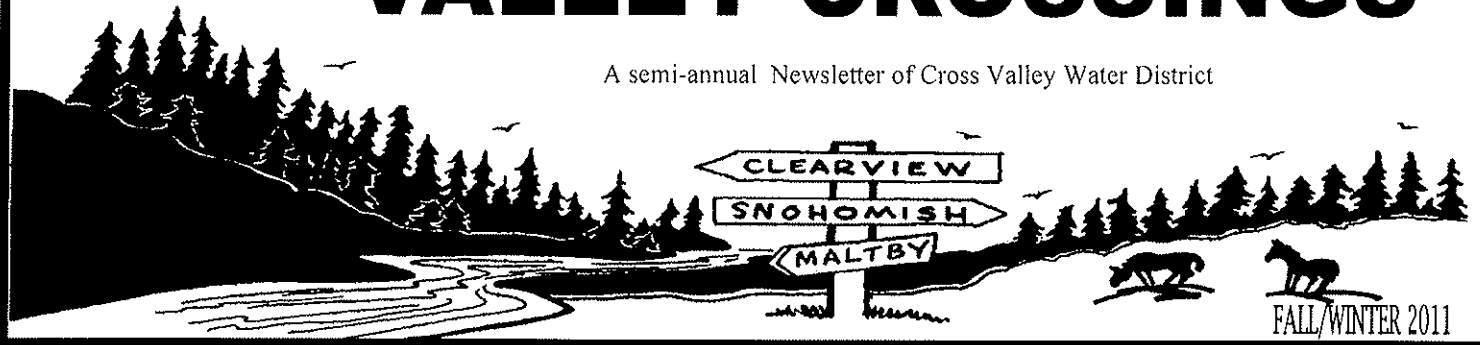


VALLEY CROSSINGS

A semi-annual Newsletter of Cross Valley Water District



IS YOUR HOME READY FOR WINTER WEATHER?



Locate your main shut-off valve

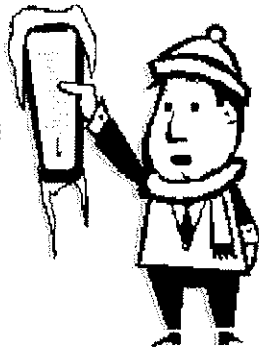
Don't wait for an emergency. Find your main shut-off valve now and test it! If a pipe breaks, you can stop excessive water loss and flooding by turning off your main shut-off valve.

Also, there is a shut off valve in the meter box. If you attempt to turn it off, please do so with extreme caution. Turn clockwise firm and gently with a crescent wrench. Call the District office if you need help.

Insulate exposed pipes & faucets

Outdoor faucets, pipes, and crawl spaces are the most vulnerable in freezing weather. To prevent these pipes from freezing, wrap them with newspaper, rags, or other insulating material.

NEVER LEAVE A GARDEN HOSE ATTACHED TO THE FAUCET IN FREEZING WEATHER.



Insulate your water meter



With the coming of winter weather, your meter is susceptible to freezing and the meter needs to be winterized for the cold and freezing conditions. The best protection is insulating your meter and box by using clean shavings. **Do Not Use Styrofoam!** Fill the meter box to just below the meter dial. This enables our personnel to read the meter quickly.

If you need help locating your meter please contact our office at 360-668-6766 or 425-485-8461 during business hours. Our crew is willing to show you or even use temporary markings to help you locate your meter.

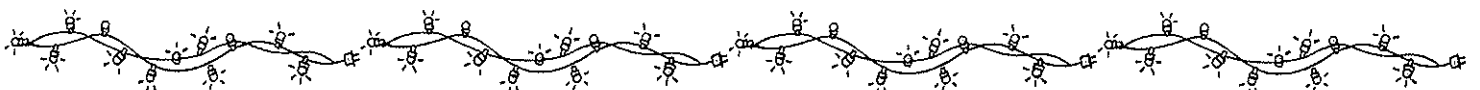
We appreciate your cooperation in properly insulating your water meter. Using products other than clean shavings (even dirt which often times becomes a muddy mess) can make it very difficult for our meter readers to hand read your meter. We do not estimate your water usage.

Weather forecasters are predicting a double-dip La Niña winter, so we may experience below average temperatures this winter. Take any precautions necessary to protect your home and pipes.

Upcoming Lowell-Larimer Road Project-----



The District received a low interest (0.5%) Public Works Trust Fund loan to replace approximately 4,000 lineal feet of water main along Lowell-Larimer Road. There are incentives in the loan contract that if met will allow the interest rate to drop to 0.25% over the life of the loan. The project limits are from approximately 9120 Lowell Larimer Road to 10105 Lowell Larimer Road. The apparent low bidder of the project is Strider Construction Co., Inc. There will be single lane closures for the duration of the project. The estimated completion date is 120 days from the date of the notice to proceed. There will be several shutdowns related to the project. Your patience is greatly appreciated during this time.



SR 9 Widening Project Update

The contractor, Buno Construction, LLC has completed the pipe installation. They will be working on removal of the old pipe, transferring services to the new line, making final corrections, and cleanup & restoration. We anticipate four more shutdowns for the final connections.

We anticipate this work will be completed by November 30, 2011.

The District sincerely appreciates your patience during this project required by the WSDOT widening of SR9.

HELP!!

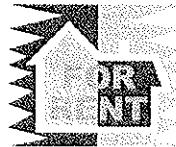
My water service line broke and now I have received my water bill. Can I receive a credit?

Cross Valley Water District may allow for possible leakage credits for leaks that occurred in the service line from the meter to the house. In order to qualify your account must not have a received a credit within the last 48 months. In addition a Cross Valley Water District Employee will need to visually inspect the repair. You will be required to submit a leakage credit application accompanied by copies of any receipts pertaining to the repair.

When should I expect to receive my utility bill?



As a reminder, bills are mailed to customers every 2 months. Your bill should arrive no later than the 15th day of each odd month (Jan, Mar, May, July, Sept, & Nov). If you do not receive your billing statement by the 15th, please contact the office. Our customer service representatives will be happy to assist you with your account and provide you with information needed to pay your bill.



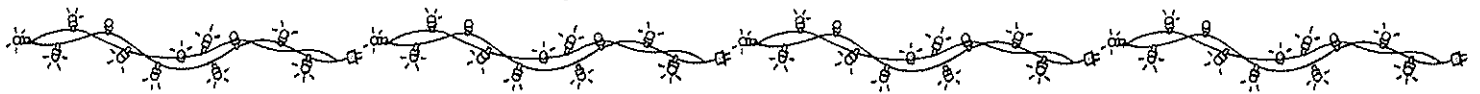
Planning to rent your home?

If you are a Cross Valley Water District customer and are planning to rent your home there are a few things to consider:

- The account remains in the property owners' name and the bill is mailed to where the property owner resides.
- Providing a forwarding address will make sure the water utility bill will reach you in a timely manner.
- For your convenience we do offer a process called duplicate billing. If duplicate billing is setup by the property owner, Cross Valley Water District will mail a copy of the bill to either the tenant at the service address or an owner representative (i.e. - property manager). Please contact the office for more information if you are interested in requesting duplicate billing.

Happy Holidays

From everyone at Cross Valley Water



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