

New seasonal growth can mean searching for water meters under weeds and vines! Please take a moment to uncover your water meter. As always, if our staff needs to use a machete to uncover your meter you will be charged a fee. Thank you!

**After Water Line Repairs ...**

A common question we hear after a waterline repair is, "What can I do about the cloudy/noisy water from air in the line?" It's a simple remedy: run water from an outside hose bib for a few minutes until it runs clear. This will flush out your service line from the meter to your house, ensuring that bubble-free water flows into your home.

**Keeping in Touch**

Heights Water wants to keep you informed when work is planned in your neighborhood or when there are issues you should know about. Please make sure we have your current phone numbers and email addresses so we don't miss you when the word goes out!

**Protect Our Water!**

Heights Water is proud of our water quality and counts on you to help protect it. Use care when using chemicals to treat lawns and gardens. Pesticides and herbicides can add toxic chemicals to groundwater, in addition to killing beneficial organisms in the soil.

**Medication Drop Box**

Vashon Pharmacy has a permanent drop box for expired or unused medications. Help protect our aquifers by using the drop box. Do not "flush away" or throw away your leftover medications!